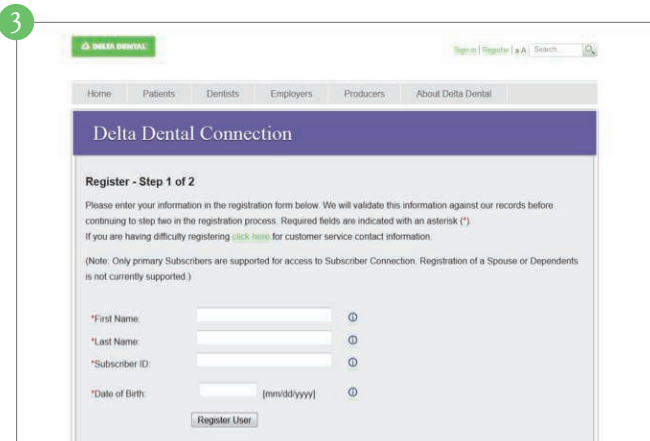
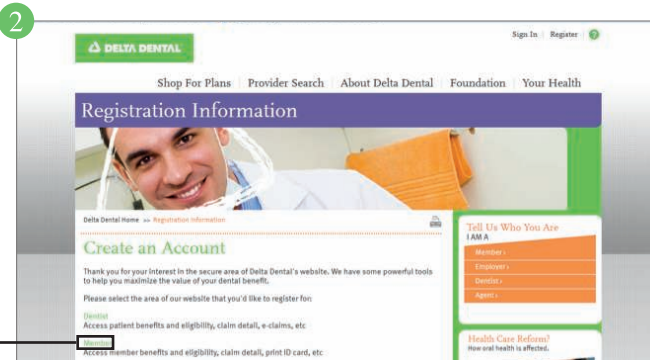
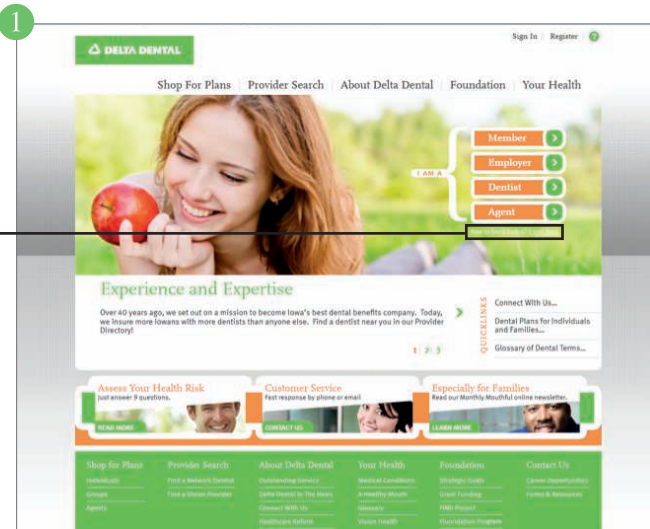


# Member Connection

Connecting with Delta Dental of Illinois is easy!

Get real time benefit and claim information 24 hours a day, seven days a week online through the Member Connection at [www.deltadentalil.com](http://www.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)

To register for the Member Connection, you need to:

1. Go to [www.deltadentalil.com](http://www.deltadentalil.com) and select "New to Delta Dental? Enroll Now"
2. Select "Member" from the Registration page.
3. Complete the online registration. Enter the primary enrollee's first and last name (the name must appear exactly as your employer entered during enrollment; e.g., "Bob" may be "Robert"), the assigned subscriber ID or Social Security number (enter nine digit number with no dashes), and date of birth (enter two-digit month, two-digit day and four-digit year with dividers, e.g., 03/15/1984).

- 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.).

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The screenshot displays the Delta Dental 'My Benefits' portal. At the top, there are navigation tabs for 'My Benefits', 'Provider Search', 'Enhanced Benefits', and 'Resources'. The main content area is titled 'My Benefits' and includes a 'Member Benefits' banner. Below this, the user's name 'JANE DOE' is displayed with a 'Special Cond.' tag. A section titled 'Benefits: JANE DOE' provides a complete listing of dental benefits, including eligibility, frequency, age limits, maximums, and deductibles. A table under the 'Eligibility' section shows details for Jane Doe, including birthdate, start/end dates, and family deductibles. Another section, 'Frequency & Age Limits', details standard coordination of benefits, such as child coverage age (26) and adult orthodontic age (19). A sidebar on the right contains 'BENEFITS' information (Subscriber Name: Jane Doe, Coverage Type: Self + 2 Or More Dependents, Member Number: 00000000, Group Number: 0000-000-0000-0000, Group Name: Company ABC), 'QUICKLINKS' (Vision Plans, Oral Health Information, Individual Dental Plans), 'Health Care Reform?' (How oral health is affected), and 'Customer Service' (We're here to help, 24/7).