

Delta Dental of Illinois Frequently Asked Questions for Direct Deposit

Will my Illinois Direct Deposit authorization form apply to all Delta Dental states?

The authorization form will only assign Direct Deposit transactions for claims processed by Delta Dental of Illinois.

How will it benefit me to sign up for Direct Deposit?

You will receive payments quicker because you will no longer have to wait for mail delivery to receive checks. Whether your office is open or closed, your funds will be transferred to your bank account.

How long does it take to set my office up for Direct Deposit?

For your protection, each application must be verified by the Professional Relations Department for accuracy and TIN match. Therefore, Direct Deposit will begin as soon as administratively possible. You will receive confirmation once your office is set up to receive direct deposit.

How do I set up Direct Deposit if I have multiple locations?

If you are a business with the same tax identification number (TIN) at multiple locations, you will need to complete a Direct Deposit authorization form for each location. Additionally, if you are a dental group with multiple dentists with different TIN's at several office locations, each dentist at each location will also need to complete a Direct Deposit authorization form. Therefore, please make as many copies of the enclosed authorization form as necessary.

How am I notified that a deposit has been made to my bank account?

You have two options of receiving direct deposit notifications. 1) You may opt to receive fax notification of the deposit, along with the Explanation of Payments (EOP) delivered to your fax. 2) Or you may choose email notification advising you that the Explanation of Payments are available for retrieval on the secure Dentist Connection of Delta Dental of Illinois' website at www.deltadentalil.com. Because of HIPAA Security Standards, you will need to register on the Dentist Connection if you have not done so already. Please note that with either option, fax or email notification, you will have the ability to download or print current and historical EOP's from the website, along with different sort options. (e.g. subscriber last name and first name, subscriber number, etc.)

When are Direct Deposits made to my account and when will I receive the notification?

Delta Dental of Illinois processes payments weekly. A Direct Deposit banking file will be sent to your bank after business hours on Monday evening, which will also generate the Direct Deposit notification to you, along with Explanation of Payments.

What is the fastest method of receiving payment, Direct Deposit or a paper check sent by the U. S. Postal Service?

Direct Deposit is the fastest method. Delta Dental of Illinois sends payments once a week. If you choose Direct Deposit, your payment avoids preparation and processing of paper checks and mail delivery time. With Direct Deposit, your payment is waiting for you in your secure bank account.

Must I be a Delta Dental In-Network Provider to participate with the Delta Dental of Illinois' Direct Deposit program?

We recommend that you are an In-Network Provider to assure all payments are assigned to you. However, Direct Deposit can be set up for all providers.

If I authorize Delta Dental of Illinois to make deposits into my bank account, can Delta Dental of Illinois also withdraw funds from my account?

The Direct Deposit authorization form only gives Delta Dental of Illinois permission to wire transfer funds from Delta Dental of Illinois'

bank account to your designated bank account. Delta Dental of Illinois will not have any additional permission from your bank for any other transactions.