

Important Employee Communication

The busy open enrollment season is here. At Delta Dental of Minnesota, we are excited to launch our new service and technology platform later this year! Updates to share with employees are described below.



New Member Portal

- The URL will remain www.deltadentalmn.org/members
- The new portal will allow employees to:
 - ✓ View and print ID cards
 - ✓ View dental claims activity in real-time
 - ✓ Access detailed dental benefit information
 - ✓ View and print Explanation of Benefits (EOB)
 - ✓ Choose to receive electronic EOB
- Effective December 2, the new portal will be available. Employees will be prompted to register. Historical information will be available.



Customer Service Phone Numbers

All existing Customer Service phone numbers will remain in operation.



New Claims Submission Address

Delta Dental of Minnesota
PO Box 9120
Farmington Hills, MI 48333-9120

New Claims Appeal Address

Delta Dental of Minnesota
PO Box 30416
Lansing, MI 48909

Paper claims and appeal submissions to the current addresses will be forwarded to the new addresses. Claims submitted electronically will be redirected to the new address.



Delta Dental of Minnesota ID cards

- **New ID cards** will be issued to all existing subscribers in late January 2020. A new subscriber ID number will be assigned and linked to the current member ID number. *Note: New dental plan enrollees who receive an ID card in December, 2019 will not receive a new ID card in January, 2020.*
- **Existing ID cards** and ID numbers will remain valid and can be used to submit claims.