

Coming Soon! Delta Dental Launches New Service Model

To better serve you and your clients, Delta Dental is raising the bar on service expectations and backing it up with leading technology. Going forward you and your clients will have the support of an entire team of specialists to ensure you get the right answer at the right time.

From new business quotes and renewal of existing business, to on-going account management and administrative service, your requests will be tracked and monitored in a team environment from start to finish. We're working together to quickly bring you the information you need to serve your clients.

Today, the phone numbers and the individuals you've built relationships with at Delta Dental have not changed. Throughout the month of October we will be transitioning to the new service model and team environment. A summary of the teams and their responsibilities are below. You will begin to receive email communications from the following email addresses.

- The Delta Dental ***Sales and Account Management Representatives*** will continue to be the primary contact to you and your group clients as dental and vision benefit plan selections are being determined. The email addresses for the Account Executives and Account Managers will not be changing.
- ***Team Acquisition*** will support the administrative processes related to the acquisition of new business and renewal of existing business. The team may contact you, your support staff or your clients, when appropriate, to ensure that the implementation of group benefit plans occur seamlessly, timely and accurately.
 - Email: TeamAcquisition@deltadentalia.com
- ***Team Service*** will provide support to you and your clients between benefit renewal cycles for all existing business. This team will address administrative questions that arise related to enrollment activity, contact information changes, benefit clarifications and any other inquiries that may arise from time to time.
 - Email: TeamService@deltadentalia.com
- The ***Individual Sales Support Team*** will provide pre-sale support to you and individual buyers regarding the Delta Dental individual dental products.
 - Email: IndividualProduct@deltadentalia.com

Watch for more details mid-October. The entire team at Delta Dental appreciates your business and we are committed to helping you provide your clients with the outstanding service that you have come to expect from Delta Dental. We appreciate your patience in this transition and encourage you to begin using the team emails.

Best regards,

Greg Shireman
Vice President Sales & Marketing