Making Eligibility Changes Online

Once you've logged on to Delta Dental's Employers page by clicking on the Employers tab on the right side of the home page, you can make changes to an employee's eligibility by either:

- **Option 1:** Searching for the employee using the Find An Employee button on the left side of the screen and following the prompts.
  OR
- **Option 2:** Click on the Bills tab and use the drop-down menu to find the current month's bill. Then click on the Group Number, which will take you to the Billing Summary. Once there, click the Select button to the right of the Group Number. Once you are on the Billing Details page, you can use the Adjust button to make changes to a specific employee. For more information, check the Billing Manual on the Employers page.

For all the questions below, you must be logged on to your employer account from the Employers page on www.deltadentalco.com.

Q. How do I add a new employee to my group?

A. It's easy to add a new employee. Select the Add A New Employee button. Complete all fields and click Submit. After you enter the date of hire, the Effective Date will be determined by your group's eligibility rules. *Note: The Effective Date/Hire Date must match the group's contract. For example, if the Hire Date is 4/15/2011 and the Contract Eligibility Rule is the first of the month following three months from the date of hire, then the Effective Date is 8/1/2011.*

Q. How do I add a spouse/dependent to a plan?

A. The process to add a spouse/dependent varies, depending on whether a rate change is required.

If a rate change is required: Look for the employee using the Find An Employee search feature. Once you find the employee you're looking for, click Change under the Coverage tab. Once you process the coverage change, you will need to select the most recent date range from the drop-down box in the upper right of the Employee Information page. You will then be able to add the spouse/dependent's information using the Dependents tab.

If there is no rate change required: Select the Dependents tab and click Add New Dependent. Enter the Effective Date and the dependent's information and click Save.

Q. How do I terminate an employee from my group?

A. It's quick and easy to terminate an employee. Search for the employee using the Find An Employee feature. Once you find the employee you want to terminate, click Terminate in the Policy-Coverage Information section of the Coverage tab.

Q. How do I terminate a spouse or a dependent?

A. The process to terminate a dependent varies, depending on whether a rate change is required.

If a rate change is required: You must first process a coverage change for the employee. Locate the employee using the Find An Employee search feature. Once you find the employee you're looking for, click Change under the Coverage tab. After you process the coverage change, the system will automatically terminate any spouse/dependents who are no longer covered.

If a rate change is not required: Select the Dependents tab and choose the dependent you would like to terminate. Click Terminate and enter the termination date.

Q. How do I transfer an employee from one sublocation to another sublocation?

A. To transfer an employee from one group plan to another, search for the employee using the Find An Employee search feature. Once you find the employee you're looking for, click on the Move button next to Sublocation under the Coverage tab. Select the New Sublocation from the drop-down box. Enter the Effective Date and the Qualifying Event and click Save.

Q. How do I reinstate an employee?

A. Search for the employee using the Find An Employee feature. Once you find the employee you're looking for, click on Reinstate under the Coverage tab. Select the appropriate coverage type (rate code) and enter the employee's new Effective Date. *Note: Check the Dependents tab to ensure that all relevant dependents are listed as active. If a dependent is not listed as active, you will need to reinstate that dependent also.*

Q. How do I change an employee's address?

A. Locate the employee using the Find An Employee search feature. Click on the Employee tab, click on Edit Information, enter the employee's updated information and click Save.

Q. How do I see prior history for an employee?

A. After you've found the employee using the Find An Employee search feature, select the date range you would like to view from the drop-down box on the Employee Information page. *Note: Always check the box in the top right corner of the Edit Subscriber Page to ensure that you are viewing the most current eligibility status for that employee.*

Q. How do I enter a Provider ID for a member in a Patient Direct plan?

A. Pull up the employee's information using the Find An Employee search feature. If you are adding a new employee, the Provider Code is required when completing the Coverage Information section. *Note: You can add a Provider ID only when you add a new employee or reinstate an employee.*

Q. What do I do if I receive an error message that the rate overlaps?

A. You will receive this error message if your group has moved to a new plan and you are trying to process a retroactive change. If you receive this error, you will need to email the change to Delta Dental of Colorado's Group Administration department at Group_Admin@ddpco.com or fax it to 303-741-9160.

Q. My employee misplaced their ID card. How can he/she get a replacement?

A. Employees can easily print an ID card by logging on to the Subscribers page of www.deltadentalco.com. Administrators can also print employee ID cards by logging on to the secure Employers page of our site. Use the Find An Employee search feature to locate a specific employee and click on the ID Card link under the employee's name. *Note: The ID card file will be a pop-up, so your browser needs to be configured to allow pop-ups.*