

Change to Delta Dental of Arkansas' Billing Schedule for July 2024

We've shared with you that Delta Dental of Arkansas is making enhancements to our administrative systems, which **are scheduled to go live on Monday, July 22, 2024.**

As we prepare for these system enhancements, we want to inform you that **we are adjusting this month's premium billing schedule.**

Unfortunately, your August premium bill will **not** be available in our new online billing system when our enhancements go live on Monday, July 22. Therefore, we are leaving our existing Employer Toolkit online in a read-only mode until the end of July, and your August premium bill will be available there for viewing only as of July 17, 2024. You will not be able to make changes to this bill nor can it be paid online. **We ask that payments for this month be made by check by all group clients by the due date appearing on the invoice, mailed to the remittance address on the invoice.**

During this transition, no groups will be placed on claims hold for non-payment of their August premium bill. However, this exception does not apply if your business is already behind in premium payment(s).

We apologize for the need to change how this one bill will be distributed and payments submitted. We appreciate your patience and understanding as we wrap up our system enhancements.

Our new Employer Portal will still go live on Monday, July 22, 2024. However, the online billing and bill pay features will not be available on that date. We will have those features available when we prepare September premium bills on August 15, 2024. The September premium bills will be available to groups via the new Employer Portal and can be paid online.

We will send a communication detailing how the new online billing and bill pay features work prior to the bill posting in August. Additionally, we will host webinars shortly after the September premium bills are posted to demonstrate these new features. Details for registration will be included in the upcoming communication, ensuring you have all the information needed to take full advantage of your new Employer Portal.

If you have questions or need assistance with the change described in this email, our billing team is available Monday through Friday, 8 a.m. to 4:30 p.m., at [\(501\) 992-1602](tel:(501)992-1602) or billing@deltadentalar.com. For questions about our upcoming system enhancements, please visit www.deltadentalar.com/systemupgrade.

We know you have many options for benefits and thank you for choosing Delta Dental of Arkansas!

Yours in good health,
Delta Dental of Arkansas

