

Effective November 1st 2018, Delta Dental of Illinois will no longer accept or respond to phone inquiries from third party vendors requesting benefit and eligibility information for our members. We will only respond to inquiries from dental offices directly. We are making this change to ensure our members' information is protected.

Delta Dental of Illinois is required through the HIPAA Privacy Rule to take reasonable steps to limit the use or disclosure of, and requests for, protected health information (PHI) to the minimum necessary to accomplish the intended purpose.

Our records show that the average call length with these types of vendors is in excess of 10 minutes, with some more than 30 minutes. Additionally, during the same call, these vendors often request benefits for up to 10 patients, multiple codes and complete claim history. We do not believe all of this information being captured in one call meets the minimum necessary requirement under the Privacy Rule. We also do not have business associate agreements with these vendors (as required by HIPAA for PHI disclosure) and cannot adequately verify many of these vendors as many are not accredited by the Better Business Bureau.

If you need additional information about this decision, please contact Professional Relations at pr@deltadentalil.com or 630-718-4990.