

## 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” we emailed to you a few weeks ago, we described how claims submission and payment, and access to our online portals for dentists 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 office needs to be aware of for this short System Upgrade period.

### Submitting Claims

Before and during our System Upgrade Period, provider offices may continue to submit claims as usual via clearinghouses, USPS mail, or the current “Dental Office Toolkit.” Delta Dental of Arkansas **will not pause accepting** claims as we upgrade our systems.

After our System Upgrade Period, the only change to submitting claims is for providers who submit claims using our online portals. Starting Monday, July 22, providers will need to use the new “Dentist Portal” for patients who have Delta Dental of Arkansas coverage through their employer (group members) or have Arkansas Medicaid (Delta Dental Smiles members).

### Processing of Claims

**Claims received BEFORE the end of business on Friday, July 12 will be processed normally.** Providers can expect the normal turnaround time for processing claims and issuing payments via EFT or check.

**Claims received from Saturday, July 13 – Sunday, July 21 will be held for processing until Monday, July 22.** Providers should expect a slight delay in processing and payment once the processing of claims resumes on Monday, July 22. We will be back to our normal turnaround times for processing and payment of claims as soon as possible after July 22.

If you currently receive claim payments via paper check, we encourage you to sign up for direct deposit. Providers on direct deposit receive daily payments for approved claims.

### Access to Online Portals

As part of our system enhancements, we are transitioning from one online portal to two online portals for dental practices: our current “Dental Office Toolkit” and the new “Dentist Portal.”

**The current “Dental Office Toolkit” will remain available during and after the System Upgrade Period** for patients who purchased their dental insurance directly from Delta Dental of Arkansas (Individual members) or if their dental coverage is part of a Medicare Advantage plan.

**The new “Dentist Portal” will be available on Monday, July 22** and should be used for patients who have Delta Dental of Arkansas coverage through their employer (group members) or have Arkansas Medicaid (Delta Dental Smiles members).

As a final reminder, if you need to access our “System Enhancement Guide” or all communications that we have shared with dental offices, please visit [deltadental.com/systemupgrade](https://deltadental.com/systemupgrade) and click the “Providers” tab.

Thank you for helping us make this transition smooth. As always, if you have questions or concerns, please contact our Professional Relations team at [\(501\) 992-1710](tel:5019921710) or [profrelations@deltadental.com](mailto:profrelations@deltadental.com).

Yours in good health,  
Delta Dental of Arkansas

