



Delta Dental of Arkansas

System Enhancements Guide for Groups

June 18, 2024



Thank You for Your Business

Technology is always improving, and we're improving with it! **On July 22, 2024, we are scheduled to go live with administrative system enhancements for Delta Dental of Arkansas.**

We are excited about these upgrades, which will strengthen and modernize our systems, streamline the way we work with our customers and ultimately provide you with a higher level of service. Plus, they'll lay the groundwork for the creation of innovative benefit designs and new products that will bring more valuable coverage to our customers.

Many of the upgrades are behind-the-scenes and impact our administrative processes. However, there will be changes you'll notice, including a fresh design and new features in our online portal for employers and enhanced bill pay options.

While July 22 is our scheduled date for our system enhancements, we all know how projects involving technology changes evolve. If we find that an adjustment to our schedule is needed, we will notify you immediately.

This guide was created to be a quick reference tool that includes a snapshot of key changes and dates, explains what these enhancements mean to you and your employees, and details the few things that you'll need to do to be best prepared for this transition. All the dates listed in this guide are based on our scheduled July 22 date. As noted earlier, if we find we need to reschedule this date, we will notify you immediately and provide an update to this guide.

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



This icon is used to highlight a new service or functionality available with our system enhancements.



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



This icon is used to highlight important information or helpful tips.

As always, if you have questions, our dedicated sales and account management team is available.

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

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Contact Us

As we make enhancements to our systems, you can count on continuing to receive superior service from everyone here at Delta Dental of Arkansas.

Account Management

Our Account Management team remains available when you have questions about your Delta Dental benefits.

<u>Account Manager</u>	<u>Phone</u>	<u>Email</u>
Brian Bass	(501) 992-1760	bbass@deltadentalar.com
Emily Dillard	(501) 992-1668	edillard@deltadentalar.com
Chris Estoker	(501) 992-1722	cestoker@deltadentalar.com
Ben Pinter	(501) 831-9906	bpinter@deltadentalar.com
Betty Wallace	(501) 992-1768	bwallace@deltadentalar.com
Jasmine Wilbon	(501) 992-1650	jwilbon@deltadentalar.com

Sales Support Team

Our Sales Support Team is also available to our group clients for assistance.

(501) 992-1883 | Monday - Friday, 8 am - 4:30 pm CST
ARSalesSupport@deltadentalar.com

Customer Contact Center

Our Customer Contact Center remains available to you and your employees at the same phone number and during the same hours. Our Interactive Voice Response (IVR) Unit is available 24/7 to members to check their benefits.

800-462-5410 | Monday - Friday, 7 am - 7 pm CST

System Enhancements Webpage

We 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. On this page you'll find:

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

Our enhancements page can be found at www.deltadentalar.com/systemupgrade.

New Employer Portal

Delta Dental of Arkansas' existing "Employer Toolkit" is getting a new name and new layout that's more intuitive and easier to use! The new "Employer Portal" for online enrollment and billing is designed with today's benefits manager in mind.



The current Employer Toolkit will no longer be available for use as of **the end of the day Friday, July 12**. (Please delete any web browser bookmarks for this site.)
The new Employer Portal will be available on **Monday, July 22**.

The new Employer Portal continues to allow you to:

- View detailed information about your employees with Delta Dental coverage
- Add, edit and terminate coverage
- Review your group's benefit coverage, maximums, percentages and more
- View the latest and past claims for your business
- Access billing invoices, supporting documents and pay bills online
- Streamline the benefits management process

LOGGING INTO THE NEW EMPLOYER PORTAL

On Monday, July 22, the Delta Dental of Arkansas website (www.deltadentalar.com) will update the login link to our new Employer Portal as shown below.

The screenshot displays the Delta Dental of Arkansas website interface. At the top left is the Delta Dental logo and the text "Delta Dental of Arkansas". A navigation bar includes links for "Contact Us", "Careers", "Find a Doctor", and "Login / Register". Below this is a secondary menu with "Members", "Medicare Advantage", "Employers" (highlighted in orange), "Dentists", and "Agents". A green navigation bar contains "Shop Plans", "Members", "Employers", and "Dentists". The main content area features a large banner with the text "Looking For Dental Or Vision Insurance?" and a "Learn More" button. Overlaid on the right side of the page is a white box representing the "Employer Portal" login page. This box contains the heading "Employer Portal", a "Register - Create Account" link, a prominent orange "Login" button, and the instruction "Login here to manage your business' dental and/or vision benefits with Delta Dental." Below the login button are links for "Forgot Username?" and "Forgot Password?".

After clicking the “Login” button, you’ll arrive on the sign in screen shown below.

Member

Dentist

Agent


Employer

DELTA DENTAL®

[Delta Dental of Arkansas](#)

Login here to manage your business' dental and/or vision benefits with Delta Dental.

Username

Password 

Forgot [username](#) or [password](#)?

SIGN IN


Don't have an account? [Register Now](#)

The first time you sign into the new Employer Portal, follow these steps:

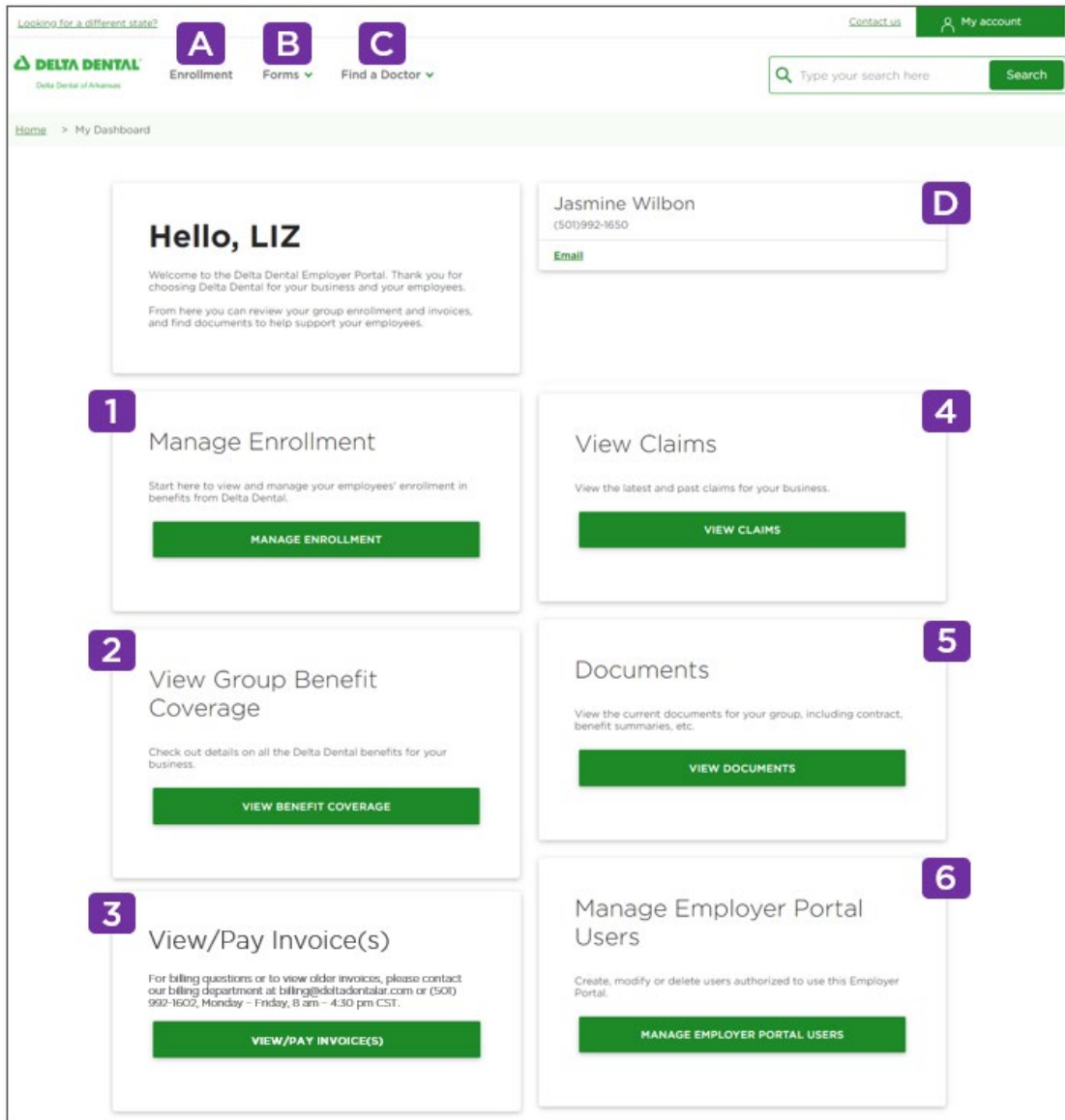
1. Enter the same username you used for the former Employer Toolkit.
2. Enter “Password” as the password and you’ll be prompted to create a new password.

If you have issues on your first sign-in, please contact your Delta Dental Sales Support team at (501) 992-1883, Monday – Friday, 8 am – 4:30 pm CST or at ARSalesSupport@deltadental.com.

Once you’re logged in, all functionality is easily accessed on your dashboard and in the navigation at the top of the page as shown on the following page.

 Visit our System Enhancements webpage to register for a demo of the new Employer Portal. You’ll learn how to navigate the portal, perform key functions, and have an opportunity to ask questions.

Go to www.deltadental.com/systemupgrade and click on the “Employers” tab to find our schedule of demos and registration details.



- A** View and manage your employees' enrollment in benefits.
- B** Access the most used forms by our group clients.
- C** Easy access to both our "Find a Dentist" and "Find an Eye Care Provider" online tools.
- D** This space displays the contact information for your Account Manager.

- 1** View and manage your employees' enrollment in benefits.
- 2** Click here to view details on all the Delta Dental benefits for your business.
- 3** Click here to go to our new Online Billing and Bill Pay application.
- 4** Click here to view the latest and past claims for your business.
- 5** View documents for your business, including the group contract, benefit summaries, etc.
- 6** Click here to create, modify, or delete users authorized to use this Employer Portal.



To ensure coverage information for all employees/group members is accurate, we ask that all eligibility and enrollment changes for your employees' coverage be completed in the existing "Employer Toolkit" no later than July 12, 2024. By having all changes documented by July 12, we can ensure that they are seamlessly carried through our System Upgrade Period from July 13 to July 21 and in place when we go live with our system enhancements on July 22. If you do have eligibility or enrollment changes that need to be made between July 13 and July 21, please send the details to our Eligibility team at eligibility@deltadentalar.com



Eligibility and enrollment updates made during the day in the new Employer Portal will appear completed in the portal the next day - after our overnight processing. However, updates made via the new Employer Portal are updated in real-time in our administrative systems. That means our Customer Contact Center can view and verify updates as they are made in the new Employer Portal.

If you have an employee who happens to be going to the dentist the same day you enroll them in coverage via the Employer Toolkit, please call your Delta Dental Account Manager (see page 4). Your Account Manager can coordinate an immediate outreach to the dentist's office to ensure your employee's eligibility and coverage details are correct when they arrive.

New Online Billing and Bill Payment Application

Our new online billing and bill payment application will go live at the same time our new Employer Portal goes live on Monday, July 22, 2024.



To access the new online billing and bill pay application, click the “Billing” card on your dashboard. You will be automatically redirected to and logged into the new online billing and bill pay application.



Prior to our new Employer Toolkit and Online Bill systems going live, we want to ensure that all customers are up to date on premium bill payments. With that in mind, we’re asking that all **groups pay their July 2024 premium bill no later than July 12, 2024**. This will provide sufficient time for reconciliation and processing before we begin our “System Upgrade Period” (see page 15).



Also, your billing notifications and payment confirmations will come from a different email address. Add donotreply@deltadental.com to your safe senders list in your email program and/or security software. This will ensure that billing notices are delivered to your inbox instead of being marked as spam.

If you have any billing-related questions or need assistance, our billing team is available Monday through Friday, 8 a.m. to 4:30 p.m. at (501) 992-1602 or billing@deltadental.com.



There are a few new features in the online billing and bill payment application that all clients will appreciate. And all of these make paying your premium bill online easier.

1. **Autopay Bills:** Schedule a date to have your monthly premium bill paid automatically.
2. **Paper Bills can be Paid Online:** Even if you don’t receive your invoice for premiums online, you have the option of paying your bill online.

Payment Methods

Clients of Delta Dental will continue to have three options for paying their monthly premium or administrative fee bill.

1. **Automated Clearing House (ACH):** We recommend paying premiums or fees electronically through an ACH debit to your bank account.

If you already pay premiums/fees via ACH and we are initiating the debit from your account, no action is necessary during our system enhancements.

If your business initiates the ACH payment to Delta Dental, continue sending those payments as you do today.

If your business is not paying via ACH, you can sign up for ACH payments in our new online billing and bill pay application.

2. **Wire Transfer:** If you send payment via wire transfer, please continue sending to us as you have in the past. There are no changes here relative to our system enhancements.

3. **Check:** We will continue to accept mailed check payments. For faster processing, please write your invoice number and group number on your check and include the remit portion of the invoice with your check. When submitting payment by check, please mail them to the remittance address on your bill.

Elimination of Social Security Numbers on Invoices

In our ongoing commitment to safeguarding the sensitive data of your employees, Delta Dental is implementing a crucial update regarding the handling of social security numbers. To enhance security measures and mitigate potential risks, we are discontinuing the use of social security numbers as identifiers on invoices. Instead, we will now include a unique member ID assigned by Delta Dental of Arkansas. This adjustment aims to balance the necessity of providing identifiers for billing reconciliation while prioritizing data protection and privacy.



Your August 2024 invoice from Delta Dental of Arkansas will be the first that does not include social security numbers. You should receive this invoice in late July 2024.



Delta Dental is creating a resource that will allow you to match the new custom "member ID" on your invoice to the last four digits of an employee's social security number. This new resource is intended to balance the necessity of providing identifiers for reconciliation of your invoices from us while prioritizing data protection and privacy. More information about this new resource will be communicated soon. You can also register for a demo of the new Employer Portal and Online Billing application. Go to www.deltadental.com/systemupgrade and click on the "Employers" tab to find our schedule of demos and registration details.



We urge you to assess how this adjustment may impact your process for reconciling and paying your monthly premium bill. Should you have any questions or require further assistance in adapting to this modification, please contact our billing team at (501) 992-1602, Monday through Friday, 8 a.m. – 4:30 p.m. CST or billing@deltadental.com.

New Member/Employee Portal

The portal for your employees (our group members) is also being upgraded and will be known as the “MySmile® Member Portal.” Plus, it’s getting a fresh new look that loads well on mobile and desktop devices!



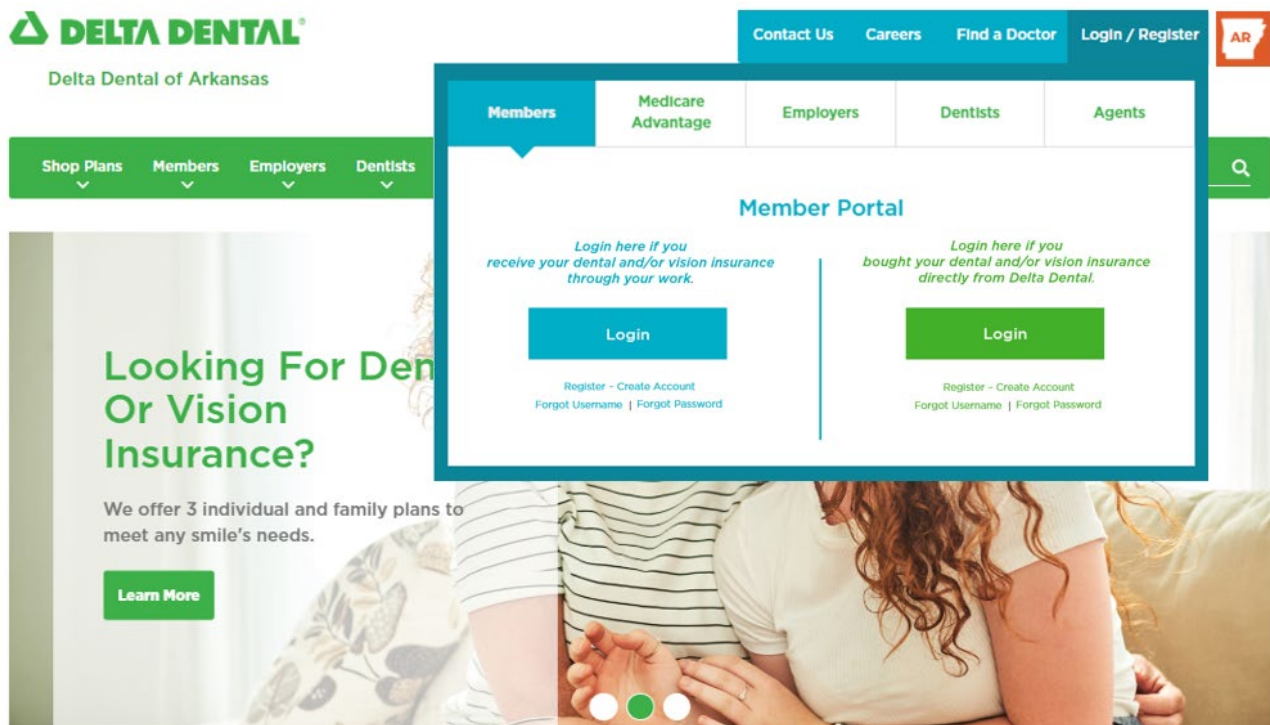
The existing Member Portal will not be available for use as of **end of the day Friday, July 19**. The new MySmile® Member Portal will be available on **Monday, July 22 for all group members**.

The new MySmile® Member Portal continues to allow employees to:

- View information about their dental benefits.
- Review details of claims for everyone in their family.
- Find Delta Dental network dentists.
- Get cost estimates for dental procedures.
- View and print their Member ID card.
- Schedule a virtual dental visit through our partnership with Teledentistry.com.

LOGGING INTO THE NEW MYSMILE® MEMBER PORTAL

On Monday, July 22, the Delta Dental of Arkansas website (www.deltadental.com) will update the login for our new MySmile® Member Portal as shown below.



The login option shown in [light blue](#) is for the NEW “MySmile® Member Portal.” Your employees (our group members) use this login to access the MySmile® Member Portal.

The login option show in [green](#) is NOT for group members. This login option is for members who purchased their dental insurance directly from Delta Dental of Arkansas OR have dental benefits through a “Wellcare by Allwell” Medicare Advantage plan.

After clicking the light blue “Login” button, members will arrive on the sign in screen shown below.

Member

Dentist

Agent


Employer

DELTA DENTAL®

[Delta Dental of Arkansas](#)

Login here if you receive your dental insurance through your work or if you bought your insurance directly from Delta Dental.

Username

Password 

Forgot [username](#) or [password](#)?

SIGN IN

Don't have an account? [Register Now](#)

The first time a member signs into the new MySmile® Member Portal, they will follow these two steps:

1. Enter the same username they used for the former Member Portal.
2. Enter “Password” as the password and they’ll be prompted to create a new password.

If employees encounter a problem on their first sign in, they will need to create a new account. New accounts are easily created using the employees’ name, address, and date of birth OR their member ID number (which is NOT changing).

Group and Member ID Numbers

While a number of things are changing with our system enhancements, there are also things that **ARE NOT** changing. Two of those things are group numbers and member ID numbers.

The group number and sub-group numbers (also called client number or sub-client numbers) for our clients **ARE NOT** changing. You'll continue to see those same numbers on your invoices as well as online in the new Employer Portal.

Member ID numbers also **ARE NOT** changing for your employees. They can continue using the same ID cards they currently have. If they need a replacement ID card for any reason, they can get a replacement card in the new MySmile® Member Portal starting on July 22, 2024. Or if they have the Delta Dental Mobile App, they will always have their ID card right on their phone.



Employees/Members can access digital ID cards online via the new MySmile® Member Portal or through the Delta Dental Mobile App.

System Upgrade Period

We've identified Saturday, July 13 through Sunday, July 21 as our "System Upgrade Period." Please review the details below on how eligibility updates, online bill pay, claims submission and payments plus access to certain systems will be impacted during this period.

Access to Current Online Portal for Groups - "Employer Toolkit"

Access to and use of the current "Employer Toolkit" will end at the close of business on Friday, July 12, 2024. This includes access to enrollment and eligibility functionality (i.e. adding/termining enrollees, address changes, etc.) and online bill pay functionality. As already noted in this guide, we recommend:

- all eligibility/enrollment changes be made before July 12 (see page 5) and
- online payment of July premium bills be completed no later than Friday, July 12 (see page 8).

Access to New Online Portal for Groups - "Employer Portal"

The new "Employer Portal" will be available on Monday, July 22, 2024. To begin using the new Employer Portal, anyone who was a registered user for the former Employer Toolkit can sign in using their current username. If you have issues on your first sign-in, please contact your Delta Dental account manager. See the "Contact Us" information on page 4.

Access to Current Online Portal for Members/Employees - "Member Portal"

Access to and use of the current "Member Portal" will end for group members/employees at the close of business on Friday, July 19, 2024.

Access to New Online Portal for Members - "MySmile® Member Portal)"

The new "MySmile® Member Portal" will be available on Monday, July 22, 2024, to all group members/employees. To begin using the new MySmile Member Portal, any member who was a registered user for the former Member Portal can sign in using their current username. Information on their benefits, claims, and covered family members will be active in the new portal.

Claims Submission and Payment

If any of your employees visit a dentist during our System Upgrade Period, dentists will continue to submit claims as usual. Delta Dental of Arkansas **will not pause accepting** claims as we upgrade our systems.

Claims received from dentists during the System Upgrade Period (Saturday, July 13 - Sunday, July 21) will be held for processing until Monday, July 22. We have

communicated with dentists that they may experience a slight delay in processing and payment once the processing of claims resumes on Monday, July 22, 2024. We will be back to our normal turnaround times for processing and payment of claims as soon as possible after July 22.

Checklist for Groups

For your convenience, we've created this handy checklist that outlines any action items you should take to ensure a successful transition during our system enhancements. The page numbers listed refer to the System Enhancements Guide for Employers.

- Remember July 22, 2024, is our scheduled date for Delta Dental's system enhancements to go live. If we find that an adjustment to our schedule is needed, we will notify you immediately.
- Bookmark www.deltadental.com/systemupgrade to see communications we've shared with all our customers, including our members. Check the site frequently for updates including revisions to this System Enhancements Guide.
- Visit our System Enhancements webpage to register for a demo of the new Employer Portal. Go to www.deltadental.com/systemupgrade and click on the "Employers" tab to find a schedule of demos and registration details.
- Document your username for the current "Employer Toolkit." You'll use this username to login to the new "Employer Portal" beginning July 22. See page 6.
- July 12, 2024 - Date by which all eligibility/enrollment changes need to have been made in the existing "Employer Toolkit". See page 8.
- July 12, 2024 - Recommended date by which your July premium bill should be paid. See page 9.
- Add donotreply@deltadental.com to your safe senders list. This will reduce the likelihood that emailed billing notices go to spam. See page 9.
- Prepare for receipt of your August 2024 invoice. This will be the first invoice where social security numbers are replaced with a new unique member ID. See page 11.

Notes



Delta Dental of Arkansas

deltadental.com

