

# Subscriber Connection

Connecting with Delta Dental of Illinois is easy!



Get real time benefit and claim information 24 hours a day, seven days a week online through the Subscriber Connection at [www.deltadentalil.com](http://www.deltadentalil.com) or through our automated phone system at 800-323-1743.

Subscriber Connection  
[www.deltadentalil.com](http://www.deltadentalil.com)

Automated Phone System

800-323-1743

(for Delta Dental PPO<sup>SM</sup> and  
Delta Dental Premier<sup>®</sup>)

With the Subscriber Connection, you can find everything you need to know about your and your covered dependents' benefits, including:

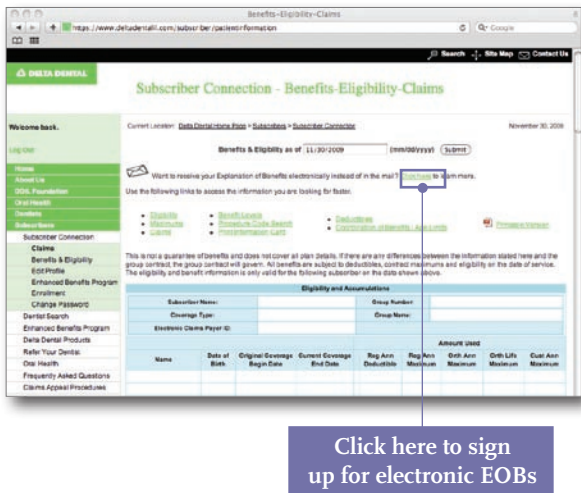
- Claim status
- Eligibility and accumulator information
- Maximum and deductibles used to date
- Benefit levels
- Frequency and age limits
- Waiting periods
- Preventive history
- Explanation of Benefits (EOBs)

Using the Subscriber Connection is easy – all you need is a computer and an Internet connection! To keep your benefit information safe and secure, registration is required (see how on reverse).



To register, you need to:

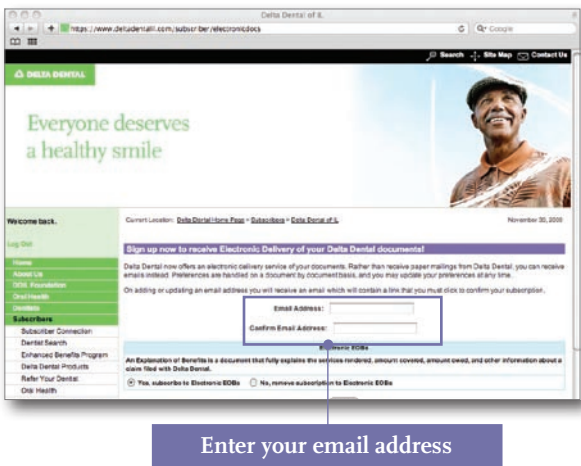
- **Step 1:** Enter the primary enrollee's first and last name (the name must appear exactly as your employer/group entered it during enrollment; e.g., "Bob" may be "Robert"), Subscriber ID or Social Security number (enter number with no dashes), and date of birth (enter two-digit month, two-digit date and four-digit year with dividers, e.g., 03/15/1984).
- **Step 2:** Enter a username, password (must be six characters including two numeric characters) and your email address. Then select a challenge question and answer.
- Now you can log in and access your and your covered dependents' eligibility, benefit and claim information anytime, anywhere.



You can also sign up to receive electronic EOBs and enroll in our Enhanced Benefits Program (if applicable to your group), which offers additional benefits to at-risk individuals, linking oral health to overall health.

On [www.deltadentalil.com](http://www.deltadentalil.com), you can also:

- Find a network dentist.
- Refer your dentist to a Delta Dental network.
- Print claim forms (although network dentists will file a claim form automatically on your behalf).
- Obtain information on the claim appeal process.
- Take an oral health risk assessment and access oral health tips and information.
- Retrieve information on understanding your dental benefits, your rights and Delta Dental of Illinois' privacy policy.
- Get answers to your frequently asked questions.



## Automated Phone System. Faster service for you.

You can also call 800-323-1743 for Delta Dental PPO and Delta Dental Premier to access our automated phone system 24 hours a day, seven days a week or to speak to a customer service representative during normal business hours (7:00 a.m. to 7:00 p.m. Central Time).

Our voice recognition phone system makes it convenient for you to reach customer service by welcoming you to Delta Dental, then immediately providing a voice menu where you can easily and quickly obtain information.

You can access a directory of dentists, check claim status, or get contact information immediately by saying any of those options. At any time during normal business hours, you can connect immediately with a customer service representative simply by saying "customer service."

Not yet registered?  
Get started. Log in today!  
[www.deltadentalil.com](http://www.deltadentalil.com)

You can also call 800-323-1743 for Delta Dental PPO and Delta Dental Premier to access our automated phone system or speak to a customer service representative.