

IVR Featuring Faxback

800-323-1743 for members enrolled in group plans

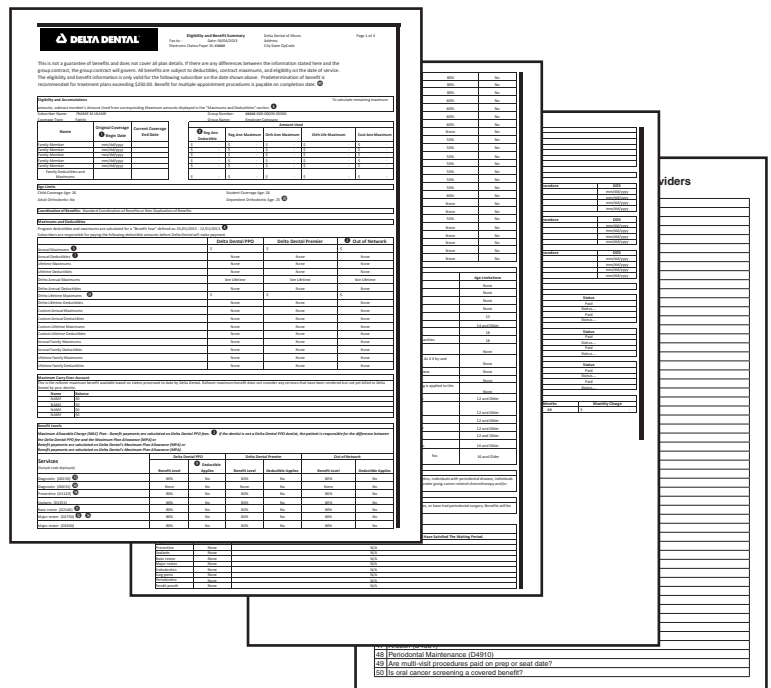
855-335-8267 for members enrolled in individual plans

Call 800-323-1743 for members enrolled in group plans or 855-335-8267 for members enrolled in individual plans to access our IVR automated phone system 24 hours a day, seven days a week.

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.

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



The image shows a stack of Delta Dental forms. The top form is a detailed eligibility and claim status form with sections for member information, dental office information, and a table for dental services. Below it are several smaller forms, including a 'Dental Services' form and a 'Dental Office Information' form. The forms are arranged in a descending staircase pattern, suggesting they are being faxed back to the caller.

Through Faxback, 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 members, allowing you to get one fax for several members. You'll receive a fax in about 10 minutes or less.