

## ***Frequently Asked Questions- Employers***



For all questions below please use the following contact information unless otherwise stated.

Address – Delta Dental of SD, PO Box 1157, Pierre, SD 57501

E-mail – [billing@deltadentalsd.com](mailto:billing@deltadentalsd.com)

Phone – 1-800-627-3961

Fax – 1-605-224-0909

### ***Where can I find rate information and purchase a plan?***

Your insurance broker or Delta Dental Sales Representative can assist you in choosing the best coverage and rates for your company. You can contact a Delta Dental Sales Representative via e-mail ([sales@deltadentalsd.com](mailto:sales@deltadentalsd.com)) or by calling 1-800-627-3961.

### ***Where is Delta Dental of South Dakota's claims processing center?***

Our claims processing center and corporate offices are located at 720 N Euclid Avenue, Pierre, SD 57501.

### ***Does Delta Dental of South Dakota offer a toll-free number where our employees can get their questions answered?***

Delta Dental's toll-free number is 1-877-841-1478.

### ***How is enrollment transferred?***

Delta Dental will provide enrollment forms that can be mailed or faxed. For larger groups we will accept an electronic file if it includes all the required fields.

### ***How is the Maximum Plan Allowance (MPA) - Delta Dental Allowed Amount - calculated?***

The Maximum Plan Allowance (MPA) is the amount which equals the lesser of the covered charge for a service, supply, or any dental procedure covered under the dental plan or an amount which Delta Dental establishes annually as its maximum allowable fee for the same service, supply, or procedure.

For all dental procedures covered under the plan, the maximum allowable fee is established by Delta Dental of South Dakota for a covered dental procedure that is dentally necessary and dentally appropriate. It is developed from various sources, such as contracts with dentists, input from our dental consultants, the simplicity or complexity of the procedure, the billed charge for the same procedures by dentists in South Dakota, and a leading economic indicator.

For services billed by dentists outside of South Dakota, the maximum allowable fee is based on information from that state's Delta Dental member company.

### ***How many employees are necessary for enrollment?***

It depends on the plan you purchase, and ranges from as few as two employees in our No Minimum Voluntary Dental Plan to full participation in our pooled plans.

***When will our coverage be effective?***

In most cases, your benefits coverage will be effective on the first of the month following the receipt of your completed group application materials and employee enrollment.

***How do we order supplies?***

You can find enrollment and claim forms on this web site. For other supplies like ID cards and employee handbooks you can contact us by phone or e-mail.

***Does Delta Dental of South Dakota cover out of state services for my employees?***

Whether your employees live outside of South Dakota or require dental treatment while traveling, they will have access to one of the nation's largest dentist networks. A list of Delta Dental participating dentists in any area can be obtained in the "Find a Dentist" section of this website.

***When should I expect my invoice to arrive?***

Billing statements are mailed around the 20th of the month prior to the billing month - provided your payment for the previous month has been received. For example, your February invoice will run on January 20th. Payments are due the first of the month.

***Who can I call with questions about my invoice?***

Contact Delta Dental's Billing Department by phone or e-mail.

***How far back can our account be credited for changes/terminations?***

Generally, accounts can be credited back three months.

***How do I add a new employee to my account?***

Have the new employee complete a Delta Dental of South Dakota enrollment form and mail or fax it to us.

***How do I change an employee's address?***

You can fax or e-mail the change to us.

***I terminated an employee on my last invoice, but he/she is still on my current invoice. Why wasn't he/she terminated?***

The employee's termination may have been processed after Delta Dental of South Dakota's billing cutoff date.

***What happens when my employee's child's student status ends?***

COBRA coverage may be an option, please contact our Eligibility Department.

***Can my employee add a family member to his/her dental coverage at any time?***

Dependents can be added to an enrolled subscriber's coverage during your group's open enrollment period. However, coverage can also be added for dependents at any time as the result of a qualifying event.

***What are considered qualifying events?***

Qualifying events include: termination of employee, reduction of hours, retirement, death, divorce, marriage, loss of dependent status, legal separation, and birth or legal adoption.

***Can I change my group's new employee waiting period?***

Yes. The request will need to be made in writing and e-mailed or mailed to us.