

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)

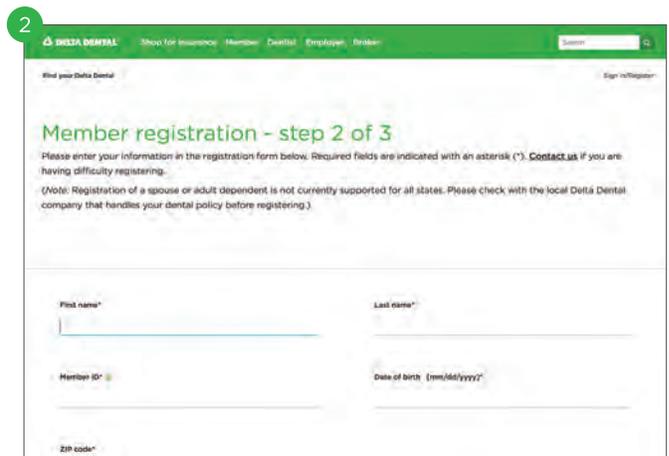
How to Register:

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.

A screenshot of the Delta Dental member registration form. The header includes the Delta Dental logo and navigation links: Shop for Insurance, Member, Dental, Employer, Broker. The main content area features the title 'Member registration - step 2 of 3' and 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*, Date of birth (mm/dd/yyyy)*, and ZIP code*.

- 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.).

3

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

- Header:** Includes the Delta Dental logo, navigation links for 'My Benefits', 'Provider Search', 'Enhanced Benefits', and 'Resources', and user account information.
- Member Benefits:** A banner image with the text 'Member Benefits'.
- Benefits & Claims:** A section for 'Benefits: JANE DOE' with a 'Special Code' button. It includes a disclaimer and a 'Benefits & Eligibility as of' dropdown menu.
- Eligibility:** A table showing 'Annual Limit' for 'Regular Deductible' and 'Annual Limit' for 'Other Life' and 'Custom Maximum'.
- Frequency & Age Limits:** A section for 'Standard Coordination of Benefits' with a table for 'Old Coverage Age 26', 'Student Coverage Age 22', 'Adult Dependents', and 'Dependent Children: Age 19'.
- Right Sidebar:** Contains 'BENEFITS' (Member Name, Coverage Type, Member Number, Group Name, Group Code), 'QUICK LINKS' (View Plans, Download Health Information, Download Annual Dental Report), and 'Health Care Referrals' (Add Referral, Download Referral, We're here to help).