



Delta Dental of Nebraska

December 4, 2017

Dear Group Administrator:

Thank you for choosing Delta Dental of Nebraska to provide best-in-class dental benefits to you and your employees.

As you know, effective December 11, 2017, Delta Dental of Nebraska will implement administrative system enhancements.

We are excited about these enhancements, which will strengthen and modernize our systems with technological improvements and more agile administration for long-term efficiencies.

Please be assured that Delta Dental of Nebraska's best-in-class customer support teams will ensure that your shift, and your employees' shift, to the new system is as seamless as possible.

We have created this manual as a quick reference guide that includes everything you need to know to manage your group. **Inside, we have provided a snapshot of what changes these enhancements will mean for you. Detailed information is provided within your attached System Enhancement Guide.**

Small Group Only:

Please see the enclosed flier regarding dental benefits to share with your members.

As always, if you have any questions, our dedicated employer support team is available. Please do not hesitate to reach out to them.

Thank you for your business!

A handwritten signature in black ink that reads "Barb Jensen".

Barb Jensen
Manager, Sales and Account Management
Delta Dental of Nebraska

See inside for a snapshot of what you need to know about these changes!



I. Group and Client Numbers

See enclosed manual for more

Small Group:

For most customers, your client (group) number and subclient (subgroup) numbers will remain the same under the new system. If your client numbers have changed, you will notice an updated number on the cover letter to this manual, your subscriber ID cards and your invoice. Client numbers are used for claims, enrollment and billing purposes.

Large Group:

Your client (group) number and subclient (subgroup) numbers will remain the same under the new system enhancements. Client numbers are used for claims, enrollment, billing and reporting purposes.

II. Billing

See page 12 of the enclosed manual for more

With technology upgrades, there are a few billing related changes that we want to ensure you are informed about. Should you have any billing-related questions or need assistance, our billing department is available 7 a.m.-4 p.m. central at 800-838-8863 or by email at: Billing@MyDeltaDental.com.

Small and Large Group:

If you are a fully insured (risk) group with Delta Dental, your bill will now be generated and mailed in advance of the month of coverage. You will receive your invoice approximately two weeks prior to the month being billed. Clients cannot pro-rate based on their effective date. For example, if your client is effective on the 16th of the month or later, then you will not be billed until the following month. **Your payment is due by the 5th day of the month being billed.**

Large Group:

If you are a self-insured plan (ASO), you can expect to receive separate invoices; an invoice for your members' claims, and a separate invoice representing the fees for administering your benefits.

- The administrative fees invoice will be generated on the second-to-last day of the month and will reflect the current month's bill. **Payment for the administrative fee invoice is due on the 20th of each month.**
- Your self-insured claims invoice can be sent weekly or monthly. If your current invoicing occurs weekly, your invoice will be sent via email each Monday and will reflect the prior week's paid claims (Sunday to Saturday).

Payment for weekly claims invoices are due each Friday via electronic payment.

III. Contracts and Summary Plan Descriptions

Small Groups:

With our system enhancements also comes a more streamlined benefit for your employees. Cleanings and exams are now covered twice per calendar year rather than one time in six months. Bitewings, X-rays and fluoride treatments are now administered on a calendar year schedule rather than on a monthly schedule. These changes allow your members the consistency of covering their routine preventive services on an annual basis and allows them more freedom to choose when these services are rendered. With the enclosed manual, we have included a one-page member communication piece to distribute to employees. Please let your members know of these added benefits.

Your current contract and summary plan descriptions will remain in force throughout this system enhancement. You should continue to reference your contract and summary plan description, and this manual for complete information. Members can continue to reference their summary plan description, the one-page flier and our customer service team for complete information.

Large Groups:

Your current contract and summary plan descriptions will remain in force throughout this system enhancement.

IV. New Enrollment and Billing Tool

See enclosed manual for more

Our new online enrollment and billing tool, called Benefits Manager Toolkit, is designed with the busy benefits manager in mind. To make the transition as seamless as possible, if you currently utilize online enrollment or online billing, your main company contact will receive an email from GroupAdministration@MyDeltaDental.com between December 11 and December 15 with instructions on how to set up a username and password. As the main company contact, you will be the client administrator. See page 4 for more details on setup and capabilities.

You will notice a slight adjustment in terminology for terminating a member. Our new system shows the cancel date as the first day without coverage rather than the last day with coverage. For example, with our current system your billing and online enrollment system would show the term date of 12/31/17, but with the new system the date reflects 1/1/18.

V. ID Cards

See page 27 of the enclosed manual for more

Subscribers enrolled in your group's dental program will receive new ID cards before the end of the year (2017). Subscribers will receive two ID cards, which can be used by any enrolled dependent on the subscriber's plan. As part of our system enhancements, members can now print additional ID cards from our secure member portal. Employees will notice new ID numbers along with new claims and appeals addresses. Please remind your employees to present their new ID cards at their next visit to their dental provider(s). This will help ensure their claims are filed quickly and accurately, without delays. If a member seeks care before the arrival of their new ID card, their existing card will work. We encourage them to update their information with the new ID card upon arrival.

VI. New Member Portal: New Features

See page 28 of the enclosed manual for more

Members now have new online tools to help them manage their account. Members will need to register for the secure member portal and can do so by visiting DeltaDentalNE.org/MyAccount and select "Create Account." The secure member portal, also referred to as the Consumer Toolkit®, allows users to access all of the great information they had in our previous online tool, such as reviewing their dental plan information, eligibility and claims history.

Additional new features: Members can now print their ID cards and view and print their Explanations of Benefits.

VII. Member Benefits

See page 26 of the enclosed manual for more

Small Group:

For employer plans that are part of Delta Dental of Nebraska's fully insured pooled products, bitewings, X-rays and fluoride treatments are now administered on a calendar year schedule rather than on a monthly schedule. To help you easily communicate this to your members, we have included a flier explaining the change.

Large Group:

With these system enhancements, our large group clients enjoy the same great benefits they have today.

VIII. Orthodontic Payments

See page 27 of the enclosed manual for more

If your group has orthodontic coverage, you will experience a schedule change for provider and member payments. Our upgraded systems have the capability to automatically make orthodontic payments based on current eligibility, rather than the dentist resubmitting a voucher for payment. Our new payments will be 30% of orthodontic maximum at banding, then quarterly payments thereafter until the maximum benefit is reached. If a member has orthodontic treatment in progress, their claim has been transferred and no additional steps are needed by your employees.



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