

Broker News

Everyone deserves a healthy smile!

November 2011



Student Verification Process Explained

Each year, members with college-age dependents who are full-time students must submit a [Student Documentation Verification Form](#). This form is still required since the enactment of healthcare reform. Healthcare reform's "dependent coverage to age 26" doesn't apply to standalone dental, although we can extend coverage by request. Call our Marketing Department at 800-624-2633 in New Jersey or 860-633-9200 in Connecticut to discuss this option. For questions about eligibility, reinstatement, or student documentation, call the Customer Service Department at 800-452-9310. For billing questions, call our Billing Department at 973-285-4119 or 973-285-4065.

New Healthentic Report Measures Benefit Usage

Delta Dental of New Jersey now offers a new report to help groups make better wellness decisions. The Healthentic Dental Action Report gives employers a simple yet insightful picture of how their employees use dental benefits. It shows employers the percentages of employees using dental benefits for preventive care compared to restorative or periodontal care—as well as the percentages of employees who don't use their benefits at all. It also compares those usage patterns to those at peer organizations. The Dental Action Report explains the impact of the group's usage patterns on the oral health of members and its overall benefit costs. The database includes six years of claims history from 18 million members at 12 Delta Dental member companies, including Delta Dental of New Jersey. The Dental Action Report is available to groups with 12 months or more of claims history and 100+ lives. To request your free report, call your Account Executive at 800-624-2633.



New Online Eligibility Submissions Demo Now Available

If a picture's worth a thousand words, experiencing something first-hand is even better. Now benefits managers can see for themselves how easy it is to make benefits changes online. Our new [Online Eligibility Submissions demo](#) lets users test drive what it's like to add, change, terminate, and reinstate Delta Dental benefits for members and their dependents. When benefit managers are ready to submit actual eligibility changes online, they should call 800-452-9310 for a username and password.

Comparing Dental Costs Apples to Apples

On the surface, dental insurance can seem like a very cut-and-dried benefit—but things aren't always as simple as they appear. Similar-sounding programs can have very different outcomes over the long term as far as costs, claims, and employee satisfaction are concerned. Network size and negotiated reimbursement levels can make a big difference to employers. And, a "two-year rate guarantee" can bring sticker shock in year three. The Delta Dental Plans Association developed a short report to help your clients

Oral Health Tip

[Healthy school lunches](#) can give kids a boost in the classroom while protecting their oral health.

Coming Events

We hope you'll stop by and meet us at the following events:

November 10-11

[New Jersey Teachers Convention](#)
Atlantic City Convention Center
Atlantic City, NJ

November 14-17

[New Jersey State League of Municipalities Conference](#)
Atlantic City Convention Center
Atlantic City, NJ

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understand how [short-term dental benefits decisions can have long-term consequences](#).

YouTube Video Series Launches

Have you tuned in to our Dental Connections channel on YouTube? Dental Connections features informative videos about such oral health issues as [handling dental emergencies](#), the [impact of poverty on oral health](#), [oral health for children](#), [how preventive dental care can save Americans billions](#) of dollars a year, and much more. The [latest video](#) is just a click away!



Welcome to Kathy Dever

Kathy Dever recently joined the Marketing team as our new Account Manager in southern New Jersey. She comes to us from a Pennsylvania-based broker, and previously held a variety of positions at a major insurer. "I joined Delta Dental because I believe in its mission, and I'm passionate about its commitment to oral health," she said. Brokers with clients in southern New Jersey can contact [Kathy by email](#) or call her at 609-955-0615.

Key Contacts

Looking for phone, fax, or email information for key Delta Dental departments? [Bookmark this link](#) for the latest contact list.

Contact Us!

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