







## New Website Coming in April – What You Need to Know

We are redesigning our website and secure portals for an even better experience for you and your employees.

We are excited to introduce our new public and secure website portals, launching April 3rd.

Below is a brief outline of the updates we are making. We also have put together this FAQ to help you as these updates are introduced. As always, you can contact us at [TeamService@deltadentalia.com](mailto:TeamService@deltadentalia.com) if you have any questions.

	What You Need to Know
 <b>Employer Connection</b>	There will be a <b>new secure Employer Connection</b> to view invoices, enroll members and dependents, and run eligibility reports – <a href="http://deltadentalia.com/employer">deltadentalia.com/employer</a> . Usernames will not change, but you will be asked to update your password to accommodate security requirements. You also will be able to access the Employer Connection through the Delta Dental website at <a href="http://deltadentalia.com">deltadentalia.com</a> . Be sure to bookmark the new website address for quick access to the Employer Connection.
 <b>Group Number</b>	Today, Delta Dental assigns a unique group number that is used for enrollment and billing. <b>All employer groups will receive a mailing at the end of March with your new group number.</b> Current employees' member ID cards are not affected by this update.
 <b>Reconciliation Account Invoice</b>	Your Delta Dental invoice will have a new look. It will contain a detachable payment coupon to return with your payment in order to ensure proper credit to your account. Please indicate your new group number on your check when remitting payment. You will continue to receive your weekly invoice from Delta Dental as you do today. <b>All the charges you would normally see on your reconciliation account invoice, such as administrative fees, will be on your last weekly invoice for the month.</b>
 <b>Member Connection</b>	There will be a <b>new secure Member Connection</b> where members can view benefits and claims, print ID cards, find a provider and much more at <a href="http://deltadentalia.com">deltadentalia.com</a> . Usernames and passwords will not change for members.



# Frequently Asked Questions



## New Employer Connection

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**Q: When will the new Employer Connection be available?**

A: Starting April 3rd, you will use the new Employer Connection to view your Delta Dental invoice, modify members and run eligibility.

**Q: Will I need a new username and password for the new Employer Connection?**

A: You will be able to use the same username, but you will need to update your password to meet our updated security standards. Your password for the Employer Connection ([deltadentalia.com/employer](http://deltadentalia.com/employer)) must be eight or more characters and include three of the following four categories:

- English uppercase characters (A-Z)
- English lowercase characters (a-z)
- Base 10 digits (0-9)
- Non-alphanumeric (for example: !#\$%)

**Q: What information will be available on the new Employer Connection?**

A: The new Employer Connection at [deltadentalia.com/employer](http://deltadentalia.com/employer) will include all the information you have today – view and print your Delta Dental invoice, add and modify members, and view eligibility reports. Be sure to bookmark the new website address for quick access to the Employer Connection.

**Q: What are some new features of the new Employer Connection?**

A: Below are a few of the new features of the new Employer Connection:

- View and print member ID cards.
- View multiple weekly invoice details in one report.
- Easily download your Delta Dental invoice into an Excel document for sorting, sub-totaling, etc.
- Access claims detail online each week rather than monthly.
- View your employees' benefit plans online.
- New self-service features allow you to easily set up multiple users for your organization.
- View terminated members up to 18 months.

## New Group Number

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**Q: When should I start using my new group number?**

A: You can start using your new group number after you receive your April 2017 invoice. Your new group number also will be noted on your payment coupon so you will not have to search for this number when making your Delta Dental payment. Be sure to indicate your group number on your check and include your payment coupon to help ensure your payment is applied correctly. Delta Dental will mail you a quick reference card, which will include your new group number, at the end of March.

**Q: Can my employees keep their current ID cards?**

A: Yes, your employees will keep their current ID cards. However, a new employee or an employee who needs to replace an ID card may have an updated member number when they receive their newly issued card.

**Q: If I work with a third-party to submit benefit eligibility to Delta Dental, do I need to notify them of my group number change?**

A: There is no action needed from you, and you can continue to submit eligibility as you do today. Delta Dental is in constant contact with these third-party partners.

## Delta Dental Invoice & Payment



**Q: When will I receive the new Delta Dental invoice?**

A: You should receive your first new weekly invoice around April 12th. We will not issue an invoice the first week in April.

**Q: Will I need to make any changes to the way I pay my Delta Dental invoice?**

A: You will continue to receive weekly notification of claim amounts due. Detailed claim payment information will be available on the Employer Connection.

You will no longer receive a monthly Reconciliation Account Invoice. All the changes you would normally see on your Reconciliation Account Invoice, such as administrative fees, will be included on your last weekly invoice for the month. The method you use to pay your invoice will not change.

**Paying by check:**

Please indicate your **new** group number on your check and be sure to include the **new** payment coupon to ensure proper credit to your account.

**Paying by automatic withdrawal (ACH or wire transfer):**

There are no changes to this process. If you are not currently registered for automatic withdrawal and would like to sign up, please visit our website [deltadentalia.com/employer](https://deltadentalia.com/employer) and click on Delta Dental Forms in the Resources section to download the ACH form (self-insured).

**Q: Will I be able to access historical invoices on the new Employer Connection?**

A: You will be able to request previous invoices through the new Employer Connection on the billing screen.

**Q: Will there be any changes to my direct billed members for COBRA or retiree plans?**

A: Delta Dental will continue to bill COBRA/retiree members as usual. However, starting in April, instead of receiving a separate payment for premiums received from direct billed members, you will now see a credit applied to your invoice.

## New Member Connection

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**Q: When will the new Member Connection be available?**

A: Starting April 3rd, your employees will be able to use the new Member Connection.

**Q: What information will be available on the new Member Connection?**

A: The new Member Connection at [deltadentalia.com](https://deltadentalia.com) includes information on benefits, frequencies, eligibility, claim status, forms, how to find a dentist and ID cards. The new secure portal and Delta Dental public website are designed to be used on a variety of devices, including tablets and smartphones.

**Q: Will my employees need a new username and password for the new Member Connection?**

A: No, your employees will continue to use the same username and password they use on the current Delta Dental website. Members will continue to access the secure Member Connection through [deltadentalia.com](https://deltadentalia.com) just as they do today.



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