

Important Reminder – System Upgrade Period Starting Next Week

As we already shared with you, Delta Dental of Arkansas is making enhancements to our administrative systems. **These enhancements are scheduled to go live on Monday, July 22, 2024.**

In the “System Enhancement Guide for Groups” we emailed to you a few weeks ago, we described how claims submission and payment, enrollment changes, and access to the online portals for groups and members will be impacted during our System Upgrade Period. **This System Upgrade Period is scheduled for Saturday, July 13 through Sunday, July 21.**

Below is a reminder of the impacts that your business needs to be aware of for this short System Upgrade Period.

Submitting & Processing Claims

Before and during our System Upgrade Period, dentist offices will continue submitting 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.

Access to Online Portal for Groups

As part of our system enhancements, we are launching a new online portal for our group clients. Our existing “Employer Toolkit” is getting a new name and 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. This includes access to enrollment and eligibility functionality (i.e. adding/termining enrollees, address changes, etc.) and online bill pay functionality. As noted in the System Enhancement Guide emailed to you on June 21, 2024, we recommend:

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

The new Employer Portal will be available on Monday, July 22. 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. Be sure to document your username and password for the current “Employer Toolkit” as you’ll use these credentials to login to the new “Employer Portal” on July 22.

For more details on the new “Employer Portal” and online bill pay application, please see pages 5 – 10 of the “System Enhancements Guide for Groups.”

As a final reminder, if you need to access our “System Enhancement Guide for Groups” or all communications that we have shared with our group clients, please visit deltadentalark.com/systemupgrade and click the “Employers” tab.

Thank you for helping us make this transition smooth. As always, if you have questions or concerns, please contact your Delta Dental of Arkansas account manager. You can find a complete listing of our Account Management team on page 4 of your “System Enhancement Guide for Groups.”

Yours in good health,
Delta Dental of Arkansas

