

Going paperless with the TRDP

Enrollees in the TRICARE Retiree Dental Program (TRDP)* can now sign up for paperless Explanation of Benefits (EOB) statements. Instead of mailing enrollees a paper EOB, Delta Dental will send an email alert whenever a new statement becomes available—and enrollees can access and view their EOBs online through the self-service Consumer Toolkit®, at their convenience.

There are many reasons to sign up for paperless EOBs. Paperless EOBs are

- **Convenient:** Enrollees are notified by email as soon as a new claim has been processed and can view their processed claim information immediately instead of waiting for their paper EOB to arrive in the mail.
- **Clutter-free:** Enrollees will not have any more papers to keep track of or file.
- **Secure:** Electronic records are maintained and available to the enrollee for seven years.
- **Good for the environment:** Electronic EOBs reduce paper waste and the emissions that go along with printing and mailing paper copies.

Signing up for paperless EOBs is easy. The enrollee simply logs on to the Consumer Toolkit® at ddfgptoolkits.com/ipWeb/appmanager/ct/desktop, then selects the “Go Paperless” option. Enrollees who have not yet registered to use the Consumer Toolkit® can visit the “Current Enrollee” section of the website at trdp.org/enr/index.html, select “Manage Your Benefits Online” at the top right-hand side of the page, and follow the instructions to register as a new user; then, all they have to do is log on to the toolkit using their new username and password, and select the “Go Paperless” option. Once enrollees receive an email notification that a claim has been processed, they just click on the link in the email and log on to the Consumer Toolkit® to view their latest EOB.

Those who are not yet enrolled in the TRDP can enroll online at trdp.org/pro/enroll.html and provide their email address to receive their new enrollee Welcome Packet materials and future EOB statements electronically, as well.

In addition to this new paperless EOB feature, the TRDP already offers enrollees the ability to view and print program materials and forms; receive monthly and quarterly program updates via email; contact Delta Dental electronically by completing the online Customer Service Inquiry Form, and receive a prompt response to their inquiry by email; locate a network dentist using the online Dentist Directory; and manage their TRDP enrollment using the myriad of self-service options available through the TRDP website, automated telephone system, and Consumer Toolkit®.

**Only the subscriber or primary enrollee can sign up for electronic Explanation of Benefits (EOB) statements. All EOB statement notifications for all family members enrolled under the subscriber or primary enrollee will be sent to the subscriber or primary enrollee’s email address.*