At Delta Dental of Rhode Island, we know how important security and convenience are to our customers and their brokers. That’s why we’ve introduced the new Online Access Administrator (OAA) role.

Groups now choose one employee to serve as the OAA* for their organization.

The Online Access Administrator (OAA):

• Decides who in the group can use our online system and which transactions they can complete
• Invites the group’s authorized broker and/or third-party administrator to use our system
• Re-sets their account should it become locked

*An employee at the group serves as the Online Access Administrator. The OAA is responsible for managing account access for brokers and/or third-party administrators, including revoking online account permissions should the group change brokers or third-party administrators.

Ready to get started?
Have your groups complete a new Direct Electronic Access Agreement (found on our website under “Employers”) by designating their OAA and return it to your account representative today.

Note: If your client has already designated an Online Access Administrator (OAA) for the group, there is no need to complete this step again.

Convenient Online Access
At deltadentalri.com, groups and brokers can take care of business when it’s convenient for them. A group’s OAA can allow users to:

• View and/or edit enrollment information
• View the group’s invoice online (for fully-insured groups at this time)
We’ve recently enhanced our secure and convenient online system with changes that make it easier than ever to do business with us.

Here’s what’s new at deltadentalri.com:

We’ve given groups control of their online account. Each group will designate an Online Access Administrator (OAA), who will control access and permissions to online functions for their group (including for brokers and third-party administrators). All groups should complete a new Direct Electronic Access Agreement, designating their OAA.

**What this means for brokers:** The OAA for groups new to Delta Dental can grant online access to the broker of record. For existing groups where the broker already has log-in credentials with Delta, the group must designate an OAA (the OAA must be an employee). The broker will not lose access to the group’s online account unless the OAA revokes or changes the broker’s access or permissions.

We’ve re-designed our invoice to make it more user friendly. Our new invoice for fully-insured groups features a simplified cover page, clear retroactive adjustments and streamlined enrollment details (a new invoice for self-insured groups is coming soon). And, groups can now view their monthly invoices online.

**What this means for brokers:** Because viewing the invoice online is a new function, the OAA for your group must grant you permission to view the invoice.

We’ve reduced the amount of paper we send. You can log in to your online account to see your group’s enrollment history and recent transactions, as well as our new invoice (if the OAA has given you access). If you don’t have an online account, contact your group’s OAA and ask to be given online access for the group.

**What this means for brokers:** Our reduction in paper won’t have much impact on brokers, but it will have an impact on our environment. We hope you’ll encourage your clients to use our online enrollment system and take advantage of the secure convenience our website offers.

**Questions?** Contact your account representative today.