

Using Broker Connection—A Guide For Brokers

Broker Connection is your source for access to Delta Dental reporting information, 24 hours a day, seven days a week. Log in to our interactive website to retrieve your clients' claim reports, access Dental Optimizer, view detailed product information and more.

Log in to Broker Connection

- Go to www.deltadentalco.com.
- Enter your user name and password and select “Broker” as the User Type.
- Once logged in, you may access claim reports, view product information, access Dental Optimizer and more.

Reporting in Broker Connection

You can access group-specific reports using the Management Reports tool. Data is divided into categories that include: utilization of service and networks, treatment savings, and demographics and financials. Management reports are available to groups of 100 or more. They are not available on voluntary products.

How to Access Reporting:

- Log in to Broker Connection.
- Click on Management Reports, on the right-hand side of the screen.
- Select a group type:
 - **Reporting Group**—displays combined data for all group numbers.
 - **Master Group**—shows combined data for all sub-location numbers. If multiple group numbers are assigned to your group, select the group number for the data you wish to display.
 - **Benefit Pointer**—displays the data for each benefit plan and/or sub-location. If multiple benefit plans and/or sub-location numbers are assigned to your group, select the benefit plan and/or sub-location for the data you wish to display.
- Select your group number from drop down list.
- Select the “From” and “Through” date for your report. “From” is the 1st day of the month. “Through” is the last day of the month. For example if you want only data from the month of December 2008, simply select “From” December 2008, “Through” December 2008.
- Select the reports you would like to view for your group.
- Click “Submit” at the bottom, right-hand side of the screen.

Tips & Hints

- You must be appointed with Delta Dental to log in.
- Broker Connection will log you off after 20 minutes of inactivity.
- You need an Internet connection to use Broker Connection.

Questions?

**Need to be appointed?
We're here to help you.**

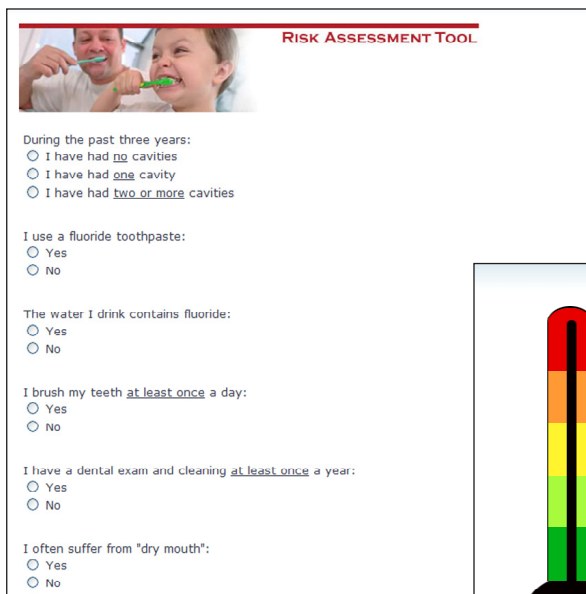
- For general questions, contact Sales & Marketing at 303-741-9300 ext. 3300, or e-mail brokerconnect@ddpco.com.
- For inquiries specific to appointments, call 303-741-9300 ext. 116, or e-mail brokerappointments@ddpco.com.
- Your Broker Connection user name and password will be e-mailed to you.

Dental Optimizer

Once you've logged in to Broker Connection through the Delta Dental website (www.deltadentalco.com), you can access the Dental Optimizer tool. Dental Optimizer is a dynamic online tool that allows your clients to evaluate their personal oral health. Members simply complete a quick survey regarding their overall health and dental habits and instantly, they will receive a customized report on the current state of their dental health. You can promote this tool to current and potential groups as a "value-add" included with all Delta Dental plans.

Dental Optimizer has three dynamic features:

- **The Dental Risk Assessment Tool**—provides subscribers a better understanding of the dental risks they may face. The risk assessment is specific, based on data from past treatments and services. This feature offers tips on reducing the risk for future dental problems.
- **The Dental Health Suggestion Tool**—based upon claim and treatment history, the Dental Health Suggestion feature of Dental Optimizer provides suggestions—including proactive approaches—that subscribers can take to improve their dental health.
- **The Dental Savings Optimizer Tool**—based the subscriber's dental risk assessment, the Savings Optimizer identifies preventive treatments that the subscriber should pursue in order to avoid costly and invasive treatments in the future.



RISK ASSESSMENT TOOL

During the past three years:

I have had no cavities

I have had one cavity

I have had two or more cavities

I use a fluoride toothpaste:

Yes

No

The water I drink contains fluoride:

Yes

No

I brush my teeth at least once a day:

Yes

No

I have a dental exam and cleaning at least once a year:

Yes

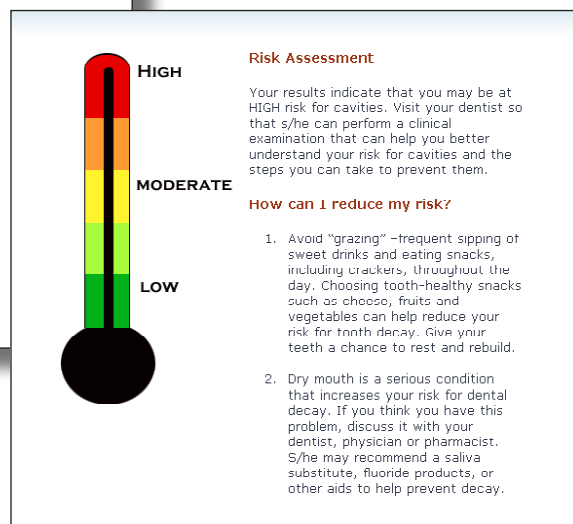
No

I often suffer from "dry mouth":

Yes

No

The Dental Optimizer Risk Assessment Tool



Specific Risk Assessment Results