As you know, the State of Illinois is at a budget impasse. Delta Dental of Illinois fully understands the impact of the State of Illinois’ long standing dental claim payment delay and more recent hold in claims payment for you and your family, as well as the dentists who provide your oral healthcare. We sympathize with your plight and that of the dentists who serve State of Illinois employees. Although we cannot resolve the budget impasse or the claims payment hold, we have been diligently working with the State to develop solutions that can help alleviate this burden.

As the State’s dental carrier, our efforts have been predominately focused on dentists. We know that you and your dentist have a strong relationship and we wanted to make you aware of a new development in regard to helping alleviate the financial burden imposed on dentists.

The State’s payment delay is not a new issue; claims have been paid on a delayed basis for some time, including under the prior carrier as well. When we were awarded the State’s dental contract, we immediately worked to help ease the administrative and financial burden for our network dentists by reducing the then-average 10-month delay for payment to an average of 100 days.

There is a program, offered through Healthcare Finance, LLC, that provides financial assistance to dentists who choose to participate by offering them the opportunity to collect their unpaid State of Illinois dental claims quicker than would otherwise be approved by the State of Illinois.

This program will be available to Delta Dental network dentists only and Healthcare Finance will be contacting dentists directly in the next few days to discuss details of their offer. Non-network dentists can participate in the program if they join a Delta Dental network. In the meantime, if your dentist would like to learn more about this program, they can contact Healthcare Finance at 800-969-4085 or visit www.healthcare-finance.com.

Please note that Delta Dental of Illinois does not have any ownership interest in Healthcare Finance, and we are not receiving any compensation from them in connection with this program. Rather, we are sharing this information as one alternative to help ease the financial burden for network dentists affected by the State of Illinois payment delay. Delta Dental of Illinois is not making any representations or warranties concerning Healthcare Finance or its operations, nor can we make any recommendation as to whether a dentist should participate in this program. We have not performed an independent investigation of Healthcare Finance. If a dentist chooses to work with Healthcare Finance, the agreement will be between them and Healthcare Finance.

We believe this program can be of assistance to dentists and wanted to make you aware that we are committed to developing solutions that help ease the burden caused by the budget impasse. Please feel free to discuss this program with your dentist. Thank you.