

Member Connection

Connecting with Delta Dental of Illinois is easy!

Get real-time benefit and claim information 24 hours a day, seven days a week through the Member Connection at deltadentalil.com or through our automated phone system at 800-323-1743.

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

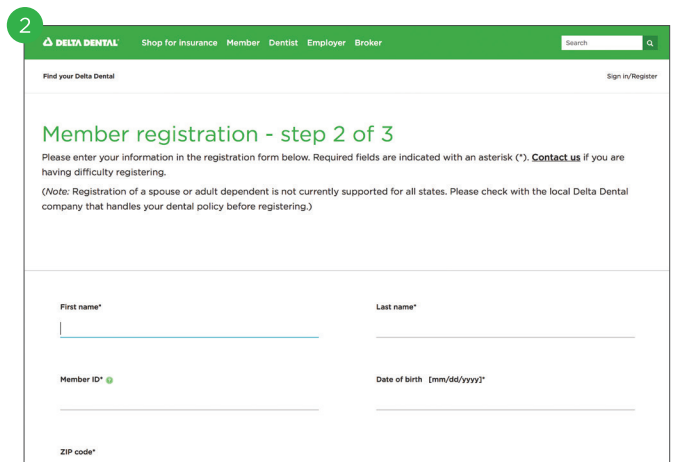
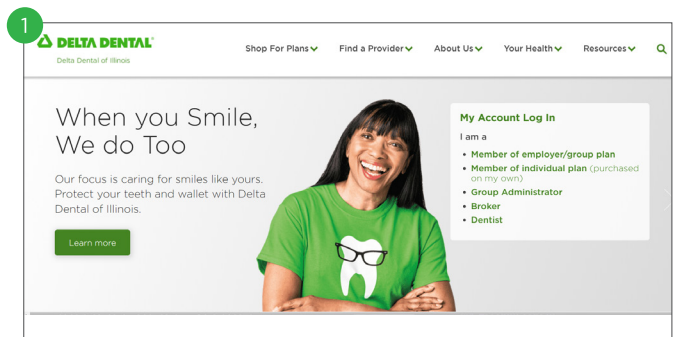
- Claim status
- Eligibility information
- Maximum and deductibles used to date
- Benefit levels
- Frequency and age limits
- Waiting periods
- Preventive history
- Explanation of Benefits (EOBs)

How to Register:

1 Go to deltadentalil.com, select "Member of employer/group plan" in the "My Account Log In" box located on the right side of the homepage. On the next page, click "Don't have an account? Create an account." Select "I am a member or adult dependent and have coverage with Delta Dental" on the next screen.

2 You will need to enter the primary member's first and last name, member ID or Social Security number and date of birth.

- For name:
 - The name must appear exactly how your employer entered it during enrollment; for example, "Bob" may be "Robert."
 - If you have a suffix before or after your first name - for example, Jr., II or an initial - you may also need to list it; for example, Robert Jr., Robert III or J Robert.
 - There is a 10-character limit for first name and a 15-character limit for last name. For example, if your first name is Christopher, you are limited to Christophe for first name.
- For member ID: If your member ID is less than 9 digits, you must enter zero's in front of the number; for example, 001234567. You may also use Social Security number with no dashes.
- For date of birth: You must enter two-digit month, two-digit day and four-digit year with dividers; for example, 03/15/1984.



- 3 Once registered, you can easily access your and your covered dependents' benefits and claims information, print a temporary ID card, sign up to receive electronic EOBs (Go Green E-Statements), conduct a procedure code search and access EOB history.

Automated Phone System. Faster service for you.

You can also call 800-323-1743 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 a.m. to 7 p.m. Monday through Thursday, 7 a.m. to 6 p.m. Friday, Central Time.).

The screenshot shows the 'My Benefits' page for a member named Jane Doe. The page is organized into several sections:

- Header:** Delta Dental logo, navigation links for My Benefits, Provider Search, Enhanced Benefits, and Resources. User account information (My Account, Log Out) is in the top right.
- Member Benefits:** A banner image with the text 'Member Benefits'.
- Benefits Summary:** A section titled 'Benefits: JANE DOE' with a 'Special Cond.' tag. It includes a disclaimer: 'Below is a complete listing of dental benefits for everyone enrolled on your dental plan. Information on eligibility, frequency, age limits, maximums and deductibles, benefit levels, waiting periods, and plan-based exclusions is included below. Please examine this information carefully. If you believe any of this information is in error, please contact us.' Below this is a dropdown menu for 'Benefits & Eligibility as of:'.
- Eligibility Table:** A table with columns for 'Name', 'Regular Deductible', 'Regular Maximum', 'Ortho Maximum', 'Ortho Life Maximum', and 'Custom Maximum'. The row for Jane Doe shows: \$0, \$275.40, \$0, \$0, \$0.
- Frequency & Age Limits:** A section with a 'Standard Coordination of Benefits' table. It includes checkboxes for 'Child Coverage Age: 26', 'Student Coverage Age: 99', 'Adult Orthodontic: No', and 'Dependent Orthodontic: Age: 19'. It also lists 'Services' like 'Frequency Limit' and 'Age Limitations'.
- Right Sidebar:** Contains 'BENEFITS' details (Subscriber Name: Jane Doe, Coverage Type: Self + 2 Or More Dependents, Member Number: 000000000, Group Number: 91212-000-00000-00000, Group Name: Company ABC), 'QUICKLINKS' (Vision Plans, Oral Health Information at Your Request, Individual Dental Plans), and 'Health Care Reform?' (How oral health is affected, Read More, Customer Service: We're here to help, 24/7, Contact Us).