

## Delta Dental of Colorado System Upgrade

Broker FAQ

**Last Updated: March 2021**

### Overview:

Delta Dental of Colorado will be completing a system upgrade that will enhance the service experience for all of our customers and stakeholders. Technology has changed, and we need to change with it. This new system will help streamline the way in which we work with our members, providers, employers, and brokers on a daily basis and ultimately provide a higher level of service to them. The targeted completion of this implementation is this summer.

## Frequently Asked Questions

### Broker Specific:

#### **Some brokers share a login with the rest of the agency. How will this shared login affect reporting?**

- We are still confirming the security set-up of the portals and what brokers will have access to. We'll share more information on both security/login and reporting in the coming months.

#### **Will there be any impact to commissions? Will brokers be able to access commission statements online?**

- Commissions will not be impacted by the system upgrade. We are still working through details on the availability of commission statements online and will communicate updates as we get closer to transition.

#### **Will I have access to client information?**

- We're still working through details regarding the secure broker portal. As soon as we have finalized details and additional information, we will be communicating to brokers and providing training materials on access and information available on the portal.

#### **Will brokers be able to update contact information? What other self-service features will be available on the portal?**

- We're still working through details regarding the secure broker portal. As soon as we have finalized details and additional information, we will be communicating to brokers and providing training materials on access and information available on the portal.

#### **Will there be a need for new login for portal?**

- Your portal used id will remain the same, however you will need to update your password at the time of implementation. We will be providing you with further instructions on how to change your password and exact date when this will need to be completed as we get closer to implementation.

#### **Will DDCO be sharing information about the system change with clients or will brokers be responsible for sharing that information?**

- DDCO will be communicating all information about the system change to both clients and brokers. We will always try to inform brokers a few days before we inform employers so that brokers can have an opportunity to share with their clients as needed.

- We will be providing most of our updates via newsletter so it's important that email contacts are as up-to-date as possible. Our website will also be updated often, so you can check there for relevant updates.