



ACCOUNT STRUCTURE CHANGES

Delta Dental of Colorado will be completing a system upgrade that will enhance the service experience for all of our customers and stakeholders. This new system will help us streamline our business and, ultimately, provide a higher level of service to our members, providers, employers, and brokers. The targeted completion of this implementation is spring, 2021.

The primary change you will see is how your account structure is organized. Within the new structure, every group will have Top Account, Sub-Account, and Sub-Sub-Account numbers. See the chart below for a description of the different numbers.

New Term	Definition	How it is Represented	Example
Top-Account	This is the legal name of your business.	The Top Account number is your group number preceded by zeros to compose an 11-digit number.	00000123456 ABC Company, Inc
Sub-Account	Groups are billed at the Sub-Account level. Multiple Sub-Accounts are only necessary if you require multiple bills (e.g., there are different billing contacts for certain populations, bills are sent to multiple addresses, or there is more than one billing cycle).	The Sub-Account is your Top Account number followed by a separate ten-digit number unique to a billing address.	00000123456-0000000001 ABC Company, Inc Foundation (Billing) 00000123456-0000000002 ABC Company, Inc Foundation Grantees (Billing)
Sub-Sub Account	You will only have more than one Sub-Sub Account if you have multiple eligibility sources (e.g., your active population is sent electronically but COBRA is submitted manually). Membership resides at the Sub-Sub-Account level. Subscriber attribute information (department, COBRA, union, etc.) no longer define the number of sublocations that a group will have. These are now kept within the subscriber records.	The Sub-Sub-Account number will include your Top Account and Sub-Account numbers followed by 10-digits ending in the number of eligibility sources you use — electronic, manual, or both.	00000123456-0000000001-0000000001 ABC Company, Inc Foundation Manual (Membership) 00000123456-0000000001-0000000002 ABC Company, Inc Foundation EDI (Membership) 00000123456-0000000001-0000000001 ABC Company, Inc Foundation Grantees Manual (Membership) 00000123456-0000000001-0000000002 ABC Company, Inc Foundation Grantees EDI (Membership)