

March 18, 2020

Dear Delta Dental of Arkansas Clients, Member, Partners, and Providers,

To reduce the risk of exposure and to ensure the safety of our employees during the COVID-19 outbreak, **Delta Dental will close its office buildings Friday, March 20, through at least Wednesday, April 1.** This does not mean our work will stop. Employees will be working from home, and with our robust Roosevelt claims system, claims will continue to be processed.

Our Customer Service call center is staffed and will continue taking calls from our members and providers when they call us at (800) 462-5410, Monday – Friday, 7 a.m. – 7 p.m. CST. Members can also use our Interactive Voice Response system when calling to get answers to routine questions, see information on their benefits, find a dentist, and order an ID card.

Members

Our members also have two self-service options available for even faster service: (1) our Consumer Toolkit and (2) the Delta Dental Mobile app. Both allow members to view their ID card, search for a dentist, check details of their benefits, and the status of claims. Learn more about these options by viewing this [flyer](#).

Group Clients

Our group client also have an online resource to manage your Delta Dental benefits anytime. With our Employer Toolkit, you can add, cancel, or change coverage for an employee, print ID cards, and view or pay bills all in one convenient online place. You can learn more about the Employer Toolkit by watching this short [video](#). To sign up, complete our [Employer Toolkit form](#) and email it back to us at ARAM@deltadentalar.com.

Providers/Dentists

As noted above, claims will continue to be processed as usual, whether they are submitted on paper or via the Dental Office Toolkit (DOT). However, paper claims could experience a delay in processing during this time, so we strongly encourage the use of our DOT (or a claims clearinghouse) by your practice for faster service.

We appreciate your understanding during this challenging time. If you have any questions or concerns, please feel free to call your broker or your Delta Dental Account Manager.

Yours in good health,

Delta Dental of Arkansas