

Delta Dental of Iowa

Service Teams

From new business quotes and renewal of existing business, to on-going account management and administrative service, Delta Dental teams will provide support to you, your clients, and Delta Dental's Account Executive and Account Management team.

To expedite your requests, please use the team emails listed below or call us at **877-423-3582** and follow the phone prompts to reach the appropriate teams.

The **Sales and Account Management Team** is responsible for *new small group sales, large group sales and retaining existing large groups*, while managing relationships with agents and groups for both dental and vision products.

Team members:

Brenda Lowe - Account Executive (Large Groups 51+), 515-261-5549 (blowe@deltadentalia.com)

Carissa Hood – Senior Account Manager, (Large Groups 500+), 515-261-5521
(chood@deltadentalia.com)

Jen Nelson - Account Manager, (Middle Market 51-499), 515-261-5527 (jnelson@deltadentalia.com)

Amanda Rinehart – Account Management Associate, (Small Group Sales and Large Group Support), 515-261-5536 (arinehart@deltadentalia.com)

Team ReNEW is responsible for *administrative processes related to the acquisition of new and the renewal of existing business* for both small (2 to 50 eligibles) and large (51 +) dental and vision products. This team will provide the following services:

- Quote preparation for new business
- Set up and implementation of new groups
- Renewal preparation and distribution
- Open enrollment during the group's renewal period

Email: TeamReNEW@deltadentalia.com

Team Service will be available to assist with *service needs for active customers* that include individual plans, small groups (2 to 50 eligibles) and large groups. This team will provide the following services:

- Enrollment maintenance such as name and address changes, adding new employees, and terminations
- Service requests such as billing questions and other service-related issues
- Website assistance for groups and agents

Email: TeamService@deltadentalia.com

The **Individual Support Team** will provide pre-sales support to brokers and individual buyers regarding the Delta Dental individual dental product.

Email: IndividualProduct@deltadentalia.com