

Member Connection

Connecting with Delta Dental of Illinois is easy!

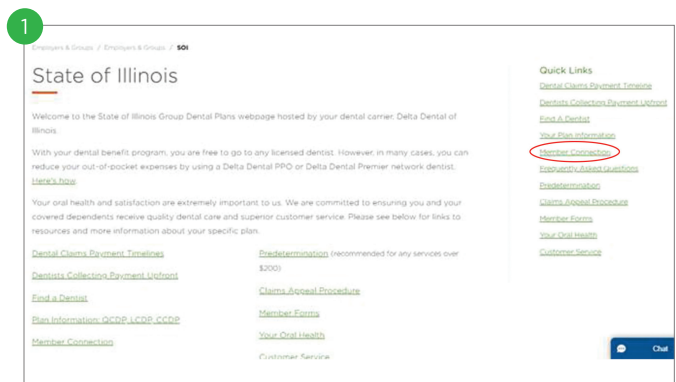
Get real-time benefit and claim information 24 hours a day, seven days a week through the Member Connection at soi.deltadentalil.com or through our automated phone system at 800-323-1743 (press 5).

With the Member Connection, you can find everything you need to know about your and your covered dependents' benefits, including:

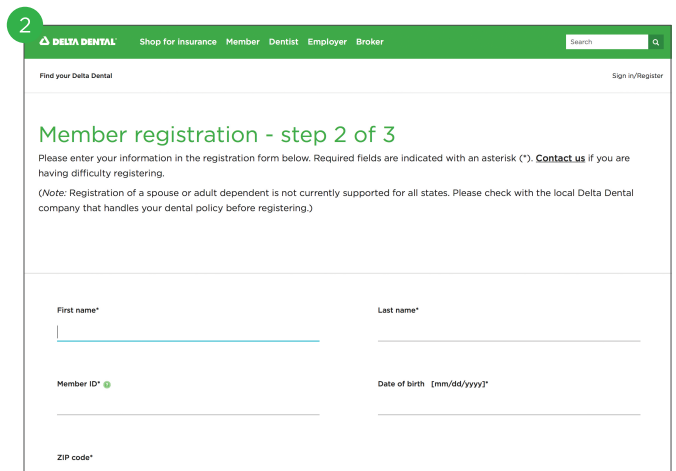
- Claim status
- Eligibility information
- Maximum and deductibles used to date
- Benefit levels
- Frequency and age limits
- Waiting periods
- Preventive history
- Explanation of Benefits (EOBs)

How to Register:

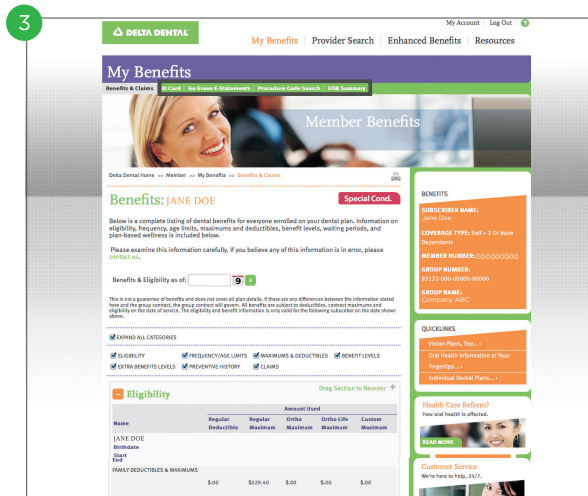
1 Go to soi.deltadentalil.com, and select “Member Connection” in the Quick Links column on the right side of the page. On the next page, click “Don’t have an account? Create an account.” Select “I am a member or adult dependent and have coverage with Delta Dental” on the next screen.



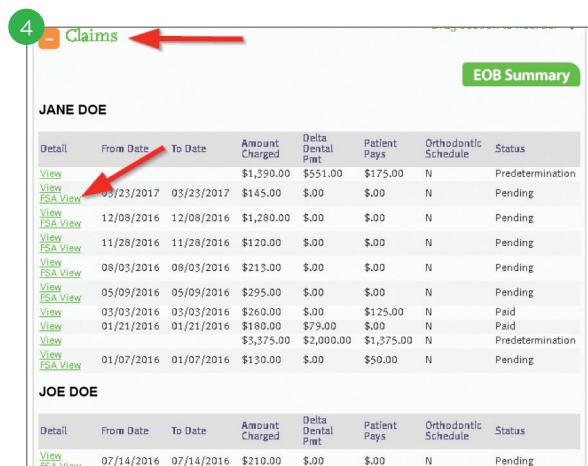
2 Enter the primary member's first and last name (the name must appear exactly as what your employer entered during enrollment; for example, “Bob” may be “Robert”). Please note there is a 10-character limit for first name and a 15-character limit for last name. For example, if your first name is Christopher, you are limited to Christophe for first name. You will also need to enter the primary member's assigned member ID (if your member ID is less than 9 digits, you need to enter zero's in front of the number; for example, 001234567) or Social Security number and date of birth (enter two-digit month, two-digit day and four-digit year with dividers; for example, 03/15/1984).



3 Once registered, you can easily access your and your covered dependents' benefits and claims information, print a temporary ID card, sign up to receive electronic EOBs (Go Green E-Statements), conduct a procedure code search and access EOB history.

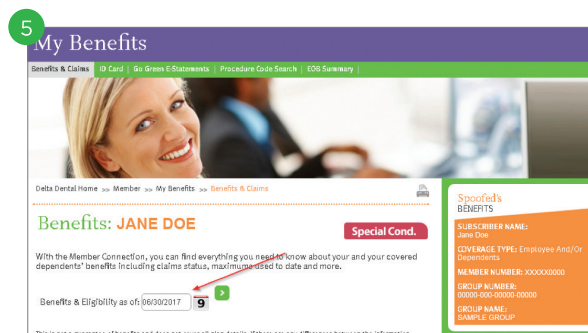


4 You can view your EOBs in the "Claims" section on the "Benefits & Claims" page. To access any pending claims, select the FSA view EOB.



5 To view paid claims, or to view pending claims* in a previous benefit year, you will need to change the "Benefits and Eligibility as of" date to reflect 15 months from the date of service you would like to access. It is recommended to use the last day of the benefit period for that year.

**Pending claims information is available via the FSA view for the entire time that the claim is in pending status.*



Automated Phone System. Faster service for you.

You can also call 800-323-1743 (press 5) to access our automated phone system 24 hours a day, seven days a week.

Use Our Online Chat Feature

You can chat with one of our customer service representatives during regular business hours via our chat feature. Visit soi.deltadentalil.com and click on the blue chat icon on the lower right of the screen.

