DELTA DENTAL

How to service small business clients

Delta Dental of Virginia strives to provide our brokers the best experience in servicing their small business groups (2-99 contributory, 5-300 voluntary). The information below will help you service your clients.

Broker Portal

Administrative access is required to manage your Delta Dental group clients on our broker portal. The form to give you access can be found here: DeltaDentalVA.com/brokers/broker-resources/forms.

Once access has been approved, you can then use the broker portal to:

- Submit, modify, terminate and view enrollment data
- Access monthly bills
- View and print member ID cards

If you need help completing the broker portal access form, email Marketing Administration at **mktgadmin@deltadentalva.com.**

Other Setup Options

If you would prefer to service your groups outside of the broker portal, contact the following departments:

Marketing Administration at mktgadmin@deltadentalva.com should be contacted for:

- Group setup and maintenance, such as: group name changes, address/contact changes and policy changes
- Fulfilling benefit summary and open enrollment materials requests
- Broker appointments, commission inquiries and direct deposit setup
- Processing of broker of record letters
- Group administrator or broker portal access set up and maintenance
- Renewal inquires and to request copies of renewal letters
- Evidence of Coverage (EOC)/New Member Welcome Kit requests

Billing/Enrollment at billing@deltadentalva.com should be contacted for:

- Eligibility inquiries or modifications
- Billing inquiries
- Subscriber ID card requests
- ACH draft payment setup

For Electronic Eligibility (EE) questions and setup, contact EEcoordinatornotifications@deltadentalva.com.

For issues other than those listed, contact Small Business Client Specialists Anne Muranowski at anne.muranowski@deltadentalva.com or Christy Schaeffer at christy.schaeffer@deltdentalva.com, or visit our website at DeltaDentalVA.com.