

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 wanted to let you know that **our billing schedule for claims expenses and administrative fees will be adjusted only for the month of July.**

Claims Expense Billing

Please review the table below for details on when claims bills will be sent, the billing period for each bill, and the due date for each bill.

| <u>Claims Bill Sent</u> | <u>Billing Period</u> | <u>Bill Due Date*</u> |
|--------------------------|-----------------------|-------------------------|
| Monday, July 15, 2024 | July 7 - 13, 2024 | Friday, July 19, 2024 |
| Wednesday, July 17, 2024 | July 14 - 16, 2024 | Tuesday, July 23, 2024 |
| Monday, July 29, 2024 | July 17 - 28, 2024 | Friday, August 2, 2024 |
| Wednesday, July 31, 2024 | July 29 - 31, 2024 | Tuesday, August 6, 2024 |

* Clients whose bills are paid via direct debit will have accounts debited on this date. Payments for all other clients need to be received on this date.

Administrative Fees Billing

There will also be a one-time adjustment to the billing schedule in July for your monthly administrative fees. Instead of being billed at the end of the month, **we will send your monthly administrative fees bill on Wednesday, July 17, 2024.** The billing period for this bill remains July 1 – 31, 2024. The due date remains August 30, 2024.

July Bills Will Be Sent Via Email

For the month of July, both your claims and administrative fee bills will be emailed directly to you from Delta Dental of Arkansas. **These bills will be emailed to you from the email address billing@deltadentalar.com.** Please add billing@deltadentalar.com to your safe sender's list to reduce the likelihood that these billing notices go to spam.

If you have any questions or need assistance with the July billing schedule change, our billing team is available Monday through Friday, 8 a.m. to 4:30 p.m., at [\(501\) 992-1602](tel:5019921602) 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

