

## Eligibility Updates & Retroactive Termination Policy Guidelines (Risk/Pooled Groups)

### Eligibility Updates

Enrollment changes must be received and processed by the 14<sup>th</sup> of the month in order for the updates to appear on your next invoice. *Note: Please allow 5 business days for processing of eligibility updates.*

The fastest way to submit eligibility updates is via the [Benefit Manager Toolkit \(BMT\)](#). Member information is updated in real-time, so you see the results of your actions immediately. Please be aware that enrollment and eligibility updates submitted via an electronic file feed will override any updates submitted through BMT.

Groups with more than 10 enrolled employees may submit [enrollment forms](#). Please have the employee complete the enrollment form and then return the form to Delta Dental of Arizona.

*Note: Delays will occur if the form is outdated, not completed correctly or is incomplete.*

You can find the most current version of our enrollment form at [www.deltadentalaz.com/employer/forms](http://www.deltadentalaz.com/employer/forms).

Please send completed enrollment forms directly to Delta Dental of Arizona's eligibility department:

- Fax: 602.548.5075
- Email: [enrollment@deltadentalaz.com](mailto:enrollment@deltadentalaz.com)

You are billed in advance of the month of coverage. Once the invoice is run, the amount cannot be adjusted until the next invoice. Invoices are available in the Benefit Manager Toolkit (BMT) approximately 2 weeks prior to the month being billed. If eligibility updates are processed after the cutoff, any applicable debits/credits will appear on the next invoice.

### Retroactive Termination

Delta Dental of Arizona allows a 60-day retro termination policy based on the most recent billing cycle. Invoices are run mid-month, so you have approximately 45 days from the employee's last date of coverage to submit the termination to us. Please ensure you allow enough time for us to process the termination by the deadline.

Termination Date	Termination Must Be Submitted AND Processed By*
November 30	January 14
December 31	February 14
January 31	March 14
February 28	April 14
March 31	May 14
April 30	June 14
May 31	July 14
June 30	August 14
July 31	September 14
August 31	October 14
September 30	November 14
October 31	December 14

*\* Please allow 5 business days for processing.*

*Note: DDAZ's standard eligibility termination guidelines carry an employee's coverage through the end of the month. If you have questions about this policy, please contact your account manager.*