

Successful Implementation of our System Enhancements!

We are pleased to inform you that the system enhancements we've been communicating about over the last couple of months were successfully implemented this past weekend and are live as of today, Monday, July 22, 2024!

These upgrades were made to strengthen and modernize our systems, streamline the way we work with network dental offices, and ultimately provide your practice with a higher level of service. They also lay the groundwork for the creation of innovative benefit structures and new products that will bring more Delta Dental patients to your practice.

Here are a few reminders for you and others at your practice about key things to remember or do to ensure a successful transition into using our upgraded systems.

1. **Visit www.deltadental.com/systemupgrade to see all communications and details we've shared with our customers, including network providers.** On this site, you can also find our "System Enhancement Guide" – a quick reference tool that includes an overview of our system enhancements and what they mean to you and your practice.
2. **Claim payments resume today.** We've been communicating that claims received from Saturday, July 13, to Sunday, July 21, were held as we worked through our System Upgrade Period. Today, we begin processing claims received during this time and expect to return to our standard turnaround times for processing and payment of claims as quickly as possible.
3. **Our new "Dentist Portal" is online.** This new portal is to be used for patients who have Delta Dental of Arkansas coverage through their employer (group members) or have Arkansas Medicaid (Delta Dental Smiles members). Details on accessing and logging into this new portal are in our [System Enhancement Guide for Dentists](#).
4. **Be sure to use the new Payer ID for our individual plan members.** The new payer ID for individual members (those who purchased insurance directly from Delta Dental of Arkansas) is "ARIND."

We appreciate your patience during this transition and are excited for you to experience the improvements firsthand.

As always, if you have questions, please contact our Professional Relations team at [\(501\) 992-1710](tel:5019921710) or profrelations@deltadental.com.

Yours in good health,
Delta Dental of Arkansas

