

This summary is a brief description of a Hawaii Dental Service (HDS) member's dental benefits. Some limitations, restrictions, and exclusions may apply. Plan benefits are governed by the provisions detailed in the group's and/or subscriber's agreement with HDS, HDS's Procedure Code Guidelines and Delta Dental National Policies when applicable. Certain provisions may vary across group agreements such as waiting periods, frequency and age limitations, etc. and may not be included in this summary. For additional information, please contact HDS Customer Service. As an HDS member, you may visit any licensed dentist, but your out-of-pocket costs may be lower when visiting an HDS participating dentist. All dental claims must be filed within 12 months of the date of service to be eligible for HDS claims payment.

**PLAN MAXIMUM** The most HDS will pay for each person for all covered dental services performed during the plan year.

**DEDUCTIBLE AMOUNT** Does not apply to benefits covered at 100% and orthodontics.

<b>Plan Maximum</b>	<b>\$1500</b>
<b>Deductible</b>	<b>\$25/person</b> <b>\$75/family</b>
	<b>HDS PLAN PAYS</b>
<b>DIAGNOSTIC</b>	
<b>Examinations</b>	<b>100%</b> 2x/yr
<b>Bitewing X-rays</b>	<b>100%</b> 2x/yr through age 14 1x/yr equal or over age 15
<b>Other X-rays</b>	<b>100%</b> Full mouth X-rays 1x/5 yrs
<b>PREVENTIVE</b>	
<b>Cleanings</b>	<b>100%</b> 2x/yr
<b>Fluoride</b>	<b>100%</b> 2x/yr Through age 19
<b>Silver Diamine Fluoride</b>	<b>100%</b>
<b>Space Maintainers</b>	<b>100%</b> Through age 17
<b>Sealants</b> One treatment per tooth per lifetime to permanent molar teeth when there are no prior fillings on biting surfaces.	<b>100%</b> Through age 18
<b>TOTAL HEALTH PLUS BENEFITS</b>	
If the member has multiple conditions, they will only be eligible for the benefit with the most cleaning(s) and/or gum maintenance treatments of a single condition. All benefits are covered at 100% unless otherwise noted.	
<b>Diabetes</b> • Cleanings/Gum Maintenance	Additional 2x/yr
<b>Cancer (other than Oral)</b> • Cleanings/Gum Maintenance • Fluoride Treatments	Additional 2x/yr Additional 2x/yr
<b>Oral Cancer</b> • Cleanings/Gum Maintenance • Fluoride Treatments	Additional 2x/yr Additional 4x/yr
<b>Sjogren's Syndrome</b> • Cleanings/Gum Maintenance	Additional 2x/yr

• Fluoride Treatments	Additional 4x/yr
<b>Stroke</b>	
• Cleanings/Gum Maintenance	Additional 2x/yr
<b>Heart Attack, Congestive Heart Failure</b>	
• Cleanings/Gum Maintenance	Additional 2x/yr
<b>Kidney Failure</b>	
• Cleanings/Gum Maintenance	Additional 2x/yr
<b>Organ Transplant</b>	
• Cleanings/Gum Maintenance	Additional 2x/yr
<b>Pregnancy (Expectant Mothers)</b>	
• Cleanings/Gum Maintenance	Additional 1x/yr
<b>Medical Risk for Cavities</b>	
• Fluoride Treatments	Additional 3x/yr
<b>BASIC CARE</b>	
<b>Fillings</b>	<b>80%</b>
Once every two years per tooth per surface.	White-colored fillings limited to front teeth.
<b>Root Canals</b>	<b>80%</b>
<b>Gum/Bone Surgeries &amp; Maintenance (non-medical risk factors)</b>	<b>80%</b>
Once every three years per quad.	
<b>Oral Surgeries</b>	<b>80%</b>
<b>MAJOR CARE</b>	
<b>Crowns</b>	<b>50%</b>
	1x/7yrs per tooth White crowns limited to front teeth and bicuspid.
<b>Fixed Bridges &amp; Dentures</b>	<b>50%</b>
	1x/7yrs per tooth
<b>Implants</b>	<b>50%</b>
<b>OTHER SERVICES</b>	
<b>Adjunctive General Services</b>	<b>80%</b>
<b>Emergency Treatment of Dental Pain (Palliative Treatment)</b>	<b>80%</b>
Once per visit per dental office for relief of pain but not to cure	
<b>Athletic Mouth Guards</b>	<b>80%</b>
	1x/24-months Through age 18
<b>ORTHODONTICS</b>	
	<b>50%</b>
	For children. \$1500 lifetime maximum amount paid (eight quarterly payments)

**Special Consideration:** Assessment of salivary flow is covered. Orthodontic services are not covered if services were started prior to the date the patient became eligible under this employer's plan. If a patient's eligibility ends prior to the completion of the orthodontic treatment, payments will not continue. If your employer elects to remove the orthodontic benefit, coverage will end on the last day of the month that the change occurred. Self-administered or at-home applications (or any type of "do it yourself") orthodontics is not a covered benefit. Orthodontics must be performed by a licensed dentist or supervised staff.

## Access to HDS Information 24/7

Visit HDS Online at [HawaiiDentalService.com](http://HawaiiDentalService.com) to:

### ACCESS YOUR ACCOUNT

- Visit [HawaiiDentalService.com](http://HawaiiDentalService.com)
- Click “Member Login”
- Click “Create an account”
- Complete the “Account Registration” form
- Select “Yes” to be notified via e-mail when a claim is processed and “Yes” to “Request electronic Explanation of Benefits”
- Click “Register”

### SEARCH

- For an HDS participating dentist in Hawaii, Guam or Saipan by specialty, location, handicap accessibility, weekend hours, and more
- For a Delta Dental Premier participating dentist on the Mainland or Puerto Rico by specialty, location, weekend hours and more

### DOWNLOAD & PRINT

- A summary of your benefits for tax purposes
- Blank claim forms
- Your HDS membership card
- Your EOB statements
- HDS Notice of Privacy Practices

### CHECK

- Whether you and/or your dependents are eligible for HDS benefits
- What dental services are covered by your plan
- What the limits are of each type of covered service and how much you have used

### VIEW

- Your Explanation of Benefits (EOB) statements
- A list of frequently asked questions
- HDS contact information

### REQUEST

- To receive emails when your claims are processed
- To receive EOB statements via email
- An HDS membership card to be mailed to you

## How to Contact HDS

### Customer Service Representatives

**From Oahu: (808) 529-9248**

**Toll-free: 1-844-379-4325**

#### Customer Service Call Center Hours:

Monday – Friday: 7:30 AM – 4:30 PM HST

Excluding State observed holidays and the day after Thanksgiving

#### Walk-in Office Hours:

Monday – Friday: 8:00 AM – 4:30 PM HST

### Send Written Correspondence to:

Hawaii Dental Service

Attn: Customer Service

900 Fort Street Mall, Suite 1900

Honolulu, HI 96813-3705

E-mail: [CS@HawaiiDentalService.com](mailto:CS@HawaiiDentalService.com)

#### **FAX:**

From Oahu: (808) 529-9366

Toll-free fax: 1-866-590-7988

# SMILE PERKS

FOR HDS MEMBERS

## Access Your **SMILE**Perks Now!

Log onto your HDS Member Dashboard at [HawaiiDentalService.com/members](https://HawaiiDentalService.com/members) and click the link to the HDS Smile Perks. If you don't have an account, simply create one and follow the prompts.

### Go places with Hawaiian Airlines

Save on your next trip to your dream destination! HDS members get an exclusive 5% discount on mainland and international web fares on Hawaiian Airlines! *(Excludes fares for Tahiti and American Samoa.)*

### Stay Active & Fit Year-round!

HDS provides its members access to local fitness centers through its partnership with the Active & Fit Direct program for \$25 per month. *(Includes a \$25 enrollment fee and applicable taxes.)*

### 20/20 Vision Care Coverage with VSP

HDS's vision partner, VSP, provides individual vision insurance that gives you access to the services and products you need to care for your eyes.

### Get a Z Sonic mini toothbrush at a discount!

All HDS members get an exclusive discount on the Z Sonic Travel Size Toothbrush (\$14.95) and Mini Adult Brush Replacement Heads (\$14 for four brush heads). Free shipping with the purchase of both items.



BRUSH, FLOSS AND SEE AN HDS DENTIST

# Find An HDS Participating Dentist

Your HDS dental plan comes with access to the largest network of dentists in Hawaii and the U.S. mainland. Here's how to find an HDS participating dentist or specialist online at [HawaiiDentalService.com/FindADentist](https://HawaiiDentalService.com/FindADentist).

## STEP 1


Visit [HawaiiDentalService.com/FindADentist](https://HawaiiDentalService.com/FindADentist) and pick a region in which you'd like to find a dentist.



### Find a Dentist

HDS has the largest network of dentists with more than 95 percent of Hawaii's licensed, practicing dentists on Oahu and the Neighbor Islands.


Search for an HDS participating dentist below.



#### Hawaii, Guam & Saipan

Find an HDS participating dentist in Hawaii, Guam or Saipan.

[Find a Dentist](#)



#### U.S. Mainland & Puerto Rico

Need a dentist while you're visiting the U.S. Mainland or Puerto Rico? Find a participating dentist in our nationwide network.

[Search](#)



## STEP 2

Follow the prompts to search for a dentist.  
Instructions vary by region.

### Hawaii, Guam, and Saipan

If you select **Hawaii, Guam, Saipan**, specify your **Island** and **Neighborhood** OR enter your **ZIP code**. You may also search by **Specialty, First** or **Last Name**.

Click the **See Participating Dentists** button at the bottom of the screen to view results.

Dentists in Hawaii, Guam and Saipan

No matter what island you're on, an HDS participating dentist is nearby.

Search by ☒ Zip Code ☐ Island Name

Zip Code  
Zip

Provider Network ☒ Any

Specialty  
Any

First Name  
First

Last Name  
Last

[See Participating Dentists](#)

Contact an HDS participating dentist to schedule an appointment. Use **Advanced Filters** to narrow results, if needed.

Looking for a different state? →

Members Providers Employers Brokers

Our Plans Find a Dentist Oral Health & Wellness About HDS Member Login Alerts

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Search by ☐ Zip Code ☒ Island Name

Island  
Oahu

Neighborhood  
Makiki

Provider Network ☒ Any

Specialty  
Any

First Name  
First

Last Name  
Last

Hide Filters

Advanced filters

Hours  
All

Gender  
Any

Office Features  
Any

Special Needs  
Any

Language  
Any

### U.S. Mainland & Puerto Rico

If you select **U.S. Mainland & Puerto Rico**, click **Search the National Site**.

Find a dentist through our National Delta Dental Provider Search.

Select Delta Dental Premier as your plan on the next page.

[Cancel](#) [Search the National Site](#)

Select a **Specialty** or **Any**.

DELTA DENTAL I'm a member (Not a member?) Search

Find your Delta Dental Find a dentist Estimate cost Dashboard FAQ Protect my smile Sign in/Register

Looking for a dentist?

Find in-network dentists in your area by using your current location or entering a ZIP code manually.

Don't know which plan you have? [Sign in to your account](#), check your Delta Dental ID card or contact your Delta Dental Company.

Delta Dental Medicare Advantage and Delta Dental Patient Direct coverage are not available in all 50 states.

Specialty

Delta Dental Premier

Dentist's last name (optional)

Search by current location:

☒ Yes ☐ No

Why choose an in-network dentist?

Here are the benefits of using an in-network dentist

[Read more](#)

Then select **Delta Dental Premier** in **Your plan** field.

Then select **Yes** in **Search by current location** OR select **No** and enter your **ZIP code**.

Lastly, click **Find Dentists** and contact a dentist to schedule an appointment.

Questions? Contact HDS Customer Service at  
(808) 529-9248 or email [CS@HawaiiDentalService.com](mailto:CS@HawaiiDentalService.com).



# COVID-19 Dental Care Guide



**HDS**  
Hawaii Dental Service

Our priority is your smile and well-being. Following the COVID-19 pandemic, there will be changes in everyone's dental visit experience. Our HDS participating dentists are working diligently to ensure you get the care you need while keeping you and your loved ones safe, as well as their employees.

The next time you go to the dentist, things may be a bit different because of COVID-19. The following are things you might see, but verify with your dentist on what changes they're implementing.

## Prior to your appointment

- Practices may limit appointments to allow time to disinfect the office between patient visits.
- Patients may be asked a few screening questions to determine if they have any COVID-19 symptoms or have been in contact with someone who does.

Questions?

Call our Customer Service team at (808) 529-9248 or email [CS@HawaiiDentalService.com](mailto:CS@HawaiiDentalService.com).

# Keep your smile healthy.

It's still important to keep your smile healthy at home by brushing twice a day, flossing daily and maintaining a healthy diet.



These changes  
may vary from  
office to office.  
Consult with  
your dentist  
upon scheduling  
your next  
appointment.

Live Well,  
Smile More.

## Day of your appointment

- Patients may be asked to wait in their car prior to their appointments and wait to be called in on their cell phone. For most practices, waiting rooms are no longer accessible and will not have magazines or toys. If the patient is a child, one guardian may accompany the child inside.
- Patients and accompanying guardians may be asked to wear a mask upon entering the dental office.
- Dentists and their staff may take the patient's temperature and ask screening questions again.
- Dental staff will ask patients to wash their hands before going into the treatment room. Hand sanitizer may also be available.

## During your appointment

- Staff may be wearing face shields, masks, gowns and head coverings.
- Treatment may be modified to reduce the amount of aerosols created. (For example, the hygienist may hand polish your teeth instead of ultrasonic cleaning.)

## Questions?

Call our Customer Service team at (808) 529-9248 or email [CS@HawaiiDentalService.com](mailto:CS@HawaiiDentalService.com).