Member Connection

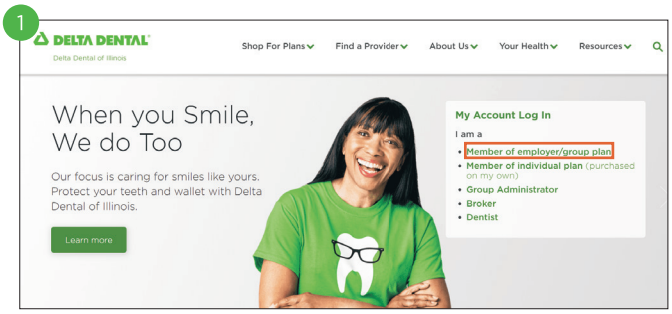
Get real-time benefit and claim information 24 hours a day, seven days a week through the Member Connection at **deltadentalil.com** or through our automated phone system at 800-323-1743.

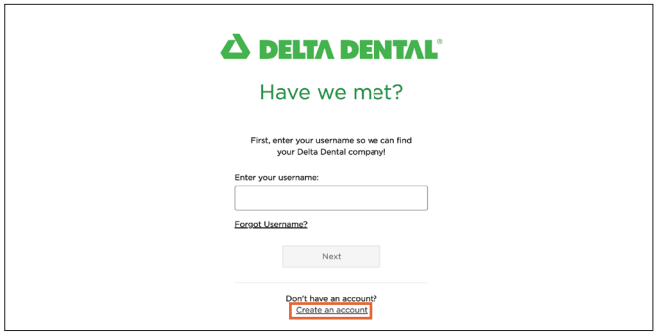
With the Member Connection, you can find everything you need to know about your and your covered dependents' benefits, including:

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

How to Register:

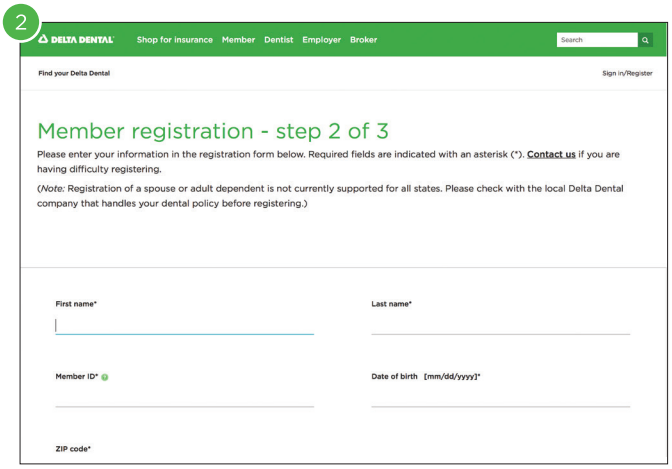
1. Go to **deltadentalil.com**, select "Member of employer/group plan" in the "My Account Log In" box located on the right side of the homepage. On the next page, click "Create an account."





2 You will need to enter the primary member's first and last name, member ID or Social Security number and date of birth.

- **For name:**
  - The name must appear exactly how your employer entered it during enrollment; for example, "Bob" may be "Robert."
  - If you have a suffix before or after your first name — for example, Jr., II or an initial — you may also need to list it; for example, Robert Jr., Robert III or J Robert.
  - 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.
- **For member ID:** If your member ID is less than 9 digits, you must enter zeros in front of the number; for example, 001234567. You may also use Social Security number with no dashes.
- **For date of birth:** You must enter two-digit month, two-digit day and four-digit year with dividers; for example, 03/15/1984.



3 Create a username and password, enter your email, create a challenge question and then click on "Register User."

4 Once registered, you can easily access your and your covered dependents' benefits and claims information, print an ID card, sign up to receive electronic EOBs and access EOB history. Please note, when printing a digital ID card from the member portal, the card may display a dependent's name based on the view selected. Be sure the ID card you present to your dentist lists the primary member (subscriber) to ensure accurate claims processing.

