

# Manage your plan

## Working with your expert TPA team

Your **Small Business Program** plan from Delta Dental<sup>1</sup> is backed by a team of experts at **BenefitMall**, a third party administrator (TPA) who specializes in administering plans just like yours. Having a TPA might be confusing at first, so here are answers to some common questions about managing your plan and working with a TPA:

### 1. What is a TPA?

A TPA is a business who specializes in the administration of group benefits. Helping you manage your plan is their primary focus. They're like a whole team of account managers. They'll handle all of your billing, eligibility and enrollment needs, but you can also come to us for benefits and claim support.

### 2. Why do I have a TPA?

The Small Business Program groups you with other clients of similar size to provide you the best service. Your TPA team of administrative experts gives you dedicated account support and service designed specifically for clients like you.

### 3. How does Delta Dental support me?

We help support your enrollees with resources to answer their benefits and wellness questions. Inquiries about benefits or claims can be directed to one of our dedicated customer service lines.

### 4. How does this help me?

This model helps you focus more on your business, and less on your benefits. Your team at BenefitMall will work with you and your broker every step of the way and can answer your plan management questions — from enrollment and billing to renewal information. They also offer a complete toolbox of online services to help you manage your plan on your own time.



Resource:		
	BenefitMall	Delta Dental
<b>Employers can:</b>		
View invoice and payment history and pay bill online	✓	
Manage enrollment and eligibility, including employee self-service enrollment	✓	
Order documents, like group contract and Evidence of Coverage	✓	
<b>Enrollees can:</b>		
Find benefits information online, like claims status and history		✓
View ID cards on a mobile device or print at home		✓
Find a dentist and estimate treatment costs		✓
Download oral health and wellness content		✓
View Language Assistance Program (LAP) information		✓
Contact customer service for claims inquiries		✓

### Plan Administration Contact Guide

	Website	Phone	Mailing	Payment
<b>BenefitMall</b>	benefitmall.com	T: 800-825-6650 F: 410-512-3844	P.O. Box 42827 Baltimore, MD 21284	P.O. Box 418742 Boston, MA 02241

Thank you for choosing Delta Dental to keep your employees' smiles shining bright. It's our pleasure to offer you an exceptional customer experience.

<sup>1</sup> Delta Dental of New York, Inc., Delta Dental of Pennsylvania, Delta Dental Insurance Company and our affiliated companies. These companies are members, or affiliates of members, of the Delta Dental Plans Association.