



FAQ: Your new commission statement

What does the new Excel commission statement look like?

The new Excel commission statement will now include the enrollee number for individual plans, the product, state and the fee type. (See the sample statement below.)

Group Number	Division Number	Group Name	Enrollee Number	Member Name	Product	State	Fee Type	Period	Month of Service	Premium/Claims Paid	Total Enrollees	Fee Rate	Fee Basis	Amount
22233		DESSERT CAFE INC			Dental	LA	Commission	Jun-24	Jun-24	1,000.50	0	10	CR	100.05
22233		DESSERT CAFE INC			Dental	LA	Consulting Fee	Jun-24	Jun-24	200.75	0	2	CR	4.02
										SubTotal	1,201.25	0		104.07
98989	00001	JOE'S GARAGE INC			Dental	AL	Commission	Jun-24	May-24	0.00	10	1.5	EE	15.00
98989	00002	JOE'S GARAGE INC			Dental	AL	Commission	Jun-24	Jun-24	0.00	14	1.5	EE	21.00
										SubTotal	0.00	24		36.00
18818	00005	DELTA DENTAL PPO INDIVIDUAL	123456789	Tony,Cory	Dental	CA	Commission	May-24	May-24	64.92		10	CR	6.49
18818	00005	DELTA DENTAL PPO INDIVIDUAL	111222333	Gordon,Robert	Dental	CA	Commission	Jun-24	Jun-24	0.96		10	CR	0.10
										SubTotal	65.88	0		6.59
50250	10004	INDIVIDUAL EXCHANGE	444555777	Smith,Jane	Dental	CA	Commission	Jun-24	Jun-24	173.97		10	CR	17.40
										SubTotal	173.97	0		17.40
70116	00009	INDIV CA FAMILY DHMO INDIVIDUAL	888999333	Light,Linda	Dental	CA	Commission	Jun-24	Jun-24	8.92		10	CR	0.89
										SubTotal	8.92	0		0.89
AB123		PAPER PRODUCTS LLC			Dental	FL	Commission	Jun-24	Jun-24	51.16		10	CR	5.12
										SubTotal	51.16	0		5.12
										Total	1,501.18	24		170.07

What does State represent?

The state column is where the group or individual is contracted, or the situs state.

What does Fee Basis represent?

The four fee basis types are:

- **CP:** Percentage of claims paid (specific to self-insured plans)
- **CR:** Percentage of cash receipts or premiums paid
- **EE:** Dollar per total primary enrollee lives paid (specific to self-insured plans)
- **FLAT:** Monthly flat dollar amount

What does Fee Type represent?

The four fee types are:

- **Commissions**
- **Consulting Fee**
- **TPA Fee**
- **Marketing Fee**

General commission payment and statement questions



When are commission payments issued?

Commission payments are issued once per month on the tenth business day as a check or direct deposit (ACH).

How are the commission statements delivered?

- Starting July 15 (the tenth business day of the month), an initial email with the producer payment remittance advice will be sent from noreply_ap_remit@messaging.delta.org.
- Next, a separate secure email with the new Excel commission statement will be sent from noreply-producer-commissions@messaging.delta.org to the email address(es) on file.

What if I didn't receive a copy of the new Excel commission statement?

- Check your spam and junk mail folders.
- If you can't find the email, please email producer-commissions@delta.org and provide your broker number, name, total payment amount and the month(s) requested.
- If the payment was made via direct deposit, provide the originator ID (a 10-digit number) or other details from your bank statement to help us identify the proper commission statement.

How can I get a copy of my previous month's commission statement?

Please email producer-commissions@delta.org and provide your broker number, name and the month(s) requested.

What if I can't access or open the new Excel commission statement via the secure email?

Forward a copy of the email to producer-commissions@delta.org and we'll submit a request to unlock your account and/or reset your password.

How long will the secure email with the commission statement be available?

The secure email will be available for 30 days.

What if I didn't receive commissions for a specific group or individual plan?

Please email producer-commissions@delta.org and provide the group/enrollee number, group/member name and month you were expecting commissions. We'll verify internally and respond accordingly. Common reasons include:

- We didn't receive premiums from the group or individual member
- The brokerage firm and/or agent aren't appointed
- The agent fee agreement isn't signed

What if I need to update my email address for the commission statement email distribution list?

Email producer-commissions@delta.org and provide your broker number and name. Include any email address(es) you need to add, remove or update.

What if I need to update my direct deposit bank account for my commissions?

Either log into your broker portal account and add the new account information or complete a new [direct deposit form](#).

Need more help?



Please visit our website at deltadentalins.com/brokers or contact our Producer Services team for more information at producerservices@delta.org or **866-760-4080** Monday through Friday from 8 am to 7 pm ET.