

Employer News

FEBRUARY 2012



Community Calendar

May 16, 2012

Delta Dental Golf Classic

Just a few more months until the 22nd Annual Golf Classic! This event benefits Special Olympics New Jersey (www.sonj.org), a nonprofit organization that provides sports training and athletic competition to children and adults with intellectual disabilities. In addition to golfing at one of New Jersey's premier golf resorts (Wild Turkey Golf Course at Crystal Springs Golf Resort in Hamburg), the day includes breakfast, lunch, and activities for golfers and non-golfers alike. New this year: a non-golfer package. Enjoy a day at the spa! Please join us and help make a difference to people's lives. More details will be available soon.

New Online Eligibility Submissions Demo Now Available

If a picture's worth a thousand words, experiencing something first-hand is even better. Now you can see for yourself how easy it is to make benefits changes online. Our new Online Eligibility Submissions demo lets you test-drive what it's like to add, change, terminate, and reinstate Delta Dental benefits for members and their dependents.

Making eligibility changes online is fast, easy, and secure. Plus, from our Online Eligibility Submissions area, you also can:

- Print ID cards for your employees. (Members can also print their ID card by logging on to Benefits

Connection. ID cards aren't required, but employees sometimes ask for them.)

- View up to three years of eligibility changes online.
- Order reports using interactive screens that prompt you through each step of the process.

To access the demo, visit our website at www.deltadentalnj.com. Click "Login | Register" at the top of the screen, then the "demo" link under the "Employers" bullet. When you're ready to submit actual eligibility changes online, call 800-452-9310 for your user name and password, and get started!

What Makes an Oral Health Leader?

At Delta Dental, we strive to be an oral health leader. So, what does that mean to you? We recently had an independent research firm survey benefits managers to ask that very question. You and other benefits managers told us that an oral health leader has the following attributes:

- Extensive benefits and coverage
- Large dental networks
- Fair rates for coverage provided
- A commitment to prevention/helping employees protect their oral health

- Excellent service
- Good communication
- An easy-to-administer program
- A program that satisfies members
- Good reputation

We are pleased to report that more than eight in 10 benefits managers described our performance as an oral health leader either "above average" or "excellent." Maybe that's why, in that same survey, 99% of our benefits managers told us they would recommend Delta Dental to others!

New Study Confirms Delta Dental's Status as Industry Leader

An independent study conducted by actuarial firm Ruark Consulting¹ found that the nationwide Delta Dental PPO™ plan leads the industry in providing the best effective discount to clients.

As the Ruark study points out, when it comes to shopping for the right dental plan, groups would be wise to consider more factors than just network size and discounts. An “effective discount” takes into consideration all claims costs, whether employees visited in-network dentists or out-of-network dentists.

Delta Dental's PPO network, coupled with its Premier® network of more than 134,000 dentists nationwide, provides groups with a dual network advantage. When employees choose to go outside of the PPO network, chances are they are still visiting a Premier dentist, and that means savings to employees and employers alike.

¹ Ruark Consulting, LLC conducted the 2010 Ruark Consulting Dental PPO Network Study. For more information, please contact Ruth Ann Woodley at rutthann@ruarkonline.com.

Captain Supertooth Rides Again!

Every February during National Children's Dental Health Month, Delta Dental of New Jersey proudly presents the Captain Supertooth program at schools in New Jersey and Connecticut. This free program educates kids from kindergarten through grade two about the benefits of good oral hygiene.

The program normally lasts about 20 minutes and can be tailored to fit a school's needs.

Since the program began in 1990, Captain Supertooth has instructed more than 100,000 children about proper dental care. Because of the demand for this program, teachers and school nurses should send an e-mail to jappaluccio@deltadentalnj.com to place their school on the waiting list. In the meantime, we'll send you a free video or DVD. Please specify either English or Spanish for the video.



Quick Reference: Contacts at Delta Dental

To ask an eligibility question	Eliginquiry@deltadentalnj.com
To send PHI forms	PHIforms@deltadentalnj.com
To send a premium payment (except Flagship)	P.O. Box 36483 Newark, NJ 07188-6483
To send a DeltaCare® Flagship payment	Flagship Dental Plans P.O. Box 36484 Newark, NJ 07188-6484
To email Customer Service securely	Use the secure email form on our website (www.deltadentalnj.com). To access, click “Login Register” at the top of the screen
To call Customer Service	800-452-9310
For other contact information	Visit our website at www.deltadentalnj.com and click “Contact Us” at the top of the screen

Delta Dental Is Top Dog Among Brokers

Delta Dental Plans Association (DDPA), the nation's largest dental benefits provider, again received the Readers' Choice Award as the best dental carrier from *Benefits Selling* magazine.

Benefits Selling saw record participation by nearly 1,000 brokers in its seventh annual survey, which was published in November 2011. This is the third consecutive year (sixth overall) that Delta Dental was selected the “carrier that offers the best dental coverage.”

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Comments and suggestions are welcomed and should be directed to:

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In Connecticut, Delta Dental Insurance Company writes dental coverage on an insured basis and Delta Dental of New Jersey administers self-funded dental benefit programs.

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