

Your ID Number is Changing - But Not Your Benefits



These changes take effect on October 12, 2020.



Why has my ID number changed?

Beginning October 12, your Delta Dental ID number is changing to help you keep your identity more secure. You will no longer be required to use your Social Security number as your member ID. Unique Delta Dental ID numbers will now be assigned. This helps you safeguard your Social Security number*.

You can access your new Delta Dental ID number when you log in to MySmile®, your all-access pass to your Delta Dental benefits. When you (or your dependents) see the dentist, you will have the option of providing any one of the following to your dentist:

- The member's new Delta Dental ID number.
- The member's Social Security number.
- The member's name and date of birth.



Why has my group number changed?

Until recently a third-party administrator (TPA) handled certain functions of managing your employer's plan, and the TPA issued your group number. We recently moved the services performed by the TPA in-house. Your group number changed as we migrated your group from the TPA to Delta Dental's systems. You can access your new group number when you log in to MySmile.



How do I get information about my benefits?

As before, you can log in to MySmile. If you don't yet have a MySmile account, you can register for one at DeltaDentalCT.com/MySmile



How do I get my new member ID and group number?

You can download an ID card with your new member ID and group number by logging in to your MySmile account. ID cards are not required when you visit the dentist.



Do I need my new member ID number when I go to the dentist? Can I still use my Social Security number?

You can use your new ID number or your Social Security number if you wish. You can also use your name and date of birth when you visit the dentist.



Questions?

You can log in to MySmile at DeltaDentalCT.com/MySmile or call Customer Service at 800-452-9310.