



Delta Dental of Colorado System Upgrade

What You Need To Know

Delta Dental of Colorado's upcoming system upgrade will enhance the service experience for all of our customers and stakeholders—members, providers, employers, and brokers. This new system will help us streamline our business and, ultimately, provide a higher level of service. We will be going live with it this summer.

Providers will have a new web and secure provider portal experience. **You will continue to log in with your current username and password after we go live this summer.** Please note that if you currently have our website saved in your bookmarks, you will need to delete the old bookmark and save it again.

In addition to a new web and portal experience, providers will also see the following changes:

- Paper checks will only be processed once a week on Tuesdays. ACH payments will continue being processed daily.
 - Email profservices677@ddpco.com to sign up for direct deposit for daily payments!
- Information requests (IR) for claims will now be denial for information (DFI).
 - Providers will have 30 days to submit the additional information requested.
- You will see new formats for documents such as ID cards, invoices, and checks.
- Finally, some group numbers will change, and the format for termination dates will be different.
 - Group numbers will now be composed of an 11-digit number — group number preceded by zeroes.
 - The format of termination dates is changing from “through date” to “to date,” though the period that the member was covered is NOT changing.
 - Currently, coverage is active through a particular date. The new format will be the date AFTER the last date of coverage or date up to which coverage was active.
 - 1/1/2021 THROUGH 12/31/2021. Last day of coverage is 12/31/2021. 1/1/2021 TO (but not including) 1/1/2022. Last day of coverage is still 12/31/2021.

Watch for important updates in the coming months via the provider portal, newsletter, email, and our resource library at deltadentalco.com/resourcelibrary/. If you currently don't receive email newsletters, please contact provider relations at profservice677@ddpco.com.