

March 2020

Dear Valued Broker,

As we previously communicated, Delta Dental of Virginia is upgrading its system to continue providing you and your clients with the best service and products. This change is coming March 30, so we wanted to provide you with more details on what to expect and when. While our team is working to ensure a smooth transition, there may be some interruptions while we adapt.

To prepare for the transition, our website will be read-only from Wednesday, March 25 at 4 p.m. until Monday, March 30 at 7 a.m., so the following processes will be unavailable. Please prepare accordingly.

- Adding, modifying or terminating enrollment
- Changing email addresses or contact options
- Online billing
- Electronic Eligibility (EE) Error Reports will not be sent during this time
- Broker account maintenance activities

Please note that quote history saved on the current Broker Portal **will not** be transferred to the new Broker Portal. Please plan accordingly by saving the quotes to your hard drive as they will be honored. Beginning March 30th quotes will be produced on the new Broker Portal.

We will continue to operate normal business hours during the transition to assist you and your clients with any needs or questions. ***The transition will be complete and the new system will be live on Monday, March 30.***

Enclosed is an FAQ with answers to some common questions regarding the transition. Please take some time to review this FAQ document as it contains important information regarding some system changes. Additionally, please refer to our learning library where we have guides and videos to help you understand the changes with samples of new bills and enrollment forms. The learning library is available at DeltaDentalVA.com/brokers/learning-library.html and will continue to be available after the transition, so be sure to refer back to it when you receive your first bill or you need to make enrollment changes in the new system.

Our team is ready to provide support and resource materials throughout the transition. Contact your account management team or reach out to our dedicated transition team with questions at 888-261-6495 or questions@deltadentalva.com.

Sincerely,



Frank Lucia
President and CEO
Delta Dental of Virginia