
Electronic Enrollment

Companion Guide

Eligibility file transmission, processing and reporting for clients and vendors.

Your Delta Dental contacts

EDI Services Team – Group inbox

EDI@DeltaDentalNJ.com

TBA updates and post Open Enrollment load submissions

EligInquiry@DeltaDentalNJ.com

Client and vendor roles and responsibilities

SFTP contact

This contact will receive login credentials via secure mail. If an SSH key is not used, this individual will also receive mandatory password reset notifications every 180 days.

Load Status contact(s)

This contact(s) will receive a confirmation email with the load status after each file has been loaded.

Post Load Reporting (PLR) contact(s)

This contact(s) will receive a report after the file is loaded, detailing all changes made and errors that need to be fixed before the next file submission. PLR recipients must be PHI authorized – have them complete a [PHI form](#) if needed.

To update any of the above contacts:

Email EDI@DeltaDentalNJ.com with the new contact's name, email address, and phone number.

Transmission details

- SFTP is used for secure file transmission, and an SSH key is recommended to avoid mandatory password resets every 180 days. Make sure you are using Port 22.
- If you would like to use an SSH key, please send it as an email attachment to EDI@DeltaDentalNJ.com.
- PGP encryption is required for file transmission. The PGP Key can be found in your SFTP folder or provided via email.

Processing rules

Delta Dental will load all valid records and exclude any incomplete or improperly formatted records.

- All effective dates will be applied within our 90-day retro limit. This applies to additions, terminations, transfers, reinstates, and coverage tier changes.
- We cannot accept dummy Social Security Numbers (SSN) for family members. If an actual SSN is unavailable, do not include the segment in the file.
- Delta Dental will not take responsibility for any member issues reported in the PLR that are not addressed by the client.

Open Enrollment tips and tricks

- Include “OE” in the file name.
- Do not send an ongoing file and an Open Enrollment file on the same day.
- Once the Open Enrollment file has been transmitted, we cannot accept any ongoing files that do not reflect Open Enrollment elections.
- Post-Open Enrollment load changes can be submitted to EligInquiry@DeltaDentalNJ.com.
 - All post-Open Enrollment load reports sent to Delta Dental must include the group/subgroup’s number to ensure accurate processing.
 - Any reports received without appropriate structure information will not be reviewed and returned to sender.
- Open Enrollment test files are only required if structure changes are occurring.

Frequently asked questions

Q: What file format does Delta Dental accept?

Delta Dental accepts 834 5010 files; we do not accept any other layouts or lesser versions of the 834. Check out our [834 5010-Benefit Enrollment and Maintenance Guide](#) for file specifications and 834 sample files (dental only or dental and vision).

Q: What should I expect after sending a test file?

Test results will be emailed within 3-5 business days of electronic submission.

Q: What should I expect after sending production files?

You can expect same day processing for files received Monday through Friday.

You will receive a load status email indicating if a file has been accepted, partially accepted, or rejected.

Designated contacts will receive Post Load Reports (PLR) detailing all changes made and any errors that will need to be corrected for future files. Reports will be received after the enrollment file has been processed.

Q: How do I resolve errors listed in the PLR?

All errors should be corrected in your source system prior to submission of the next file.

Q: How do I correct the termination date for members who were terminated by absence?

These updates can be emailed to EligInquiry@DeltaDentalNJ.com.

Q: When can I submit a production file?

Production files can be submitted 24/7.

Q: Does Delta Dental accept off-cycle files?

Yes, Delta Dental accepts off-cycle files for urgent updates. It's not necessary to notify us prior to sending.

Q: What should I do if my PLR flags an error?

Please make necessary corrections to your system so that the members' information can be processed correctly when you submit your next file.

Q: Can I send an email to update a member's coverage?

No, all updates should be submitted via your file. Delta Dental accepts off-cycle files if urgent updates are needed.