



Interactive Voice Response (IVR) Phone System Featuring Faxback

Connecting with Delta Dental of Illinois is easy!



IVR Automated Phone System

800-323-1743

24 hours a day, 7 days a week

Call 800-323-1743 to access our IVR automated phone system 24 hours a day, seven days a week or to speak to a customer service representative during normal business hours (7:30 a.m. to 5:00 p.m. Central Time).

Faster service for you.

Our IVR automated phone system makes it easier and faster for callers to reach customer service. Our IVR identifies dental office calls, sending them directly to the appropriate queue.

If you can't get what you need through the IVR, you can say "Customer Service" to be connected to a live customer service representative during normal business hours.

Callers receive four options: Faxback, Eligibility, Claim Status or Contact Information.

Our automated phone system is available 24 hours a day, seven days a week. If it is after business hours, you will not be able to speak with a customer service representative. However, you can leave a voice message that will be returned the next business day.

Your Delta Dental of Illinois-covered patients can also use our IVR and website to find network dentists and access claim status.

You can get automated faxing of Delta Dental of Illinois patients' eligibility, claim and benefit information together on one form. You can also check eligibility and claim status for the entire family with one entry. And you can get information for other enrollees, allowing you to get one fax for several enrollees. You'll receive a fax in 10 minutes or less.

Faxback

Say "Faxback" to be connected to automated faxing. Once you provide a fax number, it will be stored and used for future requests – saving time for you and your staff.

- The IVR will ask you for the enrollee's member ID number. To confirm your selection, the IVR will state the last name of the enrollee found, and you'll be asked to confirm if this is the right person. In some cases, you may also need to confirm the enrollee's date of birth.
- Next, you'll be asked for the fax number to where we should direct your fax. (If a fax number is stored, you will be asked if it is the correct number to use.)

Note: The IVR will ask if you would like information for another enrollee, allowing you to get one fax for several enrollees.

Eligibility

Say "Eligibility" to check eligibility for a patient and his or her entire family.

- Just as with Faxback, the IVR will ask you for the enrollee's ID number and provide a confirmation of the name found.
- Once you confirm the subscriber, the IVR will provide the enrollee's coverage effective date.
- Finally, you'll be asked if you want coverage effective dates for other family members or a different enrollee ID.

Claim Status

Say "Claim Status" to receive claim status information.

- Just as with Faxback, the IVR will ask you for the enrollee's ID number and provide a confirmation of the name found.
- Next, the IVR will ask you for the claim's date of service.
- If the claim has been received and entered into our system, then the IVR will provide the payment status and check information. Once you receive claim information for the requested enrollee, the IVR will ask if you'd like claim information for another enrollee.

Note: If more than one claim exists for the same date of service, you'll have the option to hear information on each claim for the given service date for that enrollee's family.

Contact Information

Say "Contact Information" to receive an automated recording of Delta Dental of Illinois' website, claims mailing address and our electronic claims payer ID number.

Speak with a Customer Service Representative

Say "Customer Service" at any time to speak to a live customer service representative.

Once you get the information you need, the IVR will ask if you would like additional information. If you don't need more information, simply hang up.

Connect with Delta Dental of Illinois today!

For more information, contact customer service at 800-323-1743 or csi@deltadentalil.com

