



Delta Dental of Arizona

System Enhancements Guide for Brokers

Revised August 23, 2021

Thank You for Your Partnership

Dear Broker,

Technology has changed, and we need to change with it. Effective September 13, 2021, we will go live with administrative system enhancements for all Delta Dental of Arizona business. We are excited about these upgrades, which will strengthen and modernize our systems, streamline the way we work with our stakeholders and ultimately provide you with a higher level of service.

This handbook was created to be a quick reference guide that includes a snapshot of key changes and explains what these enhancements will mean to you. In addition, we include information on where you can find resources and training to help you manage your clients once the system enhancements are live.

As you go through this guide, pay attention to the following icons:



This icon is used to alert you that an action is required.



This icon is used to highlight a helpful tip or other useful information.

As always, if you have any questions, our dedicated sales and account management teams are available. Please do not hesitate to reach out!

We know your clients have many options for benefits and thank you for recommending Delta Dental of Arizona!

Contents

Contact Us	4
Early Deadline for September Effective Dates.....	5
Upgrade Period.....	5
Commission Payments.....	6
New Group and Member ID Numbers.....	6
Special Considerations for Electronic (EDI) Groups	7
Updating Files to Reflect New Client Numbers.....	7
Termination of Members by Omission.....	7
Evidence Based Dentistry Benefits (Third Cleaning).....	8
New Deadlines for Enrollment and Eligibility Changes.....	8
Spreadsheet Enrollments.....	8
Benefit Manager Toolkit	9
Creating Your BMT Agency Admin Account	9
Adding BMT Users.....	9
New Administrator for Individual Plans.....	10
Changes Affecting Individual Plan Members.....	10
No Rate or Plan Changes	11
Improved Tools for Individual Plan Sales.....	11
Additional Information and Resources.....	12
Checklist for Brokers.....	13
Notes.....	14

Contact Us

Please listen carefully when you call us, as our phone prompts are changing!

Sales Team

888.335.8214

sales@deltadentalaz.com

You may also contact your sales or account executive directly via phone or email.

Megan Swank	Account Executive—Small Business Unit (SBU)	602.588.3951	SBUrenewals@deltadentalaz.com
Beth Hammon	Outside Sales—SBU	602.588.3943	bhammon@deltadentalaz.com
Susan Kluchnik	Inside Sales—SBU/Individual	602.588.3968	skluchnik@deltadentalaz.com
Bart Henderson	Key Accounts Sales & Retention Executive	602.588.3933	bhenderson@deltadentalaz.com
Ann Coupland	Account Executive	602.588.3633	acoupland@deltadentalaz.com
Hector Chavez	Account Executive	602.588.3904	hchavez@deltadentalaz.com
Kristi Koons	Account Executive	602.588.3969	kkoons@deltadentalaz.com
Nicole Schilling	Account Executive	602.588.3930	nlschilling@deltadentalaz.com
Shannon Bagge	Account Executive	602.588.3623	sbagge@deltadentalaz.com
Stacey Grosshans	Sales Executive	602.588.3612	sgrosshans@deltadentalaz.com
Stacy Nietupski	Sales Executive	602.588.3632	snietupski@deltadentalaz.com

Customer Service, Claims or Benefits Inquiries

800.352.6132

customerservice@deltadentalaz.com

Eligibility Team

800.352.6132 ext. 3700

enrollment@deltadentalaz.com

Billing Team

800.352.6132 ext. 3704

billing@deltadentalaz.com

New Billing Addresses

Group Billing Remittance

Delta Dental of Arizona
Attn: Group Payments
PO Box 741737
Los Angeles, CA 90074-1737

Individual Billing Remittance

Delta Dental of Arizona
Attn: Individual Payments
PO Box 741733
Los Angeles, CA 90074-1733

Group Overnight Deliveries

Delta Dental of Arizona
Attn: Lockbox #741737
2706 Media Center Dr.
Los Angeles, CA 90065-1737

Individual Overnight Deliveries

Delta Dental of Arizona
Attn: Lockbox #741733
2706 Media Center Dr.
Los Angeles, CA 90065-1733

Early Deadline for September Effective Dates

In preparation for our system updates, there will be an early cutoff for selling plans with September 1, 2021, effective dates. You must submit complete implementation paperwork for September effective dates by August 13. New group sales received after this date will be assigned an October 1 or later effective date.

In addition, if you sell Delta Dental Individual and Family™ policies, you'll need to make note that electronic and paper applications for September effective dates must be submitted by August 24. If your client is purchasing an individual policy with an effective date of October 1 or later, you will need to complete a paper form until after our system upgrades are complete.



TO DO: Submit complete implementation paperwork for September 1, 2021, effective dates by August 13 for group policies and August 24 for individual policies.

Upgrade Period

We've identified August 25 to September 12 as our upgrade period. During this time, access to certain systems or functionality may be limited. This includes:

- **Individual plan sales** – Online sales will not be available during this time, but paper applications will be accepted.
- **Making changes through the Employer Connection** – Access to enrollment and eligibility functionality (i.e. adding/termining enrollees, address changes, etc.) will be unavailable. However, your clients will still be able to sign into the Employer Connection to view their group's information in read-only mode. If you or your clients need to make enrollment and/or eligibility changes during the upgrade period, please use our [secure document upload tool](#) on our website to submit this information.
- **Evidence-based Integrated Care (EBIC) program enrollment** – The ability to enroll eligible members with EBIC plan benefits for a third dental cleaning will not be available.
- **Benefits and eligibility verification for some new members** – It is possible that we will be unable to provide benefits verification for a small number of new Delta Dental of Arizona members during the upgrade period. This will only happen if the member joined a plan during the upgrade period *and* visits the dentist during the upgrade period.
- **Billing invoices** – September billing invoices will be delayed. Your clients should be able to view their September invoice in the Employer Connection on August 31. If your clients are set up to receive paper invoices, the invoice will also be mailed on August 31.
- **Ease enrollment submissions/changes** – During the upgrade period, brokers that use Ease for enrollment submissions/changes will not be able to submit file feeds. Any enrollment submissions or changes that need to be made during the upgrade period should be submitted after September 12. They will be processed on September 13 when our new system is live.

You (and your clients) will have access to the upgraded system and functionality enhancements starting September 13.

Commission Payments

After the upgrade is complete, you will receive separate commission statements by email for individual and group sales:

- Group commissions are processed around the 10th of each month and payment is usually issued within a few days.
- Individual commissions are processed around the 15th of each month and payment is usually issued within a few days.



TO DO: Add donotreply@mydeltadental.com to your safe senders list in your email program and/or security software. This will ensure that commission statements are delivered to your inbox instead of being marked as spam.

Note: If you are set up to receive commission payments by check, your commission statement will be included with the check.

New Group and Member ID Numbers

The group number and sub-group numbers (also called client number or sub-client numbers) for most of your clients will change. The member ID for some members may also change.

Although no action is needed by your clients at this time, we are communicating their new group and sub-group numbers as a courtesy:

- Account executives will send an email to group administrators with the new group numbers the week of September 7.




TIP: You will be able to look up your clients' new group and sub-group numbers in the Benefit Manager Toolkit (BMT) shortly after we go live with our system enhancements. See page 9 for more information on broker access to BMT.

Both group and individual plan subscribers will receive new ID cards in the mail the week of September 13. As a reminder, subscribers will receive two ID cards, which can also be used by an enrolled dependent on the plan. If additional ID cards are needed, subscribers can print additional ID cards from the member portal.




TO DO: Remind your group clients to tell employees to keep an eye out for their new ID cards! Also, don't forget to tell your individual plan clients that new ID cards will be arriving in the mail!

Below is a sample of the new ID card for employer-sponsored/group plans. Subscribers may notice new group numbers and/or member IDs, along with our new claims address:

 Delta Dental of Arizona JOHN D. SAMPLE Group No.: 12345-987654321 Member ID: 12345678901234 Plan: Delta Dental PPO Plus Premier	For questions about your dental benefits, or to find an in-network dentist: deltadentalaz.com/member 800.352.6132 (TTY/TDD 711) Mail claims to: Delta Dental of Arizona Attn: Group Plan Claims PO Box 9092 Farmington Hills, MI 48333-9092 Payer ID: 86027 This card is for reference purposes only and does not guarantee coverage.
--	--

Here is a sample of the new ID card for individual and family plans. Subscribers may notice new group numbers and/or member IDs, along with our new claims address:

 Delta Dental of Arizona JANE D. SAMPLE Member ID: 1234567890 Plan: Delta Dental PPO Delta Dental Individual & Family™	For questions about your dental benefits, or to find an in-network dentist: deltadentalaz.com/member 800.894.2961 (TTY/TDD 711) Mail claims to: Delta Dental of Arizona Attn: Individual Plan Claims PO Box 9092 Farmington Hills, MI 48333-9092 Payer ID: 86027 This card is for reference purposes only and does not guarantee coverage.
--	---



TIP: Subscribers can also access digital ID cards online via the member portal or through the Delta Dental Mobile App.

Special Considerations for Electronic (EDI) Groups

If your group clients submit enrollment and eligibility via Electronic Data Interchange (EDI) files, there are a few changes you should know.

Updating Files to Reflect New Client Numbers

A Delta Dental representative will reach out to your clients when it is time to reprogram and test their files with the new client/sub-client numbers. *Note:* We will not begin this process until sometime in 2022.

Termination of Members by Omission

You'll need to note that our upgraded system will automatically terminate enrollees if they are not included on the EDI files. We are working on creating a report that provides more information when this occurs.

Evidence Based Dentistry Benefits (Third Cleaning)

Although your client's current contracts and benefit summaries will remain in force throughout this system enhancement, we are excited to share that we are adding more qualifying conditions for plans with our Evidence-based Integrated Care (EBIC) plan benefits. Moving forward, you may see this plan feature referenced as evidence-based dentistry (EBD), enhanced preventive benefits or third cleaning benefit.

Here is an updated list of the qualifying conditions for groups with this plan feature:

- Diabetes
- Pregnancy
- Renal failure or dialysis
- Suppressed immune system due to chemotherapy/radiation, HIV positive, organ transplant or stem cell/bone marrow transplant
- Head and neck radiation
- Heart disease and defects
- Cancer
- Rheumatoid arthritis
- Periodontal disease

Qualifying members will still need to enroll for the enhanced preventive benefits to receive coverage for a third dental cleaning. However, the enrollment process is changing:

- Group administrators can enroll qualifying members for this benefit via the Benefit Manager Toolkit.
- Qualifying members may call our customer service team to enroll for this benefit.



TIP: An updated flyer on this plan feature will be available on September 13 and can be downloaded from the [broker service collateral page](#) of our website.

New Deadlines for Enrollment and Eligibility Changes

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 5 business days for processing of eligibility updates.

If eligibility updates are processed after the cutoff, any applicable debits/credits will appear on the next invoice.



TIP: Enrollment changes submitted via the Benefit Manager Toolkit are processed in real-time.

Spreadsheet Enrollments

Please be advised that we have updated our enrollment spreadsheet template, effective August 23. You can download the latest version at deltadentalaz.com/broker/forms. Enrollments submitted using a prior version of the template may take longer to process.

Benefit Manager Toolkit

Delta Dental of Arizona's Employer Connection is getting a new name and new layout that's more intuitive and easier to use! Most importantly for you, the new Benefit Manager Toolkit (BMT) will allow brokers to manage their group clients from a single login.



TO DO: Keep an eye on the [broker forms and resources page](#) of our website for training documents and how-to videos for using BMT.

Creating Your BMT Agency Admin Account

Generally, the person that we pay commission checks to will serve as your BMT agency administrator. On or before October 1, that person will receive an email invitation to complete their BMT agency administrator account registration.

Here are your simple steps to access BMT:

1. Keep an eye on your inbox for an email from donotreply@mydeltadental.com with the subject line "Benefit Manager Toolkit Client Registration." The email will include a link to the registration page and an access code.
2. Click the registration link. Enter the access code on the registration page and follow the prompts to finish setting up your account. Be sure to have your tax ID number (TIN) handy, as you'll need it to complete this process.
3. Sign into BMT with the username and password you just created.

If a representative from your agency does not receive an invitation email by October 4 and your agency wants access to BMT features and functionality for group management, please complete the [Request Benefit Manager Toolkit Access form](#) on our website.

Adding BMT Users

Once you set up your BMT agency admin account, you'll be able to create additional users and manage their roles and permissions. For example, if you have multiple brokers within your agency, you'll need to create a user account for each broker that needs access to their groups' information in BMT.

Follow these steps to create additional BMT users:

1. Go to deltadentalaz.com/employer and click the **Sign In** button to access BMT.
2. Navigate to the Client Admin section and click **Create User**.
3. Follow the prompts to create a username and password for the user, enter user profile information and designate access levels.

New Administrator for Individual Plans

Alongside the system enhancements, we are transitioning to a new dental plan administrator to handle the behind-the-scenes tasks of administering our individual and family policies. This transition will be effective September 13.

New: Customer Service for Individual Plan Members

800.894.2961

service@smilepoweraz.com

New: General Individual Plan Sales Inquiries

800.894.2701

indsales@smilepoweraz.com

New: Broker Helpline for Individual Plan Sales and Service

800.894.1529

service@smilepoweraz.com

Changes Affecting Individual Plan Members

Here's what our transition to a new administrator will mean to your individual plan clients:

- **Their member ID may change.** As a courtesy, we're sending new Delta Dental ID cards to members the week of September 13.
- **They'll get access to a new, enhanced member portal.** If your clients already have a username and password to manage their Delta Dental benefits online, they can use that information to sign into the new member portal at deltadentalaz.com/member.
- **They'll call a different number for customer service.** If your clients have questions about their coverage or need assistance paying their bill, they can call 800.894.2961.

In addition, we will stop supporting semi-annual payment schedules. Individual plan members who are on a semi-annual schedule will automatically be moved to a monthly payment schedule.

Finally, individual plan members who are on an annual schedule and pay by check will need to remit payment to our new billing address to avoid a disruption in service:

New Billing Remittance

Delta Dental of Arizona
Attn: Individual Payments
PO Box 741733
Los Angeles, CA 90074-1733

No Rate or Plan Changes

It's important to note that although contact information and administration is changing, we'll continue to offer the same great plans at the same affordable prices!

We'll also be sharing updated sales collateral, enrollment applications and other information that reflects our new individual plan phone numbers and website in September—just in time for the busy open enrollment season! Stay tuned!

Improved Tools for Individual Plan Sales

The transition to a new administrator in conjunction with our system upgrades is allowing us to launch a brand-new individual sales platform.

In preparation for these changes, your existing individual sales URL will stop working August 24. Effective September 10, Delta Dental of Arizona will no longer use deltadentalcoversme.com for individual plan sales.



TIP: Our new individual plan sales site, smilepoweraz.com, will launch September 13!

These changes will also allow us to provide individual sales microsites to brokers actively selling Delta Dental Individual and Family™ policies. Our inside sales representative will be reaching out to qualified brokers with their new sales site URL and additional information in late September. Any sales made via your new site will be tracked so that commission is paid appropriately.



TIP: If you made a significant number of individual plan sales in the last 17 months, keep an eye on your email for more information on our new broker microsites for individual plan sales!

Additional Information and Resources

deltadentalaz.com/systemupgrade

We've created a system enhancements page on our website to keep you in-the-know during this process. We recommend visiting the page regularly for the most up-to-date and accurate information. You'll find:

- Copies of key communications
- The current version of this guide
- Info on scheduled downtime
- Links to resources and training



TIP: We recommend downloading and reviewing the System Enhancements Guide for Employers for more detailed information that your group clients should know.

deltadentalaz.com/broker/forms

These upgrades will affect many of the forms you use daily, including our new group enrollment kits and enrollment spreadsheet. Updated forms will be available on September 13.

We'll also share training and user guides for the Benefit Manager Toolkit on our [broker forms and resources page](#) when they become available.

deltadentalaz.com/broker/sales-collateral

We're evaluating our sales collateral to determine if these changes require any updates. Any updated documents will be available on September 13.

deltadentalaz.com/broker/service-collateral

Several pieces of service collateral will be updated, including our find a dentist flyer, open enrollment toolkit and third cleaning flyer. Any updated or new documents will be available on September 13.

Checklist for Brokers

For your convenience, we've created this handy checklist that outlines any action items you should take to ensure a successful transition to the upgraded system. The pages listed refer to the System Enhancements Guide for Brokers.

- ☐ **Submit complete implementation paperwork for September 1, 2021, effective dates by August 13 for group policies and August 24 for individual policies.** See page 5.
- ☐ **Remind your clients to keep an eye out for their new ID cards.** ID cards will be mailed the week of September 13. See pages 6-7.
- ☐ **Check the [broker forms and documents page](#) for BMT training.** Training documents will be available on September 13. See page 9.
- ☐ **Complete BMT agency admin account setup and create user accounts.** Invitation emails for account setup will go out on or before October 1. See page 9.
- ☐ **Add donotreply@mydeltadental.com to your safe senders list.** This will reduce the likelihood that emailed commission statements go to spam. See page 6.
- ☐ **Download and review the Systems Enhancements Guide for Employers.** A similar checklist for employers is included in their guide and may include items not listed here. See page 12.

[illegible]

Notes

[illegible]



Delta Dental of Arizona

deltadentalaz.com/broker

DDAZ-0475-rev0821