

Delta Dental FAQs on System Change

Will our data be secure?

Yes, the security and privacy of your clients' information is a top priority. DDVA has and will continue to focus significant investments on personnel, systems, processes and technologies to address cybersecurity. The technology upgrades will continue to provide additional features to protect your information.

Is my account number changing?

The primary change you will see is how the account structure is organized. You will see this change on enrollment, bills and reports. More details and samples are available in the learning library.

Are there changes to how I enroll a member?

The process for submitting enrollment remains unchanged; however we have updated our paper enrollment forms and enrollment screens within the portal to capture new attributes on members to enhance your tracking and reporting capabilities. *If you submit paper enrollment forms, you will need to begin using the updated form found on the portal.*

How will the transition affect subscribers and members?

The most obvious change to subscribers and members will be a more user-friendly website. They will continue to use their same login information, including their password, on the new website.

Do we need new ID cards?

No. Ordering replacement ID cards is not necessary.

Will there be changes to my bills after the system changes?

You may receive invoices earlier than anticipated due to the transition; however, the due dates will remain the same. Bills you receive after we transition will look different, but the information you need (final amount due, total claims paid, etc.) will still be there.

Other changes to be aware of:

Online Billing: If you use online billing, new bills will be available in the portal after May 11th. Once your bills are available in the new system you will have one opportunity to make changes, calculate adjustments and approve the new bill. Read-only copies of past bills (up to one year) will be available.

Eligibility: You will no longer be able to submit eligibility changes with your bill. You must submit enrollment changes online or with a paper enrollment form. Eligibility changes will not be accepted with invoice payments.

Electronic Eligibility (EE): There are no changes to how you submit your EE files at this time. We have mapped your sub-locations to the new structure. Any bills and reports, including your EE Error Reports, will display your information in the new structure, with

employment attributes and benefit plans tracked at the subscriber level. The reports will no longer show discrepancies in rate tiers for submitted members. The submitted members will be enrolled as they are received.

Payment submissions: For groups that send in payments by mail, be sure to include the remittance with your payment and include your new account number as it appears on your invoice.

Termination dates for manual/web term changes: Currently when terminating a subscriber or group, you enter the date through which the coverage is active. For example, June 30, 2020 would mean coverage is active through June 30. In the new system, you will enter the date **AFTER** the last day of coverage, or the date up to which the coverage is active. The termination date will now specify the day **AFTER** coverage, rather than the last day of coverage. In our example, July 1 would be the termination date. This change will only effect the formatting – it will NOT change the period that the member is covered.

Passwords: Your login to the portal will remain the same, but your password will need to be updated. When you log in to the new portal for the first time, you will use your same login (user ID) but you will be prompted to set up a new password. We will send an email with a temporary password prompting you to do this. If you miss that email, you will be prompted to set up a new password the first time you try to log in to the upgraded portal. The password requirements include:

- Must be a minimum of 8 characters, and
- Must contain at least one of each of the following:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Special characters

Web/Portal address (URL): The web address for DeltaDentalVA.com will stay the same; however, the addresses for the Administrator and Broker portals will change. If you have bookmarked these pages, you will need to update your bookmark once the new site is live.

Commission Statements: If you receive a payment by check in the mail, after we transition to the new system, commission statements and checks will be mailed separately.

How can I get more information?

Visit our learning library at DeltaDentalVA.com/brokers/learning-library.html to see videos and guides to help you through the transition. These resources will guide you through the new functionality of the portal. The resources are currently available, and will continue to be available after the upgrades are implemented, in case you need to reference them when you receive your first bill after the upgrade.

What if I have questions?

Our account management team is here to help. You can also contact our dedicated transition team with questions at 888-261-6495 or questions@deltadentalva.com.