

VACEPlus 2024 Benefit Changes FAQ's for VACE Employer groups

Beginning with the 2024 plan year, Northeast Delta Dental will manage the following on behalf of the VACEplus Dental and Vision program:

- New sales
- Enrollment & Eligibility
- Invoicing
- Employer Group Support

The transition of administrative services to Northeast Delta Dental allows our small businesses access to their technology solutions like the Group Admin Portal and E-Billing services. The member experience however, will not change in any way. Northeast Delta Dental will continue to provide best-in-class customer service to all VACEplus dental and/or vision members.

Dental Insurance:

a). What is changing with the VACEPlus dental program? *Beginning January 1, 2024 VACEPlus is now offering just one dental plan design, Plan 1. The Plan 1 benefit did not change, however, there is a slight change in the rates.*

b) What if we are currently on Plan 2 or Plan 3 through the VACEPlus benefit program? *You and your enrolled employees will automatically be moved to Plan 1. If you do not wish to move to Plan 1, you must submit your request to terminate your dental plan by 12/15/2023 via email or mail to Kwinchester@vtchamber.com or VACE Insurance Program, PO Box 810, Montpelier, VT 05601.*

c) Will I get a new group number? *Yes, a new dental group number and sublocation number will be assigned. The new group and sublocation number will be mailed to you with an announcement about eBilling and payment options. You will also find your group and sublocation numbers on your January 2024 invoice, which you will receive mid-December.*

d) When will I get my first invoice directly from Delta Dental? *Your 1st Northeast Delta Dental invoice for January will be issued mid-December.*

e) Will my employees receive new ID cards? *Yes, employees will receive ID cards at their home address approximately two weeks after their enrollment is processed. They may also obtain their ID cards via the patient portals or mobile apps. *please note that members will need to re-register at nedelta.com/patients and the mobile app with their new subscriber number.*

f) Where will my invoice be sent? *Your invoice will be sent to the address we have on file OR if you have registered for eBilling, it will be posted on the eBilling site.*

g) How do I get access to the eBilling site to receive my invoices electronically? *Instructions on how to register for the eBilling site will be sent in October. Please be on the lookout for this mailing from Northeast Delta Dental, as it will have your group's unique information in order to register or contact the eligibility department at eligibilitydepartment@nedelta.com or 1-800-537-1715.*

h) What address should payments be sent to? *Payments via check should include your group number and be sent with the remittance page from your invoice to: Northeast Delta Dental, PO Box 9566, Manchester NH 03108-9566.*

i) Can I make my payment electronically? *Yes, there are two options to pay electronically, either via ACH (please see ACH authorization form on the VACEPlus website) or through the eBilling portal. To register for eBilling, please refer to the letter received in October or the eBilling FAQs at <https://ebilling.nedelta.com/Site/ReturnFileContent?ContentKeyword=FAQ&ReturnInline=True> . For assistance with eBilling registration, please call Northeast Delta Dental's eligibility department at 603-223-1230.*

j) Who do I contact if I have a question about my invoice? Starting with the January 2024 invoice, you may *contact the eligibility department at 1-603-223-1230 for any questions regarding your invoice.*

k) Where should I send Enrollment Changes for employees?

For enrollment change effective prior to 1-1-2024: *all enrollment changes should be sent to Kwinchester@vtchamber.com or VACE Insurance Program, PO Box 810, Montpelier, VT 05601*

For enrollment changes effective 1-1-2024 and after: *New enrollment and changes to existing enrollment should be entered on the Enrollment-Change Form found on the VACEPlus website and sent to eligibilitydepartment@nedelta.com. To terminate coverage for an employee, please complete the termination report form also found on the VACEPlus website and send to eligibilitydepartment@nedelta.com Please be sure that your group and sublocation number is included and all information is completed in full. Missing information will delay the enrollment/change. You may also make changes directly on the Group Admin Portal.*

l) How do I get access to the Group Admin Portal to view and make changes to my enrollment? *You may register for the Group Admin Portal after 12-15-2023. Please complete the Group Admin Portal Authorization Form*

located on the VACEPlus website and send to groupadminportal@nedelta.com or fax to 603-223-1129. In addition to completing the authorization form, you will need to register at nedelta.com. The Group Admin Portal Guide located on the VACEPlus website includes instructions for registration and use of the portal. For assistance with the Group Admin Portal, please contact the eligibility department at 603-223-1230.

m) Who should I contact about group changes, i.e. contact changes, plan changes?

For group changes effective prior to 1-1-2024: all group level changes should be sent to Kwinchester@vtchamber.com or VACE Insurance Program, PO Box 810, Montpelier, VT 05601

For group changes effective 1-1-2024 or after: If you work with a benefit broker you should contact them for any plan changes, group contact changes, etc. If you do not work with a benefit broker you should email vacebenefits@vtchamber.com.

n) Who do my employees and I call if we have a question on our benefits or claims? All calls for specific benefit or claim questions should go to Northeast Delta Dental's Customer Service Department, 1-800-832-5700 between 8am and 8pm. Members may also access their benefit and claim information on the patient portal at nedelta.com/patients.

For more information on the Northeast Delta Dental Plan, please see the Delta Dental Plan Overview PowerPoint on the VACEPlus website

Forms and resources can be found on the VACEPlus website

Vision Insurance:

a). What is changing with the VACEPlus vision program? *Beginning January 1, 2024, the only vision plan offered through VACEPlus is the DeltaVision plan on the EyeMed network. All groups currently enrolled on the VSP plan will automatically be moved to DeltaVision.*

b) What if we are currently on the VSP plan and do not wish to move to DeltaVision? *If you do not wish to move to DeltaVision, you must submit your request to terminate your dental plan by 12/15/2023 via email or mail to Kwinchester@vtchamber.com or VACE Insurance Program, PO Box 810, Montpelier, VT 05601*

c) Will I get a new group number? *Yes, a new vision group number and sublocation number will be assigned. The new group and sublocation number will be mailed to you with an announcement about eBilling and payment options. You will also find your group and sublocation numbers on your first invoice.*

d) How do I locate an In-Network DeltaVision Provider? *To locate an in-network provider, visit: <https://eyedoclocator.eyemedvisioncare.com/nedd/en> and utilize the ACCESS network. There are also 5 online retailers that are in-network:*

LENSCRAFTERS	lenscrafters.com
OPTICAL	targetoptical.com
Ray-Ban	ray-ban.com
GLASSES.COM	glasses.com
contactsdirect	contactsdirect.com

e) When will I get my first DeltaVision invoice? *Your 1st DeltaVision invoice for January will be issued mid-December.*

f) Will my employees receive new ID cards? *FOR NEW DELTAVISION GROUPS -Yes, employees will receive **new** ID cards at their home address via USPS in late December. They will receive 2 **new** ID cards in their names, with a list of local In-Network providers. DeltaVision groups effective prior to 1-1-2024 will not get new ID cards.*

g) Where will my invoice be sent? *Your invoice will be sent to the address we have on file OR if you have registered for eBilling, they will be posted on the eBilling site.*

h) How do I get access to the eBilling site to receive my invoices electronically? *Instructions on how to register for the eBilling site will be sent in October. Please be on the lookout for this mailing from Northeast Delta Dental, as it will have your group's unique information in order to register or contact the eligibility department at eligibilitydepartment@nedelta.com or 1-800-537-1715.*

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o) Who do my employees and I call if we have a question on our benefits or claims? *All calls for specific benefit or claim questions should go to EyeMed's Customer Service Department, 1-866-723-0513, 7 days a week, 7:30am to 11pm EST Monday-Saturday and 11am to 8pm ESP Sunday. Members may also access their benefit and claim information on the EyeMed patient portal at <https://member.eyemedvisioncare.com/nedd/en>*

For more information about the DeltaVision plan, please see the DeltaVision Overview PowerPoint on the VACEPlus website.

Forms and resources can be found on the VACEPlus website