



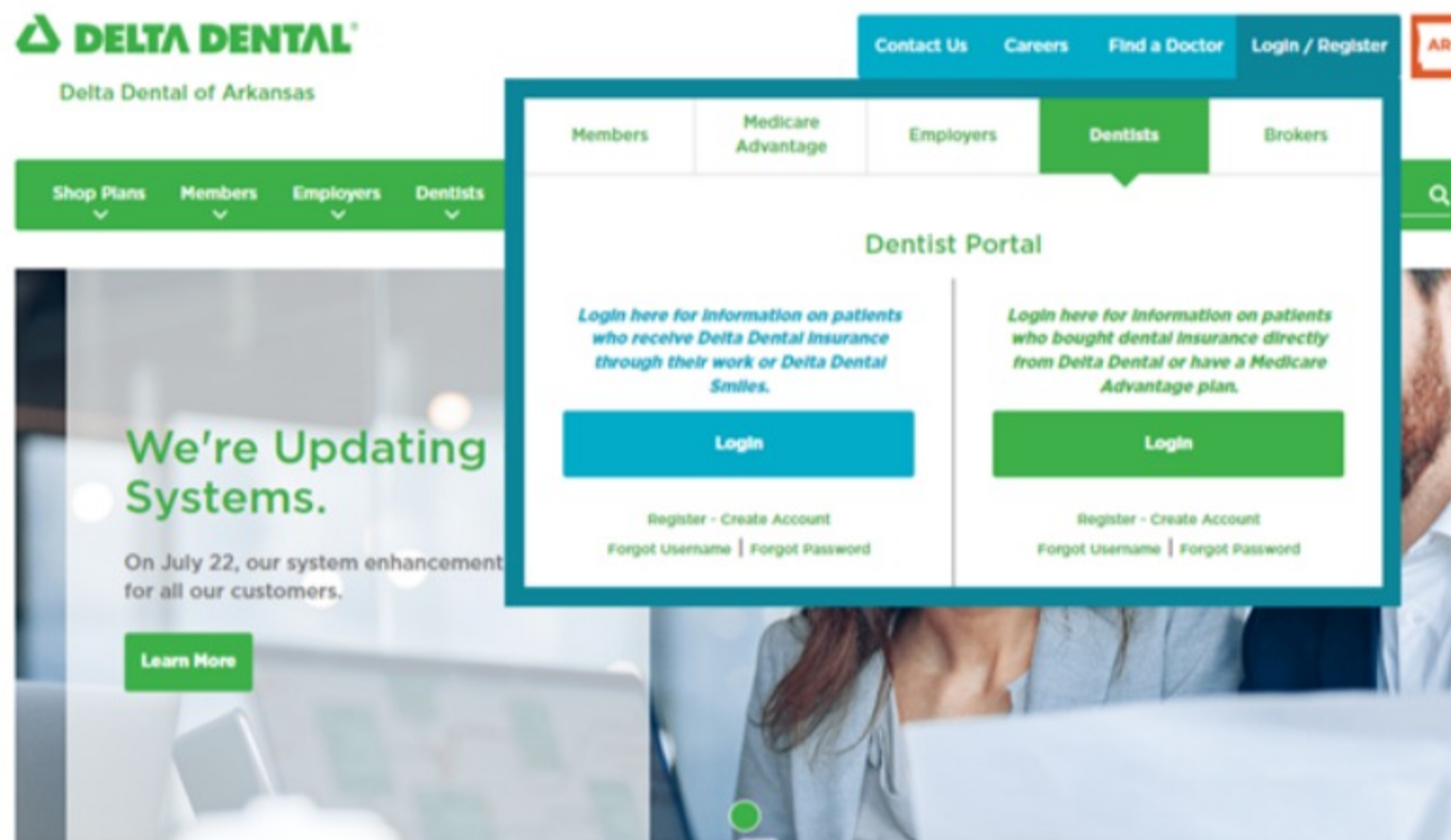
Login Reminders for Our Dentist Portals

Don't you get frustrated when you try to log in to an online application that doesn't work? Yeah, we agree!

We heard from a number of dentist offices about the challenges they've experienced when trying to log in to our online portals for dentists. First, we apologize if you or your staff have experienced any challenges over the past couple of days. Next, we're sharing these reminders on accessing and using the correct portal.

Yes. There are Now TWO Portals. Choose Wisely!

With our system enhancements, we now have two portals for dental practices. Our public website (www.deltadental.com) has login options to access the correct portal. The image below shows your two login options.



Login

Click the [blue Login button](#) to get to the sign-in page for the NEW "Dentist Portal." Use this portal for patients with dental insurance through:

- their employer (group members) OR
- Arkansas Medicaid (Delta Dental Smiles).

Here's how to log in to the "Dentist Portal" for the first time.

1. If you have an account for our existing "Dental Office Toolkit," enter your username and password. We'll prompt you to create a new password specifically for this portal.
2. If you need to create a new account, call us at (800) 462-5410, and a benefit advisor will help you get started.
3. If you have a national account, click the "Log in with DDPA" link on the login page.

Login

Click the [green Login button](#) to get to the sign-in page for the existing "Dental Office Toolkit." Use this portal for patients with dental insurance:

- purchased dental insurance directly from Delta Dental of Arkansas (individual members) OR
- through a Wellcare by Allwell Medicare Advantage plan.

Most of you already have an account in the "Dental Office Toolkit." Continue to log in using your existing username and password. No need to change passwords or create a new account!

By following these simple steps, you'll be logged into the correct portal and have access to the information you need for your patients and your practice!

If you still need help logging in, call our customer contact center at (800) 462-5410, Monday – Friday, 7 am – 7 pm CST, and a benefit advisor will be happy to assist you.

We appreciate your patience during this transition and are excited for you to experience the improvements firsthand.

Yours in good health,

Delta Dental of Arkansas

