

Bridges

Special Web Issue

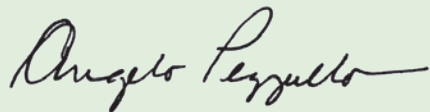
June 2010

Managing your Delta Dental coverage just got easier!

You'll soon notice a new look to your web site, and more great services as we introduce online enhancements for our clients, members and providers. This special edition of Bridges highlights key changes to the "Account" and "Member" sections of our web site – changes that will make it easier than ever to manage your Delta Dental plan online.

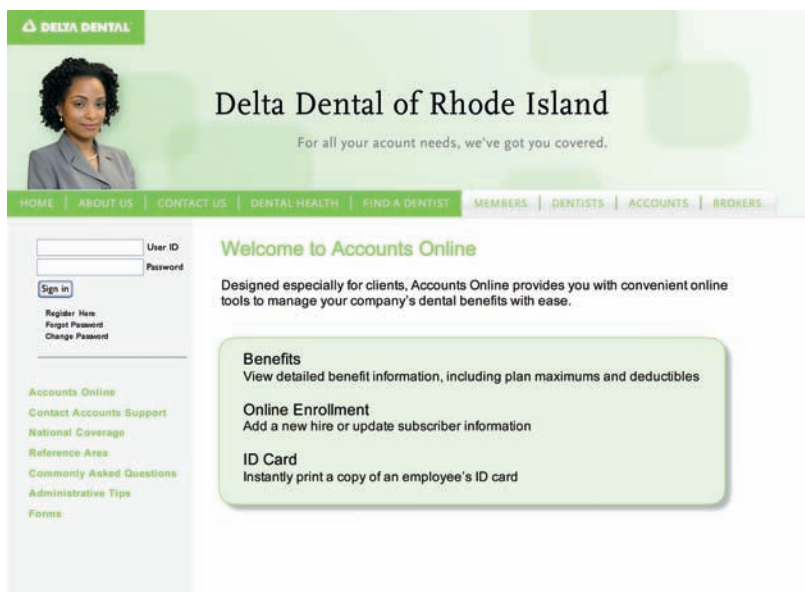
You'll find more current information on your plan design and benefits in an easier-to-read format. And, you'll still have access to our convenient "Online Enrollment" feature.

But that's just the beginning. We plan to roll out continued enhancements to our web site over the next year. So the next time you visit our site – deltadentalri.com – take a moment to look at our online tutorials and find out how we're making it easier than ever to do business with us.



Angelo Pezzullo
Vice President, Sales

New Look, More Great Services



Our web site – deltadentalri.com – may be sporting a new look, but now you and your employees can access more detailed benefit, eligibility and claim information than ever before. This month, we are launching the first in a series of enhancements to online services for our members, our business customers and dentists/dental offices. These new features will make it easier than ever to manage your Delta Dental coverage online.

Now you can view your plan design/benefits in an easy-to-read format, including maximums and time and frequency guidelines by benefit. You can also request or print a temporary ID card. Be sure to check out our online tutorial the next time you visit our site.

While the look of our web site is changing, you can still access your Delta Dental account by using your current User Name and Password. (Please note: First-time users need to complete a "Direct Electronic Access Agreement" available on our website, and return it to their Delta Dental Account Executive to register).

Delta Dental adheres to industry-accepted internet security standards to protect our members' personal and confidential information.

New Tab Format for Easy Navigation

Our new “tab” format allows you to quickly and easily select the specific information you are looking for – Benefits, Online Enrollment or a new feature that allows you to print or order replacement ID cards for your employees. The top section of this tab displays your group specific information: Group Name, Group number, and the name of the Delta Dental coverage your group is enrolled in.

The screenshot displays the Delta Dental of Rhode Island website interface. At the top, there is a navigation bar with links for HOME, ABOUT US, CONTACT US, DENTAL HEALTH, FIND A DENTIST, MEMBERS, DENTISTS, ACCOUNTS, and BROKERS. Below this, a user is welcomed as Percy Nelle. A navigation menu contains three tabs: Benefits, Online Enrollment, and ID Card, with the Benefits tab highlighted by a red circle. The main content area is titled "NEW TAB FORMAT" and shows group information for "ABC Company" with Group ID 1234-5678. It lists the product as "Delta Dental Premier" and the calendar year as "01/01/2010 - 12/31/2010". A "Printable Version" link is also present. Below this is a "Maximums" section with a table:

Maximums	
Annual Maximum	\$1,200.00
Orthodontic Maximum	Not Covered

Further down, there is an "In Network Benefits Highlights" section with a summary of benefit coverage and deductibles: Individual Deductible: \$50.00 and Family Deductible: \$150.00.

The “Maximums” section displays more detailed information about all of the maximums associated with your plan, such as Annual Maximums or Orthodontic Maximums.

The lower portion of the screen is a detailed summary of your group’s Benefits, by such coverage categories as Diagnostic, Periodontic and Oral Surgery. The summary also shows you the level of coverage, whether a deductible applies to a particular benefit and any time or frequency limitations.

NEW! You can also print or order a replacement ID card by clicking on one of the new tabs.

Web Enhancements to Include Cross-Browser Compatibility

To ensure our online services and features are accessible to all web users, we are working to make these applications work across a multi-browser platform (e.g. Firefox, Chrome, Safari, in addition to Internet Explorer). As we continue to introduce enhanced web services over the next several months, we appreciate your patience as some applications may temporarily be limited to Internet Explorer only.