

Delta Dental of Colorado System Upgrade
Provider FAQ
Updated July 2021

Overview:

Delta Dental of Colorado has completed a system upgrade as of June 28, 2021 that will enhance the service experience for all of our customers and stakeholders. 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.

You may want to keep this handy and be able to reference it as you get used to the new system. Please also share it with others in your organization who may need to be aware of the changes.

We've created a [resource library](#) accessible on the portals to provide updates and resources to help you navigate these changes.

Frequently Asked Questions

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

The new system went live on June 28.

Why is the company converting to a new system?

The IT platform we were on 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 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.

What assurances can you give that this implementation will be on time and continue to meet my office needs?

We are working diligently with a dedicated team to ensure minimal disruption. Please note that while our team has been working diligently on planning and testing to ensure a smooth transition, we recognize that this is a major undertaking. We appreciate your patience as we adapt to the change. Rest assured, we have made every effort to minimize disruptions for our customers and will continue to communicate as much as possible in advance. Please know that we are here to help answer your questions.

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.

How far back will you go when you transfer data to the new system?

We will continue to have access to all data needed to manage your business. Additionally, we will have access to a database that saves ten years of information.

Will this require any changes on our end?

There are some business processes that require modifications to how we do business with you. Our easy-to-access [resource library](#) contains detailed information on those changes. Our team members are also readily available to answer questions and walk you through any relevant changes.

Will there be a need for new login for portal?

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

Why is the website changing?

The change is part of a larger change across the Delta Dental Plans Association member companies across the country to create a consistent look and feel and functionality to their websites and portals so that there is a consistent user experience. [Watch this video](#) for an overview of the new website.

Will the way in which I invoice Delta Dental be affected?

You will continue to invoice us in the same manner and ACH payments will continue being processed daily; however, there will be one change to paper check payments. Paper checks will be processed once per week on Tuesdays.

Sign up for Direct Deposit to conveniently receive daily payments. Email profservices677@ddpco.com to sign up.

POST-GO LIVE CHANGES IMPACT BEGINNING JUNE 28

Portal Access

Your portal username and password will remain the same. The portal will have an updated look and feel. [Watch this video](#) for an overview on the portal.

Payments

- You may experience some delays in payment as we get caught up with our new system. You can log in to the secure provider portal to check real-time status on claims.
- For providers who are not currently signed up for Direct Deposit, **there will be a delay in payments made via paper checks for a few weeks in early July. You should expect the first paper check from our new system by the end of July.** This will not impact any payments coming from other member companies.
 - We will be sending a check on June 15 that will include payments from the week of June 6 and June 13, and you will be able to see when the check has been processed on the provider portal.
 - If you're interested in getting set up for Direct Deposit, we can set you up for this short period of time while there is impact to paper checks. If you're unsatisfied with it later, you can always cancel. Please contact profservices677@ddpco.com or 303-889-8677 with your TIN, business name, address, bank name, routing number, and account number.
- Paper checks will only be processed once per week on Tuesdays.
- ACH payments will continue being processed daily.

Additional Updates

- Information requests (IR) for claims will now be sent as denial for information (DFI).
 - Providers will have 30 days to submit the additional information requested.
- You will see new template formats on documents such as ID cards, EOBs, checks, and more.
- Some members will see a change to their group numbers.
 - Group numbers will now be composed of an 11-digit number – group number, preceded by zeroes.
- The format of termination changed from “through date” to “to date,” though the period that the member was covered is NOT changing.
 - The coverage is active format is 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.

SUPPORT

Will you provide training?

We will continue to keep you updated on our progress and have created a robust training **resource library** on the website to ensure you have all the tools to be able to easily navigate all the changes being implemented.

- We encourage you to create an account on our secure provider portal if you don't already have one.
- Our team is also ready and able to answer any questions you may have or need help with.
 - We are also exploring holding webinars after implementation to answer common questions.

What if I have additional questions or concerns?

Please reach out to provider relations at **profservices677@ddpco.com** or customer service at **customer_service@ddpco.com** or 1-800-610-0201. They will work with our team to address your questions or concerns.