Q: We are a new agency to Delta Dental. Is this the correct form to complete for our agency to get appointed?

Yes, please complete this form based on the information for your agency (Name, Address, TIN…). Effective date must be on the first of the month .The "Agency Contact Sheet" page will capture the information for the individual agents within your agency that you would like to get appointed.

Q: I am an Independent Agent and would like to get appointed with Delta Dental. Is this the correct form to complete for me to get appointed?

Yes, please complete this form based on the information for you or your independent agency (Name, Address, SSN …). Effective date must be on the first of the month Please also complete the information for yourself on the "Agency Contact Sheet."

Q: The agency that I am a producer for is already appointed with Delta Dental. Is this the correct from for me to get appointed under them?

No, please reach out to the sales representative for your agency and request the "Add Agent TriState" form to be completed for your appointment under your agency.

Q: When will my commissions be paid?

Your commissions will typically pay in the week leading up to the 15th of each month. The payment will be issued the month following receipt of the premium. This means if your client pays early or late, then your commissions will also pay early or late.

If this is the first commission payment after signing on a new client or taking over an AOR, your commissions will be paid on premiums for the AOR effective date and after. If you receive your commissions as a percentage of the premium, it will be paid the month after we receive payment from the client. Typically, you can expect your first commission to be paid the month after your effective date.

Q: How do I receive my commission statement and payment? Is there an online broker portal?

At this time we do not have an online broker portal for obtaining statements.

- If you receive payment by check, then your check will be mailed with your statement included.
- If you receive payment by EFT, then you have two options:
    - Receive a paper EFT remittance advice and a paper statement by mail.
    - Go paperless and receive your statement by secure email in PDF format only, no Excel statements can be provided. Note: We can only send to one email address.

Q: How does Delta Dental handle multiple producers in one agency?

Commissions can be paid to each agent directly or to the agency as a whole. Please note that if multiple agents are appointed under an agency, they all must be paid individually, or they all must be paid through the agency.

Contact(s)

Accounting:

Email commissions@deltadentalmi.com. Our standard response time is 2-3 business days. You can also call us at 517-347-5228, however email will be your most reliable method of communication.

Sales/Account Management contact

Indiana – SmallMarket@deltadentalin.com

Michigan - OKSalesAdmin@deltadentalmi.com

Ohio - smallmarket@deltadentaloh.com

North Carolina - clientservices@deltadentalnc.com

Agent Licensing – Specialservices@deltadentalmi.com Our standard response time is 5-7 business days.

In order to protect your information, we require

1) agent/agency name

2) Tax ID or vendor number to disclose information.

*** Information on Individual dental policies and commission***

Please contact tristateindividualproduct@deltadentalmi.com for all inquiries on individual commissions.