

How to File an International Claim with Delta Dental of Illinois

Filing a claim outside of the United States is much different than filing a claim inside the United States because there are no international treatment codes, dental license numbers, or fee systems in place like there is in the United States.

Therefore, there are fewer administrative requirements for international dental claims. However, there are important steps that need to be followed if a Delta Dental of Illinois member needs dental treatment while outside of the United States.

Delta Dental of Illinois International Claims Submission Process

1. Pay the dentist directly for charges.
2. Ask the dentist for a document with a description of services rendered, procedure codes and fees charged, as well as for any other supporting documents like x-ray images. **NOTE: the documentation must be in English, and the fees charged must be in U.S. dollars.**
3. Submit an [international claim form](#) with receipt of payment and supporting documentation to Delta Dental of Illinois at the address below. The claim form is linked above and can be found in the [Resources](#) section on our website under Member Forms. **NOTE: Receipt of payment and supporting documentation must be included and the claim form must include the procedure codes done, including teeth numbers if appropriate, and identifying information for the primary member and patient if different.**
4. Delta Dental of Illinois processes the claim as an out-of-network claim using the Delta Dental Premier maximum plan allowance (MPA) for any services rendered.
5. Delta Dental of Illinois remits payment directly to the member, via mail (no option for direct deposit).

International Claims Submittal Address

The claim form, supporting documentation in English with fees charged in U.S. dollars, and receipt of payment must be mailed to:

Delta Dental of Illinois
Attention: Client Services – International Claim
P.O. Box 5402
Lisle, IL 60532

If you have any questions, please contact Delta Dental of Illinois' Client Service at csi@deltadentalil.com or 800-323-1743.