For Group Administrators

What’s up at deltadentalva.com

New flash demo helps your employees learn about us

We’re introducing new functionality at deltadentalva.com. In an effort to help your employees learn how to use all the resources available to them on our website, we’ve launched a new flash demonstration for subscribers. It provides a step-by-step web tutorial for your employees who are enrolled in Delta Dental Premier® or Delta Dental PPO™ plans.

The demo begins with a brief overview of Delta Dental, then moves directly into a comprehensive tutorial on the different features within the secure Subscriber Connection section of our website. Watching the flash demonstration will help employees learn how to:

- Register to use the site for the first time
- Find a dentist
- Print a replacement ID card (available to certain groups)
- Verify their benefits, including a brief benefit description, covered dependents, the amount of annual maximum and deductible met
- Print their member handbook and EOC (available to certain groups)
- Track claims, including the option to print Explanations of Benefits (EOBs)
- Download important forms
- Retrieve forgotten passwords or usernames

Links to the new Subscriber Connection Demo can be found in a variety of locations on the deltadentalva.com site:

1. Under the “Subscriber Connection” section of the home page.
2. In the box on the right-hand side of the home page, under “Log In to Your Benefits”.
3. At the top of the “Subscriber Connection” page, underneath the introduction paragraph.
4. At the top of the secure Subscriber Connection page, once the employee has logged into the secure benefits section of the site.

Watch the demonstration for yourself, then be sure to let your employees know about this valuable tool that can help them make the most of their Delta Dental of Virginia benefits.

Web enrollment available for Group Administrators

Delta Dental's interactive group administration website has been designed to make your group benefits administration easier, bringing you the tools you need for the daily management of your group's dental plan. Our deltadentalva.com secure Employer Connection site acts as your “virtual assistant”, available to you instantly, 24 hours a day.

Make your benefits administration work more efficiently by using our website to manage your enrollment:

- Add new employees and dependents
- Change personal information
- Update coverage records
- Process terminations

Delta Dental of Virginia welcomes…

More subscribers experience The Delta Dental Difference®

Group Name                      Number of Subscribers
Artel, Inc. .......................................................... 102
Berkley Mid-Atlantic Group ........... 214
City of Richmond ......................... 3548
Command Information, Inc. .......... 193
Halifax Corporation .................... 200
NVIC, LLC ........................................................... 857
Performance Food Group Company LLC .... 8450
RCN Corporation ....................... 1354
RoomStore Inc. .......................... 2000
Snagajob.com ........................................ 116
Spiegel Brands, Inc. .................. 464
Synerject LLC ........................................ 118
VA Premier Health, Inc. .............. 324
Virginia Bankers Association ....... 6146
YMCA of Greater Richmond .......... 190

Plus, 85 small groups have also joined Delta Dental to take advantage of The Benefits of Experience!
Delta Dental welcomes a new smiling face

Delta Dental is committed to helping Virginia's at-risk children get the oral health education and access to care they need to be healthy. As part of this commitment, we are pleased to welcome Tina A. Bailey, CDA, CDPMA, to the Delta Dental of Virginia team. Tina spent the past four years working for the Virginia Alliance of Boys & Girls Clubs to establish Delta Dental's Smart Smiles programs in clubs across Virginia.

Today, there are nearly 1,000 Boys & Girls Clubs members enrolled in Delta Dental's Smart Smiles. While significant progress has been made, we are all painfully aware there are many children still in need.

In 2009, Delta Dental will explore innovative oral health community partnerships and ways to adapt Smart Smiles to serve more of Virginia's at-risk children. Tina will assist in this endeavor while continuing to work with existing Smart Smiles programs and Give Kids A Smile® Day initiatives.

Tina will be located in our Richmond office upon completion of our office expansion this spring. In the meantime, she can be reached at tina.bailey@deltadentalva.com or 804.869.6400.

Process updates:

- Save paper and time with electronic billing option
  - Efficiency and productivity are at the top of everyone's minds these days. Here at Delta Dental, we continue to work to provide you with efficient benefits administration, we want to remind you of the availability of monthly premium bills via email. This feature increases the timeliness of your group's bills through immediate access, along with the added convenience of bills being delivered directly to your computer. It will also provide you with more control over your group's finances, since you will receive each bill on a predictable basis.

- To begin receiving your bills via email, all you need to do is complete a short form and return it to the Delta Dental of Virginia Billing and Eligibility Department. Please contact us at billing@deltadentalva.com for more information and to sign up for the electronic billing option.

- Enrollment change cut off dates
  - In order to assure that your next month's premium bill is as accurate as possible, please submit any enrollment additions, changes and terminations by the 9th day of the month. Monthly premium bills are produced on or about the 15th day of the month for the next month's coverage.

Employee communications:

- If you do not submit enrollment changes via our website, you can mail, fax, or email changes to:
  - Mail: Delta Dental of Virginia Billing and Eligibility Department 4818 Starkey Road Roanoke, VA 24018-8542
  - Fax: 540.776.8109
  - Email: billing@deltadentalva.com

- Manage employee addresses online
  - Don’t forget – you can use the Employer Connection to keep your employee address files up to date. Updating addresses helps us maintain efficiencies when mailing communications to your group. Members using electronic eligibility should ensure employee information is changed on the next update file sent to Delta Dental.

- Remember to keep us up to date on any group address or contact changes as well. Simply send your changes in writing to us via mail or fax. For more information on how to submit group address changes or if you have any questions about using the secure Employer Connection site to manage your Delta Dental benefits administration, please contact us at 888.335.8286.

New Web Enhancement!

Group Administrators can now print ID cards for employees. Log into the Employer Connection today.

To register, please complete the web authorization form located in the Employer Connection section of our website. If you have any questions, please call us at 888.335.8286.

Cont. - Web enrollment available for Group Administrators

Groups that submit enrollment manually enter information in real time, so it is updated instantly. Your work gets done on time, in practically no time. Groups that submit enrollment through electronic eligibility can also access the enrollment information in a view only mode to double check electronic enrollment updates and employee information.

Log in and start saving time today with Delta Dental's online administration tools.

Employee over-age dependent notification

In January of this year, we began sending letters to your enrolled employees reminding them of their covered dependents who have reached or will soon reach your group's dependent age limit for dental coverage. We have posted samples of these letters on the deltadentalva.com website in the Employer Connection section for your reference. To view, simply log in and click on the "Over-age Dependent Subscriber Letters" link. If you have any questions regarding the over-age dependent notification process, please contact your Delta Dental account representative.

EOC and member handbook online availability

You may recall reading that we made changes to the Evidence of Coverage (EOC) distribution process and now provide subscribers access to these documents online. This change applies to employees who are...
Here’s one of the most frequently asked questions and answers from our Benefit Services representatives.

**Q.** What is the difference between the Premier and PPO networks?

**A.** Delta Dental Premier® Network

- Any dentist that enrolls with Delta Dental automatically participates in this network.
- The Premier network is Delta Dental's largest network.
- Premier providers agree to accept our premier allowances as payment in full. The patient (your employee) is only responsible for any deductible and coinsurance.
- Allowances are based on an average of participating providers fees in the region.

**Example:** A cleaning is submitted for $80 but the average in the area is $75; the dentist would write-off (or adjust down) their fee by $5 and is not allowed to bill the patient for the difference.

**Delta Dental PPO** Network

- A dentist has to elect to participate with this network.
- Discounts are larger than Premier network discounts.
- The PPO network is a more concentrated network available to subscribers in certain areas/regions of many states.
- PPO providers agree to accept our PPO allowances as payment in full. The patient (your employee) is only responsible for any deductible and coinsurance.
- Fees are based on a set fee schedule.

**Example:** A cleaning is submitted for $80 but the fee schedule pays $72; the dentist would write-off (or adjust down) their fee by $8 and is not allowed to bill the patient for the difference.

Groups in areas where the PPO network is available may also offer Delta Dental PPO® plus Premier plans. These plans offer a safety net to members who can choose to visit dentists participating in our extensive Delta Dental PPO network and receive deeper discounts on services. Members may also choose to visit dentists in our larger Delta Dental Premier network and still retain unique cost protections.

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Continued...

**Employee communications:**

- enrolled in Delta Dental Premier® and/or Delta Dental PPO® plans.

Employees enrolling in DeltaCare® will continue to receive a hard copy of their New Member Welcome Kit, which includes the member handbook and EOC booklet, along with the member’s ID card. DeltaCare members will not have access to the EOC online through the Subscriber Connection site at deltadentalva.com.

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**In This Issue**

- Process updates
- New enhancements to increase efficiencies
- Employee communications
- Notifications and online functionality
- What are your employees asking?
- Answers to frequently asked questions
- Delta Dental of Virginia welcomes...
- See who has joined the Delta Dental family
- New smile at Delta Dental
- Welcome Tina Bailey to our team

Cont. on page 2

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