



*Innovation Today for a Stronger Tomorrow*

## **What's Changing?**

We are upgrading our technology to continue to provide best-in-class service. We're committed to keeping you informed throughout this process.

You will notice a few of the following changes with the Technology Upgrade:

**Your Online Dentist Account:** Your online dentist account will have a new look and enhanced user experience. Pros include being able to view the last five patients right from the dashboard, view all claims, view Explanations of Benefits (EOB) and Explanation of Payment (EOP), and edit/void claims.

**Explanation of Payment (EOP):** Our Explanation of Payment (EOP) will have a new look. You will be able to view, save, and download this report from your new online dentist account.

**Full Benefits Information Download (Faxback):** Our Full Benefits Information Download (Faxback) will have a new look with expanded information. You will be able to view, save, and download this report from your new online dentist account.

**Group Numbers:** Group numbers will be changing. After the technology upgrade occurs, please update your practice management system with the new group numbers which can be found in the dental benefits section under policy information.

**Procedure Code Search:** Within your new dentist account, you will also have access to a procedure code search where you can type in a procedure code and find patient plan coverage information.

## **Access Online Resources**

Check out [DeltaDentalKS.com/Upgrade](https://www.deltadentalks.com/Upgrade) for any questions you might have regarding our technology upgrade! Resources include self-paced videos, educational flyers and FAQs.

We look forward to serving you better!

*We're here to help! Contact your PR Representative or the PR Help Desk at [PR@deltadentalks.com](mailto:PR@deltadentalks.com) with any questions.*