

Member Connection

Connecting with Delta Dental of Illinois is easy!

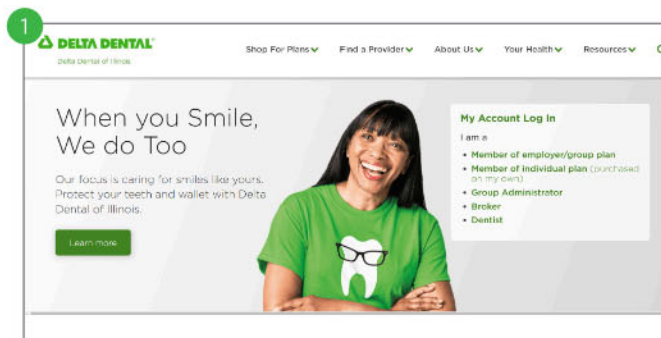
Get real-time benefit and claim information 24 hours a day, seven days a week through the Member Connection at deltadentalil.com or through our automated phone system at 800-323-1743.

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

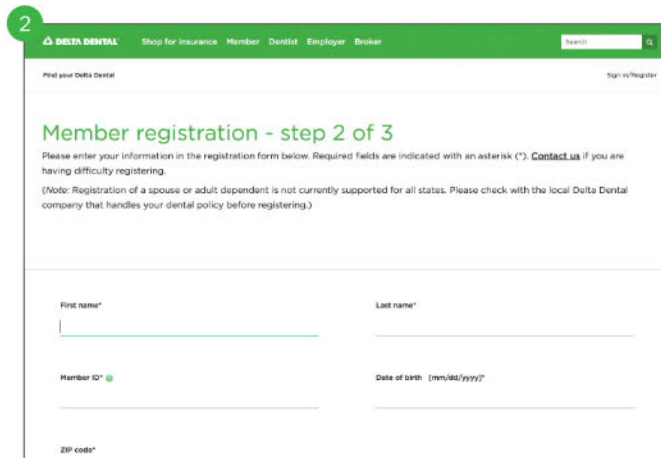
- Claim status
- Eligibility information
- Maximum and deductibles used to date
- Benefit levels
- Frequency and age limits
- Waiting periods
- Preventive history
- Explanation of Benefits (EOBs)

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 Enter the primary member's first and last name (the name must appear exactly as what your employer entered during enrollment; for example, "Bob" may be "Robert"). Please note 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. You will also need to enter the primary member's assigned member ID (if your member ID is less than 9 digits, you need to enter zero's in front of the number; for example, 001234567) or Social Security number and date of birth (enter two-digit month, two-digit day and four-digit year with dividers; for example, 03/15/1984).

A screenshot of the Delta Dental Member registration form, step 2 of 3. The header includes the Delta Dental logo and navigation links: Shop for Insurance, Member, Dentist, Employer, and Broker. The main content area is titled 'Member registration - step 2 of 3' and includes instructions: 'Please enter your information in the registration form below. Required fields are indicated with an asterisk (*). Contact us if you are having difficulty registering.' A note states: '(Note: Registration of a spouse or adult dependent is not currently supported for all states. Please check with the local Delta Dental company that handles your dental policy before registering.)'. The form fields are: First name*, Last name*, Member ID* (with a green ID icon), Date of birth (mm/dd/yyyy)*, and ZIP code*.

- 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 displays the 'My Benefits' page for a user named JANE DOE. The page is divided into several sections: 'Benefits & Claims', 'Member Benefits', 'Benefits: JANE DOE', 'Eligibility', 'Frequency & Age Limits', and 'Standard Coordination of Benefits'. The 'Eligibility' section includes a table with columns for Name, Regular Deductible, Regular Maximum, Ortho Maximum, Ortho Life Maximum, and Custom Maximum. The 'Frequency & Age Limits' section includes a table with columns for Coverage, Frequency, and Age Limits. The 'Standard Coordination of Benefits' section includes a table with columns for Coverage, Frequency, and Age Limits.