

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

Eligibility Updates

Enrollment changes must be received and processed by the 14th of the month in order for the updates to appear on your next invoice. *Note: Please allow 3-5 business days for processing of eligibility updates.*

For quick and easy enrollment, enter new hires, changes and terminations electronically. Just log in to the [Employer Connection](#) and use the Online Enrollment Tool.

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 (DDAZ). *Note: Delays will occur if the form is outdated, not completed correctly or is incomplete.*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/documents/EnrollmentForm.pdf.

Please send completed enrollment forms directly to DDAZ's eligibility department:

- Fax: 602.548.5075
- Email: enrollment@deltadentalaz.com

Invoices are run on the 15th of each month. Once the invoice is run, the amount cannot be adjusted until the next invoice. If you submit eligibility updates 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 on the 15th of each month, so you have approximately 45 days from the employee's last date of coverage to submit the termination to DDAZ.

Termination Date	Last Date to Enter Termination*
November 30	January 15
December 31	February 15
January 31	March 15
February 28	April 15
March 31	May 15
April 30	June 15
May 31	July 15
June 30	August 15
July 31	September 15
August 31	October 15
September 30	November 15
October 31	December 15

**Terminations must be received and processed by the 15th of the month.
Please allow 3-5 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.