

DELTA DENTAL OF MINNESOTA EMPLOYER  
**UPDATE**

---

**INSIDE**

---

Our Web Tools  
Make Managing  
Dental Benefits  
Easy

---

Online Enrollment  
is Just a Click Away

---

Billing Reports  
Made Easy

---

Tooth Fairy Poll

---

## DENTAL COVERAGE, AN INVESTMENT WITH LONG-TERM BENEFITS

Delta Dental is committed to improving our members' oral health. Studies show that people with dental insurance visit the dentist almost twice as often as people without coverage. Regular dental care is important to long-term oral health.

Our dental plans are designed to emphasize preventive care and provide access to routine dental treatment at affordable prices. Regular check-ups often reduce the need for higher-priced treatment procedures, which saves money for groups and their employees.

### Why Provide Dental Benefits?

**Maintain employee productivity.** When employees maintain a higher level of oral health, groups experience cost and productivity benefits. According to a report by the Surgeon General:

- Among adults, more than 164 million work hours are lost each year due to dental problems.
- 51 million school hours are missed each year due to dental-related illnesses.

**Protect the bottom line.** Better oral health keeps employees on the job

and helps maintain productivity. Studies estimate that preventive dental care, early detection and proper treatment save the United States billions of dollars annually.

### Retain talented employees.

Comprehensive dental benefits are a valuable incentive as part of an overall employee benefits and compensation package designed to help retain talented workers. According to a study by the National Association of Dental Plans (NADP) dental benefits are listed as a top priority, following right behind health and retirement.

### Help prevent the onset of more serious and expensive oral disease.

Access to timely and appropriate preventive care can have significant long-term cost savings for the individual. It's estimated that every \$1 spent on prevention in oral health care saves approximately \$8 on restorative and emergency treatment.

Better oral health maintains your employees' productivity and protects your bottom line. Encourage your employees to make the most of their dental benefits by getting regular dental check-ups and making oral health a priority. For more information, visit [www.deltadentalmn.org](http://www.deltadentalmn.org).

# OUR WEB TOOLS MAKE MANAGING DENTAL BENEFITS EASY

Through our robust Web site, [www.deltadentalmn.org](http://www.deltadentalmn.org), you and your employees have access to a wide variety of tools that are available 24/7 at the click of a button.

- **Online enrollment\*** – Groups may enter and view, in real-time, any daily additions, changes and terminations to employees' membership files, as well as view historical data for members and dependents.
- **Online billing reports\*** – As Group Administrator, you can view and print billing documents securely online as soon as we generate them.
- **Claims inquiry** – Subscribers can log on to view claim status along with detailed claim information such as procedure details, deductibles and amounts paid by us.

- **Benefits inquiry** – Subscribers can view benefit level details, deductibles, annual maximums and benefits used.
- **Coverage summary** – Subscribers can verify coverage eligibility, effective dates and plan information for themselves and their dependents.
- **Request ID cards** – Group Administrators and subscribers can order replacement ID cards.
- **Dentist search** – Subscribers can search for dentists and specialists in their plan by location, dentist name or clinic name.

*\* Read full articles for more details.*

---

## ONLINE ENROLLMENT IS JUST A CLICK AWAY

Groups can take advantage of Delta Dental's Online Enrollment tool. The tool is designed to assist group administrators with daily maintenance of membership data. Once membership changes are completed online, information can be viewed and a report of the data can be printed. Here are the online enrollment capabilities we offer:

### Subscriber Search

- Perform a general subscriber search by name or subscriber ID
- Sort search results

### Subscriber Changes

- Add, update or terminate a subscriber
- Change a coverage type
- Transfer a subscriber into a new group or sub-group
- Reinstate coverage
- Modify coverage effective and termination dates

### Dependent Updates (Dependent Reported Groups Only)

- Add, update or terminate a dependent
- Reinstate coverage

### Reports

- Print a transaction report
- View historical coverage

### Replacement ID Cards

- Order replacement ID cards (when original ID cards have been lost)

**Sign Up Today!** Simply complete and submit the Online Enrollment User Request Form available at [www.deltadentalmn.org](http://www.deltadentalmn.org), click on Employers / Forms & Publications; or ask for a form by contacting Employer Services at 651-994-5300 or 1-866-318-9449, Option 2.



# BILLING REPORTS MADE EASY

Our Billing Reports Online tool gives groups the ability to view and print applicable billing documents (invoices, statements, subscriber listing reports and claims detail reports) securely online as soon as they are generated.

## Highlights of this online feature:

- It's free of charge and easy to use.
- It's secure; you'll get a username and password.
- The same billing information you now receive as a hard copy is available online.
- Subscriber lists are available as electronic data files for all fully insured and self-insured groups. In addition, claim detail reports are available as data files for self-insured groups. The data file, which is easily imported into Excel, is helpful for performing analysis or comparisons of subscribers and claims.
- Your account will include billing reports for the current period as well as for the previous three periods.
- You have access to your reports the same day we produce them. Reports are no longer delayed by the mail.
- An email notification will be sent to you when new documents are available on the Web site.

**Sign Up Today!** Simply complete and submit the Billing Reports Online User Request Form available at [www.deltadentalmn.org](http://www.deltadentalmn.org), click on Employers / Forms & Publications; or ask for a form by contacting our Employer Services at 651-994-5300 or 1-866-318-9449, Option 3.



## TOOTH FAIRY POLL

The results are in: A Delta Dental survey shows a decrease in the average gift children receive from the Tooth Fairy for a missing tooth. Children receive an average of \$1.62 per tooth, which is down from last year's gift of \$2.10 – a 23 percent decrease.

### **Additional poll findings:**

- More than half of children's first dental visits do not occur until age three or later. The American Dental Association recommends that a child be seen by a dentist as soon as his or her first tooth erupts, but at least no later than the first birthday.
- Children are consuming less sugary drinks and/or treats. Parents surveyed indicated their children consume an average of one to two sugar drinks and/or treats per day.

- Children are working hard to keep their teeth clean. Nearly 86 percent of parents report that their children brush their teeth in the morning, and 94 percent of children brush at night, with only 2.5 percent brushing at noon.



# CONTACTS AT DELTA DENTAL OF MINNESOTA

## Employer Services – One number for all your post-sale questions

Delta Dental of Minnesota wants group administrators to get answers to their post-sale questions as fast as possible. That's why Employer Services, a division of our Customer Service department, is dedicated to assisting you with important issues including enrollment, billing, claims and benefits.

It's easy—Reach an expert by calling locally:

651-994-5300

or toll free:

1-866-318-9449

At the prompt, choose:

### Option 1 for Paper Enrollment

- Help completing enrollment or maintenance forms
- Help adding or deleting enrollees
- Enrollment or eligibility verification

### Option 2 for Electronic and Online Enrollment

- Help with electronic enrollment files
- Help with online enrollment
- Help adding or deleting enrollees
- Enrollment or eligibility verification

### Option 3 for Billing

- Billing statement reprints
- Automatic Clearinghouse (ACH) fund transfer set-up
- Bill run schedules
- Group premium payment

### Option 4 for the Group Administrator Helpline

- Supply orders
- Clarification of contract benefits
- Clarification of claims
- Clarification of dentist network participation

*Note: Please contact your Account Representative for escalated plan issues, renewals and rates.*

DDMN.008.05

[www.deltadentalmn.org](http://www.deltadentalmn.org)

Delta Dental of Minnesota  
3560 Delta Dental Drive  
Eagan, MN 55122-3166

**DELTA DENTAL** 