



What is the new process for submitting dental benefits issues to CDA?

- CDA members can now report dental benefit plan issues through a new online process. To receive assistance, members should expect to:
 - Submit one issue per new form electronically within their cda.org accounts.
 - Visit [My Account](#), click [Dental Benefits Issue Submission Form](#) and follow prompts.
 - Enter basic information about their issue in the secure, HIPAA-compliant form.
 - Have their issue evaluated by an analyst for next steps.
 - Respond to analysts' requests for supporting information or documentation.

Why did the process change and how is it different?

- CDA members have ongoing access to the guidance of a dedicated dental benefits plan analyst through CDA Practice Support as well as online resources to facilitate working with benefit plans.
- The new issue submission process was developed to provide additional support to members who are experiencing claim miscommunications, denials and delays.
- The online form streamlines the intake process, making it easier for more members who are experiencing dental benefits challenges to submit issues quickly and at their own convenience — allowing for more efficient evaluation by expert analysts.
- Additionally, this consistent, streamlined process will enable CDA to better measure the types and frequency of dental benefits issues faced across its membership.

How is CDA positioning the value of this change to members?

- CDA is enhancing members' Practice Support benefits with an online submission process for dental benefits plan issue reporting.
- Dental benefits issue reporting is not a new benefit; however, the streamlined online submission process is.
- While this new process cannot assure resolution of members' specific issues, it enables CDA's expert analysts to better facilitate possible resolution and communicate to members about best next steps.
- The process will also give CDA a better view of the shared challenges across its membership. So, CDA can identify the most efficient and effective ways to support, advocate for and act on behalf of members who work with dental benefit plans — including evaluating potential opportunities for legislative or legal opportunities.

How can local dental societies help support outreach efforts?

- Support this effort by spreading the word through member communications at the local level.
- Encourage members who are experiencing challenges working with benefits plans to use the new online form to report issues. The more insights CDA receives, the more informed the association can be in aiming its efforts when identifying opportunities to best assist members.
 - Share the Dental Benefits Issue Submission Form one-sheet at local events (available on SharePoint).
 - Include a link to cda.org/dentalbenefits on the website or in emails.