

Subscriber Connection

Connecting with Delta Dental of Illinois is easy!



Subscriber Connection
www.deltadentalil.com

Automated Phone System:
 800-323-1743 for Delta Dental
 PPO and Delta Dental Premier
 800-942-3772 for DeltaCare

Get real time benefit and claim information 24 hours a day, seven days a week online through the Subscriber Connection at www.deltadentalil.com or through our automated phone system at 800-323-1743 for Delta Dental PPO, Delta Dental Premier, or 800-942-3772 for DeltaCare.

With the Subscriber Connection, you can:

- Get real time benefit information.
- Check claim status.
- Print your EOB (Explanation of Benefits).
- Print an information card (card will not be group-specific).

Using the Subscriber Connection is easy – all you need is a computer and an Internet connection! And it's safe and secure, so you must register first.



[Click here to register](#)

To register, you need to:

- **Step 1:** Enter the primary enrollee's first and last name (the name must appear exactly as your employer/group entered it during enrollment; i.e., "Bob" may be "Robert"), Subscriber ID or Social Security number (enter number with no dashes), and date of birth (enter two-digit month, two-digit date and four-digit year with dividers, i.e. 03/15/1984).
- **Step 2:** Enter a username and password (password must be six characters including two numeric characters). Enter your email and select a challenge question and answer.
- Then, you can log in and access your and your covered dependents' eligibility, benefit and claim information anytime, anywhere.



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

- Claim status
- Eligibility and accumulator information
- Age limits
- Maximum and deductibles used to date
- Benefit levels
- Frequency and age limits
- Waiting periods
- Preventive history

On www.deltadentalil.com, you can also:

- Find a network dentist.
- Enroll in our Enhanced Benefits Program (if applicable to your group), which offers additional benefits to at-risk persons and links oral health to overall health.
- Print claim forms (network dentists file claim forms automatically on behalf of Delta Dental-covered patients).
- Obtain information on the claim appeal process.
- Get answers to your frequently asked questions.
- Look up oral health information.
- Refer your dentist to a Delta Dental network.
- Retrieve information on understanding your dental benefits, your rights and Delta Dental of Illinois' privacy policy.

Automated Phone System. Faster service for you.

You can also call 800-323-1743 (Delta Dental PPO and Delta Dental Premier customer service); 800-942-3772 (DeltaCare customer service) to access our automated phone system 24 hours a day, seven days a week or to speak to a customer service representative during normal business hours (7:00 a.m. to 7:00 p.m. Central Time).

Our voice recognition phone system makes it easier and faster for callers to reach customer service. Callers are welcomed to Delta Dental, then immediately led to a voice menu where they can easily and quickly access information.

You can access a directory of dentists, find status of a claim, get contact information (web address and mailing address), or speak with a customer service representative immediately by saying any of those options. At any time during normal business hours, the caller can say "customer service" and he or she will be connected to customer service.

Connect with Delta Dental of Illinois today!

Not yet registered?
Get started. Log in today!

You can also call 800-323-1743 (Delta Dental PPO and Delta Dental Premier customer service); 800-942-3772 (DeltaCare customer service) to access our automated phone system or speak to a customer service representative.