

# Employer Services

An exclusive division of Customer Service for group administrators and large group brokers

DELTA DENTAL OF NORTH CAROLINA



## ONE NUMBER FOR ALL POST-SALE QUESTIONS

Delta Dental of North Carolina wants you to get answers to their post-sale questions as fast as possible. That's why Employer Services, a division of our Customer Service department, is dedicated to assisting you with important issues including enrollment, billing, claims and benefits.

It's easy—You only need to dial one phone number to quickly reach an expert.

Please call toll free:

**1-866-933-7630**

### At the prompt, choose:

#### Option 1 for Paper Enrollment

- Help completing enrollment or maintenance forms
- Help adding or deleting enrollees
- Enrollment or eligibility verification

#### Option 2 for Electronic and Online Enrollment

- Help with electronic enrollment files
- Help with online enrollment
- Help adding or deleting enrollees
- Enrollment or eligibility verification

#### Option 3 for Billing

- Billing statement reprints
- Automatic Clearinghouse (ACH) fund transfer set-up
- Bill run schedules
- Group premium payment

#### Option 4 for the Group Administrator and Large Group Broker Helpline

- Supply orders
- Clarification of contract benefits
- Clarification of claims
- Clarification of dentist network participation

*Note: Please contact your Account Representative for escalated plan issues, renewals and rates.*