DELTA DENTAL®

Welcome to Delta Dental

Five tips to help you administer your Delta Dental plan

1. Register for Benefit Manager Toolkit® (BMT)

BMT is a secure online tool that makes managing your benefits quick and easy. Registering for BMT is required to view invoices or update eligibility.

a. Watch for an email from **"Group Administration"** with registration details.
b. Register and assign internal users as appropriate.
c. Need help? Call the BMT user hotline at at 866-356-0301 from 8:30 a.m. to 8 p.m., Monday through Friday.

2. Group

Delta Dental will send an introductory email after your setup is complete that includes an electronic benefit summary, certificate and detailed information about Member Portal. Feel free to distribute the information to your employees. Remember, Delta Dental does not mail materials to employees directly and ID cards are not needed.

3. Invoices

Delta Dental invoices are electronic. If you have elected for a paper invoice, please know that this is only a summary of premiums due. It is important that you register for BMT in order to access subscriber listings and other billing details you may desire for reconciliation purposes.

An email notification will be sent to the billing contact you listed on your eGIF when invoices are available online. Invoices are always due on the due date—there is no grace period, and self-billing is not permitted. Please pay as billed, and any eligibility adjustments will be reflected on the next invoice.

Questions? You can contact customer service at 800-524-0149 or the billing hotline at 800-838-8863 from 8:30 a.m. to 8 p.m., Monday through Friday.

Self-insured (monthly)	Administrative fee invoices are billed mid-month and are due on the 5th of the following month. Claims are billed on the 1st of the month for the previous month and are due on the 20th.
Self-insured (weekly)	Weekly claim invoices are sent via email to the individual whom you have designated. These will arrive by Tuesday, and the direct debit will be pulled on Friday of each week. Administrative fee invoices are billed mid-month and are due on the 5th of the following month.
Claims detail	Regardless of your billing frequency, your supporting claims detail reports will be available on BMT. This applies to both ASO and fully insured plans.
Fully insured	Premium will be billed once a month. Invoices run mid-month and are always due on the 5th of the following month.
Effective dates	If a new enrollment is added with an effective date prior to the 15th of the month, you will be charged for that month. If the effective date is the 15th or after, you will not be charged for that month. This applies to both ASO and fully insured plans.

4. Member resources

Encourage your employees to register with and use **MemberPortal.com**. This online tool provides members with plan details, benefits information, claims status and history, and more.

5. Account management and additional resources

Your Delta Dental account manager is available to provide support and assistance to your HR and benefit teams. For employee-level assistance, employees can contact our customer service department at 800-524-0149.

www.deltadentalmi.com • www.deltadentaloh.com • www.deltadentalin.com