



Delta Dental of Colorado System Upgrade

What You Need To Know

Delta Dental of Colorado's upcoming system upgrade will enhance and help us streamline the service experience for our members, providers, employers, and brokers.

The primary change you will see with this upgrade is how your account structure is organized. In this new structure, all groups will have Top Account, Sub-Account, and Sub-Sub-Account numbers.

Additional changes will include:

- Five new attributes for classifying members, which allow more detailed sorting and tracking of your membership.
- Format change of termination date from "through date" to "to date." This is similar to many medical systems so it may align to what you see on your health coverage files.
 - Example: 1/1/2021 TO (but not including) 1/1/2022. Last day of coverage is still 12/31/2021.
- Standard five-tier enrollment tiers, which will give you more flexibility in your rate and coverage options, if you need it.

You'll continue to submit electronic eligibility information in the same format you currently submit.

A new portal and web experience will also be available.

- Your secure employer portal user ID will remain the same; however, you will need to update your password the first time you log in to the new system.
 - More information will be provided through a system-generated email closer to our go-live date, so it's important that we have the correct contact email.

We'll continue to communicate all system upgrade changes in the coming months via email, deltadentalco.com, and our secure employer portal. If you currently don't receive our email newsletters, please contact your account manager.

For more detailed information about the system upgrade please visit deltadentalco.com/resourcelibrary/, email clientservices@ddpco.com, or contact your account manager.