

	Question	Delta Dental	DeltaVision®
1	What is my group #?	Your group number, also referred to as client number or client ID, will be referenced in your welcome email. A group # does not become available until implementation is completed in our system. Client ID will be the 6-digit number to claim your account in the Employer Services Portal (ESP).	Your DeltaVision® group number will begin with a V and will be referenced in your welcome email. Your ESP Client ID to claim your account is your Dental group number.
2	When will I receive ID cards?	Once your organization is fully implemented, ID cards are available for members to immediately download via the member services portal. Physical dental ID cards will be mailed to the employer within 10 days.	A welcome packet with physical vision ID cards will be mailed directly to the employee within 10 days.
3	Can ID cards be sent to the employee address?	Physical dental ID cards are mailed to the employer , but available for immediate download via the member services portal.	A welcome packet with physical vision ID cards will be mailed directly to the employee within 10 days.
4	Can we opt out of physical ID cards?	Yes. If your organization prefers to take advantage of our digital tools for easier administration, you can direct your members to the member portal or mobile app for access to their ID cards. This saves paper and also alleviates any wait times for your members to receive ID cards from your organization. Please let our sales and service team know of your request.	Our partner EyeMed standardly issues a welcome packet that includes ID cards to your employees. ID Cards however are not needed to seek service. Simply tell your Eye Doctor, you have DeltaVision® network administered by EyeMed and they can assist you.
5	Can we change where ID cards are sent?	Physical dental ID cards are mailed to the employer .	Physical vision ID cards are mailed to the employee . Physical copies of ID cards are systematically generated.

6	Where are ID cards for my dependents?	Dependent ID cards are not required, as this information is attained directly from the subscriber ID card. Dependents covered under the subscriber can utilize the subscriber ID card. A separate card is not issued or needed for dependents.	Same as Dental
7	Should an employee cancel a dental appointment if they do not yet have access to the ID card?	<p>If an eligible employee has enrolled for coverage and has not yet received their ID card, do not cancel an appointment, instead talk to your dentist and let them know all the information your member has available to them.</p> <p>Client Number (found in welcome email)</p> <p>ID numbers are subscriber's SSN's. Once in Delta Dental of Minnesota's system, an alt ID is assigned.</p> <p>Customer Service 1-800-448-3815 (7 a.m. – 7 p.m., M – F)</p> <p>If needed, provide the ID card to your provider as soon as available. In event a claim has been processed, you or your provider can request the claim to be reprocessed.</p>	ID cards are not needed to seek services. Simply tell your Eye Doctor, you have DeltaVision® network administered by EyeMed and they can assist you.
8	If an employee is not yet loaded in our system, should they cancel their appointment?	<p>If an eligible employee has enrolled for coverage and has not yet received their ID card, do not cancel an appointment, instead talk to your dentist and let them know all the information your member has available to them.</p> <p>ID numbers are subscriber's SSN's. Once in Delta Dental of Minnesota's system, an alt ID is assigned.</p> <p>Customer Service</p>	If the member is not yet in the EyeMed system the member should wait to receive services whenever possible until they are in the system to ensure they receive the correct benefit and allowances. Vision insurance is on a point of sale therefore it becomes difficult to get reimbursed for services done outside of coverage.

		<p>1-800-448-3815 (7 a.m. – 7 p.m., M – F)</p> <p>If needed, provide the ID card to your provider as soon as available. In the event a claim has been processed, you or your provider can request the claim to be reprocessed.</p>	
9	When will I receive my first invoice?	<p>When implementation is complete, invoices are generated. Your first invoice will generate around the 15th of the month following full implementation. Please see the billing schedule available on our small business landing page for precise dates of bill generation, eligibility cutoffs and ACH draws.</p>	Same as dental
10	When is my first payment due?	<p>Payments are due on the 5th of the month, following your first invoice. Please see our billing schedule on our small business landing page.</p>	Same as dental
11	Why does my first invoice combine two months?	<p>If enrollment is not added to our administration system prior to the invoice release date, the first two month's charges will be combined on the next invoice.</p> <p>Eligibility cut off dates are also listed on the billing schedule. New client set up follows our billing schedule.</p>	Same as dental
12	What is an eligibility cutoff date?	<p>Any enrollment changes (adds/cancellations) processed prior to the "cutoff date", will be reflected on the next invoice release. Any changes after this date will be reflected in the next month's invoice.</p>	Same as dental
13	What is a Client Super User?	<p>A Client Super User is the designated user of the Employer Services Portal for your organization. They have the ability to add new enrollment, cancel enrollment, view invoices, view subscriber listings and</p>	Same as dental

		delegate additional access to desired users within your organization, as necessary.	
14	Who receives the information from Delta Dental regarding billing?	Once bills are generated, an email is sent to your organization's billing contact.	Same as dental
15	When I cancel enrollment are we still billed for the entire month?	Yes. Employees and dependents are covered until the last day of the month of the cancellation. Please note: our system operates on the first day without coverage, so when canceling coverage choose the first day without coverage. For example: Employee loses coverage on Jan. 1, so coverage ends on Jan. 31, making Feb. 1 the first day without coverage.	Same as dental
16	How do I add new enrollment or terminate existing?	Adding or terminating enrollment is recommended directly via the Employer Services Portal. Processing occurs in real time. Please see our quick guides on how to perform these functions within ESP. https://www.deltadentalmn.org/quick-guides All enrolment management options are explained in your New Client Administrator Welcome Guide.	Same as dental
18	How do employees confirm if a vision or dental	Our member portal provides quick access to search for both a vision or dental care provider. Dental	Our dental member portal provides quick access to search vision providers.



Delta Dental of Minnesota

	provider is in network?	https://www.memberportal.com/mp/mn/ Find a dentist https://www.deltadentalmn.org/find-a-dentist/#/start	In addition, you may access our vision specific member portal. https://member.eyemedvisioncare.com/deltavision/en
19	Is vision and dental invoicing consolidated?	Yes, if you have both DeltaVision® and Delta Dental of Minnesota dental benefits, invoicing is consolidated.	Same as dental