

Important Update: Delay in Monthly Claims Invoice for July 17 - 31

We are writing to provide an important update regarding your monthly claims invoice for **July 17 - 31, 2024**.

Prior to generating your claims invoice for the remaining period of **July 17 - 31**, a system update resulted in an inaccurate calculation of total claims paid.

We are in the process of correcting this update. Once resolved, we will generate your claims invoice for **July 17 - 31** and email the invoice to you as soon as possible.

Please note that this issue only affects your invoice for the period of **July 17 - 31**. Your previous claims invoice for July 1 - 16 is accurate; and both invoices, which cover the full month of July, still have a due date of August 20, 2024. If there is a further delay in getting your **July 17 - 31** invoice to you that results in us adjusting the due date of August 20, we will let you know.

Finally, this issue does not impact your July monthly administrative fees invoice with a due date of August 30, 2024.

We apologize for any inconvenience of delaying the delivery of this claims invoice for the remaining period of July and appreciate your understanding as we work to resolve this issue promptly.

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

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

