

Delta Dental of Colorado System Upgrade

Member FAQ

June 2021

Overview:

Delta Dental of Colorado will be completing a system upgrade in a few weeks that will enhance the service experience for all of our customers and stakeholders. Technology has changed, and we need to change with it. This new system will help streamline the way in which we work with our members, providers, employers, and brokers on a daily basis and ultimately provide a higher level of service to them. The targeted completion of this implementation is June 28.

Frequently Asked Questions

What timeline are you working on? When will this actually affect me?

We anticipate that the new system will be live on June 28.

Why is the company converting to a new system?

Our current platform revolutionized how dental benefits are administered today. We want to revolutionize how they are administered into the future. Technology evolves at a rapid pace. We are committed to evolving with it in order to provide our customers and partners with the best service possible.

How will customer service be impacted?

You'll continue to receive the service you've come to expect from Delta Dental. We've listened to feedback from our customers, and the new system is based largely on that input. We have invested a lot of time into planning and testing to make everything go as smoothly as possible. We apologize for any inconvenience and appreciate your patience as we make this transition.

How will you protect customer data from being lost or deleted?

We are working with a dedicated team to ensure testing of all components of the system upgrade is completed to ensure that they're all in a safe environment without fear of service disruption or performance.

Will my premium rates and/or due dates change?

No, your premium rates and/or due dates will not be changing after we go live with our system upgrade. However, there will be a few adjustments to June/July billing for certain customers – see below.

Connect for Health Colorado customers,

- If you are set up for automatic draft, your July premium will be drafted July 2 instead of July 1.
- Starting in August, your payment will go back to being drafted and due on the first of every month.

Individual or retiree customers:

- Your July payment will be drafted on July 2 instead of June 28.
- Starting in August, your payment will be drafted and due on the first of every month instead of the current draft date of the 28th of each month.

Will I get a new ID card?

Some members may receive new ID cards. Members can continue using the ID cards that they currently have, as an ID card is not required to visit the dentist. Provider offices can search for member benefits with a member's Social Security number, and ID cards will continue to be available on the member portal and the free Delta Dental mobile app.

Will there be a need for new login for portal?

No, your portal username and password will remain the same.

Some new members may experience a delay in being able to log in to the secure member portal. If you're experiencing difficulties logging in, please contact customer service at customer_service@ddpco.com or 1-800-610-0201.

Will the secure member portal look the same?

Our secure member portal will have an updated look and feel. [Watch this video](#) or [download this guide](#) for an overview of the new member portal.

Will I still be able to find the same information on the website?

The website will have an updated look and feel. We tried to include the information that is most valuable and used by our members and groups. You can find a helpful guide about our new website [here](#). If there's anything that you're not able to find on our new website that is valuable to you, please contact customer service at customer_service@ddpco.com or 1-800-610-0201.

What if I have additional questions or concerns?

Please contact customer service at customer_service@ddpco.com or 1-800-610-0201.