

## Employee Navigator – Quick Reference Guide

This quick reference guide has been compiled to provide helpful guidance on commonly asked questions. For more information on connecting or technical help, please refer to the [Employee Navigator Help Center](#).

### 1. Timelines & Processing

**Clean Entry Turnaround:**

5 business days or less.

**Updates:**

Timeframe depends on how quickly additional requested information is sent to Delta Dental of Arizona (DDAZ).

**System Update Schedule:**

Every Wednesday evening (MST).

- Any information entered into Employee Navigator (EN) will override changes made in the BMT and any other group enrollments made directly with account services.
- **Source of Truth:** EN is the primary record system.

### 2. Connecting Groups in Employee Navigator

**Existing Groups:**

If a group is already on Navigator, simply connect it. Please note that testing will be conducted and any discrepancies should be addressed immediately by the broker prior to allowing the group to be noted as “Active.”

**New Groups with Delta Dental:**

If the group is on Navigator, no paper enrollments are needed — process is the same.

You **do not** need to provide the group number; DDAZ will fill that in.

File updates occur once a week on Wednesdays – see above. Note: be sure to update Navigator as soon as possible.

- If timing is critical, submit directly to Delta Dental.
- Our Enrollment and Group Services team can perform a **one-time load** for urgent cases. It is still the brokers’ responsibility to load the group.

### 3. Submitting & Approving Cases

**Submit a Case for Approval:**

Email to [Navigator@deltadentalaz.com](mailto:Navigator@deltadentalaz.com).

**Request for a Group to Go Live:**

Send the request to [Navigator@deltadentalaz.com](mailto:Navigator@deltadentalaz.com).

**Authorization Form:** Required for both new and existing groups in order to allow for ePHI.

Available at [deltadentalaz.com/broker/forms](http://deltadentalaz.com/broker/forms) in the Forms and Documents section of the website

### 4. Group Connection Workflow

1. Broker requests connection in Employee Navigator and includes the completed authorization form.
2. The Delta Dental of Arizona Employee Navigator team receives the request and connects group details (plan ID mapping, etc.).
3. Case goes into **Testing** with Group Services.
  - If anything is missing, the agent will be notified by Group Services to correct any discrepancies. The group will not be moved to Active status until these issues are resolved.
4. Once approved, the agent receives a notification that the agent of the GA can access Employee Navigator.

### 5. How will you connect to the integration?

All eligible dental and vision products will need the carrier name of ‘Delta Dental of Arizona’

## 6. Renewal Data Exchange Integration Details

Renewal Process	Carrier Response	Details/Broker Actions
Does the carrier Auto/Courtesy Renewal?	No	
Will OE data pass on the file prior to the effective date of the plan year?	Yes	OE data will load no sooner than 30 days prior to the implementation date.
Can OE drops be received prior to OE closeout?	Yes	Open enrollment drops are received up to 30 days before the effective date of the plan on the first file following the Admin Ends date.
Is an enrollment census file for newly sold groups required or newly sold products?	No	
Are there requirements for a broker adding/removing lines of coverage at renewal?	Yes	The broker should confirm plan mapping has been updated prior to the first file run.
Is there a blackout period?	Yes	Partner accepts 'Open' records after the Administration Ends Date has passed; there is a blackout period between the <i>Admin Ends Date</i> and <i>OE Closeout Date</i> for prior plan changes.
What about enrollment changes needed during a blackout period?	Yes	Any enrollment changes occurring during this blackout period will need to be manually updated in systems (BMT and EN). Broker is still responsible to update Navigator once the group is live.
Does the carrier term by omission?	Yes	End dates will be automatically assigned (first of the following month) based on the first file date the member is absent from coverage. Any Term by Omission (TBO): will be noted on the standard file processing report that will be provided to brokers after each file run. Broker is responsible for any updates or corrections to this data.
Is there any form of manual reporting needed during renewal?	No	

## 7. Integration Process

When data doesn't match between Employee Navigator and production, the group is moved to Discrepancies. The carrier will email the broker and group administrator regarding discrepancies. The broker or group administrator must reply to the email to notify the carrier when data discrepancies are resolved. The Carrier will then move the group back to testing for further review. This process will continue until all discrepancies are resolved. A response can be requested within 3-5 business days.

## 8. Important Limitations/Requirements

COBRA enrollment records will not be included on the file. For COBRA processing, please follow your current process. DHMO is also not supported.

## 9. Connected On-Going Error Maintenance

It is the Broker's responsibility to ensure that their group's data discrepancies are reviewed and corrected.

- Data discrepancies may need to be corrected in either system (EN or Carrier) and may vary in severity.
- Keep the company's employee and dependent data in Employee Navigator up-to-date to reduce ongoing file errors.
- Term by Omission (TBO): End dates will be automatically assigned to the first of the following month after the first file date that the member is absent from coverage. Any TBO will be noted on the standard file processing report that will be provided to brokers after each file run.

## 10. Will I still have access to Delta Dental of Arizona's portal to make updates?

While you will still have access to make updates in BMT, changes made in BMT, but not in Employee Navigator, will be overwritten in the next file run. You should treat Employee Navigator as the final source of truth.