

Northeast Delta Dental is

GOING GREEN IN 2015



Announcing two environmentally friendly changes at Northeast Delta Dental

Did you know that in the last two years alone, Northeast Delta Dental produced and mailed nearly 3.5 million ID cards and EOB forms? That is enough paper and plastic to stretch from Maine to Florida! In our continuing efforts to be a responsible, earth-friendly company, we are always looking for ways to reduce the amount of paper and plastic we produce. Not only is reduction good for the environment, it also allows us to provide you with the lowest rates possible. Effective January 1, 2015, we are introducing the two initiatives outlined below:

ID cards

Most of the ID cards we mail are replacement cards issued when a subscriber loses a card, has a name change, or moves from one group or sublocation to another. However, all a subscriber really needs to know is his or her subscriber ID or Social Security number. When a dental office calls or goes online to verify coverage, they receive all of the information needed to submit a claim.

Effective January 1, 2015, Northeast Delta Dental will issue an initial set of plastic ID cards to new primary subscribers only. These ID cards will include only the primary subscriber's name and ID number (the ID number is the same for all family members covered under the plan). Any future name or plan changes will be reflected on their electronic ID card, which is available through our Benefit Lookup site or on our Mobile App. Subscribers wishing to print their ID cards may do so from the Benefit Lookup site.

Explanation of Benefits (EOB) forms

About half of the EOBs we produce are "zero pay" EOBs, meaning that the patient does not owe a balance to the dentist. Most of these likely end up in the trash upon receipt.

Effective January 1, 2015, Northeast Delta Dental will issue EOBs electronically via our Benefit Lookup site. Subscribers wishing to view or print their EOBs (as far back as six years!), may do so securely through the site. Subscribers may also elect to receive hard copies if they wish (please see below).

How to view electronic ID cards and EOBs

Subscribers may access electronic versions of their ID cards and EOBs using Northeast Delta Dental's Benefit Lookup site at nedelta.com/Patients. Subscribers who prefer to continue receiving hard copies of EOBs via standard mail may elect to do so on the Benefit Lookup site or by calling our Eligibility department after January 1 at **1-603-223-1230**. Subscribers may also download our free smartphone Mobile App and enjoy access to dentist search, claims and coverage, and their ID card. Simply scan the QR code on this page to download the app, or search "Delta Dental" in your smartphone's app store.

As a reminder, if you would like to **receive your dental plan materials and monthly bill electronically**, please contact your Northeast Delta Dental account manager. About half of our customers already enjoy the convenience of receiving these items electronically—and are doing something good for the environment at the same time!

Enclosed you will find an announcement of our green initiatives suitable for distribution to your employees. This announcement is also available for download at nedelta.com/Employers if you would like to distribute it via email or post it to your intranet site.

Thank you for your continued support of Northeast Delta Dental and our earth-friendly initiatives.

Scan this QR code with
your smartphone to
download the free
Delta Dental Mobile App.



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Dear Northeast Delta Dental Member:

Did you know that in the last two years alone, Northeast Delta Dental produced and mailed nearly 3.5 million ID cards and EOB forms? That's enough paper and plastic to stretch from Maine to Florida!

In our continuing efforts to be a responsible, earth-friendly company, we are always looking for ways to reduce the amount of paper and plastic we produce. Effective January 1, 2015, we are **GOING GREEN!**

ID Cards

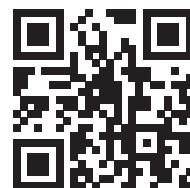
Effective January 1, 2015, Northeast Delta Dental will issue an initial set of plastic ID cards to new primary subscribers only. Additional ID cards are available electronically through our Benefit Lookup site or on our Mobile App. You can print copies of your ID card directly from the Benefit Lookup site accessible at nedelta.com/Patients.

You can also download our free Mobile App on your Apple or Android smartphone and enjoy access to dentist search, claims and coverage, and your ID card—there's even a built-in toothbrush timer! Simply scan the QR code on this page to download the app, or search “Delta Dental” in your smartphone’s app store.

Explanation of Benefits (EOB) Forms

Also effective January 1, 2015, Northeast Delta Dental will issue EOBs electronically via our Benefit Lookup site. If you wish to view or print EOBs (as far back as six years!), you may do so securely through the site. If you prefer to continue receiving hard copies of EOBs via standard mail, you may elect to do so on the Benefit Lookup site or by calling our Eligibility department after January 1 at 1-603-223-1230.

Thank you for supporting our earth-friendly initiatives.



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