

August 30, 2021

<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<ST>> <<Zip Code>>

Re: Changes to Your Delta Dental Individual & Family™ Plan

We're reaching out to let you know that we are moving to a new individual plan administrator to handle some of the behind-the-scenes tasks of administering your policy. This transition will be effective September 13. Here's what this change means to you:

- **Your member ID is changing.** You'll receive a new Delta Dental ID card with your new member ID the week of September 13. Please let your dental office know about this change at your next appointment, as they'll need the new information to process your dental claim properly.
- **You're getting access to a new, enhanced member portal.** The new portal will launch September 13. If you already have a username and password to manage your Delta Dental benefits online, you will use that information to sign into the new member portal at deltadentalaz.com/member. Upon signing in, you may be asked to update your security questions and contact information. If you've never managed your Delta Dental benefits online, visit deltadentalaz.com/member after September 13 and click the **Create Account** button. You'll need your new member ID to complete your registration. Once registered, you'll be able to review your benefits and eligibility, access claims information for claims processed after September 14, 2021, download a copy of your ID card, sign up for paperless EOBs and more.
- **You'll call a different number for customer service.** Starting September 13, if you have questions about your coverage or need assistance paying your bill, please call **800.894.2961**.
- **Your billing frequency will change if you're currently on a semi-annual payment schedule.** If you are on a semi-annual schedule, you will automatically be moved to a monthly payment schedule when your next payment is due.
- **You'll send annual check payments to a different address.** If you are on an annual payment schedule and pay by check, you will need to remit payment to our new billing address to avoid a disruption in service: Delta Dental of Arizona, Attn: Individual Payments, PO Box 741733, Los Angeles, CA 90074-1733.

Enclosed is an amendment for your dental and/or vision policy, which we suggest you keep for your records. It's important to note that these changes only affect how we manage your individual plan behind-the-scenes and there are **no changes to your dental and/or vision plan coverage**. We apologize for any inconvenience these changes may cause and are working hard to make sure this is a smooth transition for you. We know you have many options for dental benefits and thank you for choosing Delta Dental of Arizona!

Sincerely,



Craig Livesay
Chief Operations Officer, Delta Dental of Arizona