



ASC Weekly Claims Invoice FAQ

Please read the below frequently asked questions regarding weekly claims invoices. For a faster billing process, we suggest that you enroll in automatic draft by completing the ACH form at [DeltaDentalVA.com](https://www.DeltaDentalVA.com). Return it to billing@deltadentalva.com. If you are already signed up for automatic draft, there is no need to complete an additional form.

Effective June 1, 2023, weekly claims invoices will be distributed every Thursday. If a holiday falls on a Thursday; your invoice will be distributed on the next business day. This is a change from our current process when the last invoice of each month is provided on the first business day of the following month. Additionally, weekly invoices and supporting documentation will display the check issue date instead of a billing period date range to correspond with our claim payment schedule.

1. What is changing with my weekly claims invoice?

We are modifying the weekly invoice and supporting documentation to reflect a check issue date instead of a billing period date range to correspond with our claim payment schedule.

2. When will my weekly claim invoice be distributed?

Weekly claims invoices will be distributed every Thursday. The only exception is when a holiday falls on a Thursday; in that case, your invoice will be distributed on the next business day instead.

3. Will the claim reimbursement amount still represent claims paid during the last five business days?

Yes, the claim reimbursement amount on the weekly invoice will reflect the total claims paid during the previous five business days.

4. When will my last weekly claims invoice be drafted?

The draft will occur on the Monday following each Thursday's invoice release. The only exception is when a holiday falls on a Monday; when the draft will occur on the next business day instead.

5. When is my weekly claims invoice due?

There is no change to the due date. Payment is due within three business days from receipt of the invoice. A late payment may result in claims being placed on hold.

6. Will any changes be made to my monthly Administrative Services Fee (ASO/ASC) Invoice?

No, the monthly ASO/ASC invoice will continue to be distributed for the prior month's coverage on the second business day of the following month.

If you have further questions, contact our Billing Team at billing@deltadentalva.com.