

IVR Featuring Faxback

800-323-1743 for members enrolled in group plans

855-327-8336 for members enrolled in individual plans

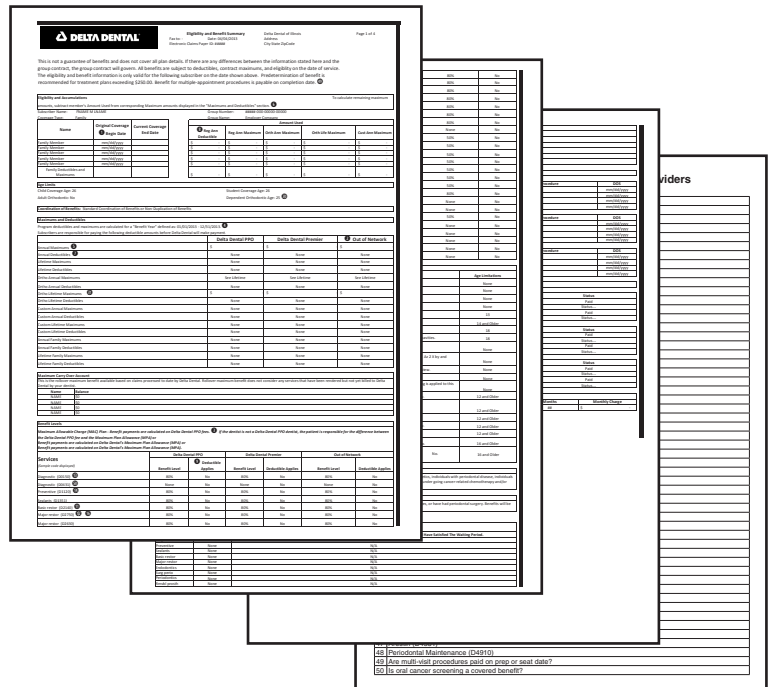
Call 800-323-1743 for members enrolled in group plans or 855-327-8336 for members enrolled in individual plans to access our IVR automated phone system 24 hours a day, seven days a week or to speak to a customer service representative during normal business hours (7 a.m. to 7 p.m. Monday - Thursday and 7 a.m. to 6 p.m. Friday, 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.

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

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.



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.