Paying Bills

Q, How do I pay my bill?

You can pay your bill:

• Online using an electronic payment (ACH) account – the Pay Bill button will display
• Manually using a paper check – the Print Remittance Page button will display

Paying by electronic payment (ACH)

Click the Pay Bill button on the Billing Summary or Billing Details page and the Pay Bill page will display. If you want to change your account information before submitting your payment, click the Change Account Information button to the right of the Account Type field.

Review the payment information. Once you are ready to pay the bill, click the Submit Payment button. A confirmation dialog will display.

Paying by Check

Click the Print Remittance Page button on the Billing Summary or Billing Details page and the Remittance Page will display in a PDF format. Save and print the document to mail it in with your payment.

Q. When will the Pay Bill button display?

A. The Pay Bill button will display on the Billing Summary and Billing Details pages for all current bills if money is owed, and the payment type is ACH.

Note: The Pay Bill button will only display if you have security access to pay bills. If the Amount Due has reached $0, a Finalize Bill button will display.

Q. When will the Print Remittance Page button display?

A. The Print Remittance Page will display Billing Summary and Billing Details pages for all current bills if money is owed, and the payment type is check.

Note: The Print Remittance Page button will only display if you have security access to pay bills.

Q. Can I print more than one Remittance Page?

A. Yes. As long as the Print Remittance Page button displays, you can print as many copies of the Remittance Page as you want.

Q. Can I make a partial payment online?

A. No, partial payments will not be accepted online. You must pay your bill in full when using online billing.

Q. What if the Total Due amount is either $0 or a negative amount?

A. A Finalize Bill button will display for open bills with a total due amount that is either $0 or a negative amount, instead of a Pay Bill or Print Remittance Page button. The Finalize Bill button will display for those set up with an electronic payment (ACH) account as well as those set up to pay by check.
Q. What information will I see displayed on the Finalize Bill page?

A. The Finalize Bill page will display the same information on the header as the Billing Summary and Billing Details pages. A Return to Bill Selection button will also display in the header.

A Finalize and Print Remittance Page button will display in the bottom section of the Finalize Bill page, as well as a link to sign up for an electronic payment (ACH) account.

Note: This button will display as Finalize Bill if the total due amount is $0 or a negative amount.

Q. What happens when I click the Finalize and Print Remittance Page button?

A. Once you have clicked the Finalize and Print Remittance Page button, the bill will automatically be closed and a PDF of the Remittance Page will display for you to print.

The Finalize Bill page will be refreshed and the button will be changed to say Print Remittance Page. The Adjust and Add New Employee buttons will no longer be available.

Note: Billing adjustments can only be made when the bill status is closed using the left ribbon of the landing page. If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. What happens if I click the Return to Bill Selection button before I click the Finalize and Print Remittance Page button?

A. You will be taken back to the Billing Details page without paying the bill.

Q. How do I sign up to pay with an electronic payment (ACH) account?

A. You can sign up for an electronic payment (ACH) account at any time. If you have an electronic payment (ACH) account, then you have the ability to pay online using a checking or savings account. Credit card payments are not accepted.

If you aren’t signed up to pay with an electronic payment (ACH account), the Pay Bill button will not display.

To sign up to pay with an electronic payment (ACH) account, click the Print Remittance Page button on the Billing Summary or Billing Details page. Then click the Sign Up For Electronic Payments on the right side of the Finalize Bill page.

On the Signup for electronic payments (ACH) page, choose the appropriate Account Type and enter the Routing Number and Account Number.

Note: The Routing Number must be exactly 9 digits long. All account information will be masked except for the last 4 digits.

Select the Terms & Conditions checkbox and click the Save button. A message stating that you’ve successfully signed up for electronic payments (ACH) will display. This checkbox is required. If you do not select this checkbox, you will not be allowed to proceed with your payment.

Click the Continue link to navigate back to the main page on the Bills tab.

If at any time you wish to cancel the signup process, click the Cancel link.
Q. How do I modify my existing electronic payment (ACH) account?

A. If you want to change your account information, click the Change Account Information button to the right of the Account Type field on the Pay Bill page.

Select the appropriate Account Type and enter the appropriate Routing Number and Account Number.

Select the Terms & Conditions checkboxes below and click the Submit Payment button. The new account information will be saved.

If at any time before you save you wish to cancel the account changes, click the Cancel Account Changes button to the right of the Account Type field.

Q. What happens if I choose not to save my account information for future use?

A. If you do not select the Save for Future Use checkbox, the electronic payment (ACH) account information used to pay the bill will only display while the payment is pending. Once the payment has been processed and finalized, the old electronic payment (ACH) account information will display.

Q. If I have an electronic payment (ACH) account, can I pay by paper check?

A. No. Once you have signed up for an electronic payment (ACH) account, you will be unable to go back to the paper check payment option using the website and will need to call in to have the payment type changed.

Q. How do I change my payment date?

A. You can change your payment date so long as it is not past the Due Date.

A calendar icon will display to the right of the Payment Date field if it is not past the Due Date. Click the calendar icon to change the date on which you want the bill amount drafted from your account.

Q. How do I print my payment receipt?

A. Click the Print Payment Receipt button to the right of the Payment Amount field on the confirmation page to print a copy of your payment receipt after the payment has been submitted.

Q. Can I cancel my payment?

A. Yes. You can cancel your payment so long as the payment is still pending and has not been processed and finalized.

Note: Even if you cancel the payment, the bill will remain closed. Canceling the payment will not revert the bill back to open status.

Q. What happens if I accidentally pay my bill twice?

A. It is possible to pay your bill twice by accident if you paid by paper. If you happen to pay twice by accident, a credit will be applied to your next month’s bill.

Q. If I pay my previous and current month’s bills at the same time, how will I see this applied?

A. The Amount Applied field on the current bill will match the payment amount of the current bill. If you pay a previous month’s bill, this amount will be reflected in the Amount Applied field on the previous bill and seen as a reduction in the prior due amount on the current bill.
Q. What is bill closing and when will a bill be closed?

A. Bill closing is when a bill has been closed and adjustments can no longer be made. If an adjustment needs to be made during this time, you can search for an employee using the Find an Employee button (as described above in option 1). These adjustments will display after the next month’s bills are displayed.

Once a bill has been paid, the bill will be closed automatically. This will take place once you’ve submitted a payment and it has been processed using an electronic payment (ACH) account, or when you have clicked the Finalize and Print Remittance Page button on the Finalize Bill page.

However, bills will be closed automatically at the end of the month, even if the bill has not been paid.
Making Adjustments to My Bill Online

Once you’ve logged into Delta Dental’s Employer 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 hand side of the screen and following the prompts OR
- **Option 2:** Selecting the employee from the Billing Details and using the adjust button to make changes.

Q. How do I make adjustments to the bill online?

A. Locate the appropriate employee on the Billing Details page and click the Adjust button to the far right. The Edit Subscriber page will display where you can make the appropriate adjustment and save it.

Once a billing adjustment has been made, the Billing Details page will refresh with a list of all adjustments that have been made for that employee. Adjustments made that day will be displayed on top. All other employees will appear in alphabetical order.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. When will the Adjust button display on the Billing Details page?

A. The Adjust button will display on the Billing Details page if you have the appropriate security access to make billing adjustments and as long as the bill status is open. If you do not have the appropriate security access, or if the bill status is closed, the Adjust button will not display on the Billing Details page.

Q. What types of billing adjustments can I make from the Billing Details page?

A. You can perform the following billing adjustments from the Billing Details page:

Note: All billing adjustments except adding a new employee can be made by clicking on the Adjust button on the Billing Details page. There is a separate Add a New Employee button to perform this type of adjustment.

- Add a new employee
- Modify existing employee information
- Move an employee from one sublocation to another sublocation
- Change an employee’s coverage policy
- Add a new dependent
- Modify an existing dependent
- Terminate a dependent’s coverage
- Terminate an employee’s coverage

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

The total adjustments amount displays on the Billing Summary page in the Adjusted field for the sublocation of that particular employee.
Q. How do I add a new employee using the online billing tool?

Click the Add a New Employee button to the right of the Search by Employee Name, ID, or SSN field on the Billing Details page. The Add A New Employee page will display.

Enter the following information in the required fields and click the Next button:

Note: If at any time you wish to cancel the add process, click the Cancel link.

- **Group-Sublocation-Division**: This number will default to the group number you selected from the Billing Summary page. If you choose to enter a different group number or sublocation number, enter the first three numbers of your group ID and all group and sublocation number options matching that criteria will display.
- **SSN or Alt ID**: Enter the appropriate ID number. This number may be the employee’s SSN or a group assigned number.
- **First Name**: Enter the first name of the employee you are adding.
- **Last Name**: Enter the last name of the employee you are adding.
- **Hire Date**: This field will default to the first of the month. If you choose to enter a different hire date, enter it in MM/DD/YYYY format or click the calendar icon to select the appropriate date.
- **Effective Date**: This field will default to the first of the month. If you choose to enter a different effective date, enter it in MM/DD/YYYY format or click the calendar icon to select the appropriate date.

Click the Next button. The information you entered on the Add A New Employee page is displayed above. If you choose to edit any of this information, click the Edit link in the bottom right corner of the box.

Choose the following:

- **Payroll Status**: Choose the appropriate Payroll Status option. “All” will be chosen by default.
- **Available Dental Rate Tiers**: Choose the appropriate rate tier. “Subscriber” or “Subscriber Other” will be chosen by default.
- **Qualifying Event**: Choose the qualifying event for adding a new employee. “New Hire” will be chosen by default.

Click the Next button. To go back to the previous page, click the Back button.

Enter the following on the Employee Information page:

Note: The coverage effective date, employee ID, first name, and last name will display by default.

If you return to a prior page to make changes, the information entered on this page will be lost and must be re-entered.

- **Middle Name (optional)**
- **Address information**: Country will default to USA.
- **Date of Birth**: Enter the date of birth in MM/DD/YYYY format or click the calendar icon to select the appropriate date. This field is required.
- **Gender**: This field will default to “Unknown”.
- **Marital Status**: This field will default to “Unknown”.
- **SSN**: This field will be prepopulated based on the SSN entered on the first page. You can choose to edit this field if necessary.
- **Email Address**: Enter the appropriate email address in order to receive EOB statements via email (optional unless email EOB checkbox is selected)
- **Send Explanation of Benefits (EOB) statements via email**: Select this checkbox in order to receive EOB statements via email. A valid email address must be entered in the Email Address field (optional)
To add new dependents from this page, click the Add a dependent link. If the rate code does not support adding dependents, a message will appear stating dependents cannot be added.

Click the Submit button.

The billing adjustment will be reflected on the Billing Details page.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. How do I modify an existing employee?

A. Click the Adjust button to the right of the individual on the Billing Details page you wish to modify.

Access the Employee tab on the Edit Subscriber page.

Click the Edit Information button.

Edit the appropriate employee information and click the Save button. Click the Back To Billing Details button to return to the Billing Details page.

If at any time you’d like to cancel the edit process, click the Cancel link to return to the Employee tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

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

A. Click the Adjust button to the right of the individual you are moving on the Billing Details page. The Coverage tab will display by default.

Under the coverage information, click the Move button to the right of the Sublocation header.

Edit the following:

- Choose the new sublocation to which you want to move the employee
- Enter the effective date in MM/DD/YYYY format or click the calendar icon to choose the appropriate date
- Choose the qualifying event that required the change in coverage policy

Click the Save button. Click the Back To Billing Details button to return to the Billing Details page.

If at any time before you save you’d like to cancel moving the employee, click the Cancel link to return to the Coverage tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.
Q. How do I change an employee's coverage policy?

A. Click the Adjust button to the right of the individual whose coverage policy you are changing on the Billing Details page. The Coverage tab will display by default.

Under the coverage information, click the Change button to the right of the Policy – Coverage Information header.

Edit the following:

- Change the effective date if necessary
- Select the new coverage policy
- Choose the qualifying event that required the change in coverage policy
- Choose the payroll status.

Click the Save button. Note: if you want to add a dependent under the new coverage, click the Dependent tab and follow the steps below ‘How do I add a new dependent’. Click the Back To Billing Details button to return to the Billing Details page.

If at any time before you save you’d like to cancel changing the employee’s coverage policy, click the Cancel link to return to the Coverage tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. How do I add a new dependent?

A. Click the Adjust button to the right of the individual for whom you are adding a new dependent on the Billing Details page.

Access the Dependents tab on the Edit Subscriber page.

Click the Add New Dependent button.

Enter the appropriate dependent information and click the Save button. Click the Back To Billing Details button to return to the Billing Details page.

If at any time before you save you’d like to cancel the edit process, click the Cancel link to return to the Dependents tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. How do I modify an existing dependent?

Click the Adjust button to the right of the individual for whom you are modifying an existing dependent on the Billing Details page.

Access the Dependents tab on the Edit Subscriber page.
Click the Edit Information button to the right of the dependent’s name.

Edit the appropriate dependent information and click the Save button. Click the Back To Billing Details button to return to the Billing Details page.

If at any time before you save you’d like to cancel the edit process, click the Cancel link to return to the Dependents tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. How do I terminate a dependent’s coverage?

Click the Adjust button to the right of the individual you wish to terminate on the Billing Details page.

Access the Dependents tab on the Edit Subscriber page.

Click the Terminate link to the right of the dependent’s name.

Enter the termination date (last day of the month unless otherwise specified in your contract) in MM/DD/YYYY format or click the calendar icon to choose the appropriate date.

Click the Terminate button. Update the Employee’s coverage if required e.g. change coverage from family to subscriber + spouse. Click the Back to Billing Details button to return to the Billing Details page.

If at any time before you save you’d like to cancel the termination, click the Cancel link to return to the Dependents tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. How do I terminate an employee’s coverage?

A. Click the Adjust button to the right of the individual you wish to terminate on the Billing Details page.

Access the Coverage tab on the Edit Subscriber page. (The Coverage tab should be selected by default.)

Click the Terminate link above the Policy – Coverage Information.

Edit the following:

- Enter the appropriate termination date or click the calendar icon to choose the appropriate date. This field will default to the last day of the current billing month
- Choose the appropriate reason for termination
Click the Save button. Click the Back To Billing Details button to return to the Billing Details page.

If at any time before you save you’d like to cancel the termination, click the Cancel link to return to the Coverage tab.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. When/where will I see an adjustment that was made on the bill online?

If an adjustment is made to a bill online or by searching for an employee using the Find an Employee button (as described above in option 1) when the bill is open, the adjustment will be immediately visible once you return to the Billing Details page. The adjustment should also display on the Billing Summary page in the Adjusted field for the sublocation that particular employee is in.

Note: If the bill status is closed, the Adjust button will no longer display. Billing adjustments can only be made when the bill status is closed by searching for an employee using the Find an Employee button (as described above in option 1). If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. Can I make an adjustment after a bill has closed?

A. Billing adjustments can only be made to the bill in real-time from the online billing tool when the bill status is open. The Adjust button and the Add a New Employee button will no longer appear if the bill status is closed.

Note: If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. When/where will adjustments display for bills that have closed?

A. If a billing adjustment is made when the bill status is closed, the adjustment will reflect on the next month’s bill.

Q. How do I download and save my bill?

Q. You can choose to download only the Full Bill, just the Rate Summary, or just the Adjustments in either an XLS or PDF format by choosing the appropriate options from the Download dropdown menus. This allows you the opportunity to be sure the XLS and PDF files match the bill itself.

The Full Bill includes the Rate Summary and Adjustments on tabs two and three of the Full Bill file.

The Download dropdowns are accessible from both the Billing Summary and Billing Details pages.

Note: If you have access to view bills using the online billing tool, you have access to download and save your bill in either Excel or PDF format.
Q. What information does the Full Bill option from the Downloads dropdown menu contain?

A. The Full Bill option will display the Group Summary, Rate Summary, and Billing Details on three separate tabs in the Full Bill XLS file and as separate pages in the Full Bill PDF file. The billing month and year will display at the top of the report.

The Group Summary section of the Full Bill will display a breakdown of the group by sublocation with the Prior Due Amount, Current Due Amount, and Total Due Amount for each sublocation. The total Prior Due Amount, Current Due Amount, and Total Due Amount across all sublocations will also display.

The Rate Summary section of the Full Bill will display a breakdown of the adjustments made to an original bill for the month and year displayed at the top of the report. The adjustments will be broken down by sublocation.

The rate code, adjustment type, count, premium rate, and billed amount will be displayed for each adjustment within that sublocation. The Premium Rate and Billed Amount are broken down by sublocation for each adjustment that was made. The Rate Summary section also displays how many of each rate code exists for that sublocation, even if an adjustment was not made, and a total net due amount for each sublocation.

A Grand Total amount of how many adjustments were made and the total billed amount for all sublocations will display at the bottom of the Rate Summary section.

The Billing Details section of the Full Bill will display a breakdown of the adjustments made to an original bill for the month and year displayed at the top of the report. The adjustments will be broken down by sublocation with the employees listed out.

The employee name, ID, rate code, effective date, billing description, and original billing amount will display on the Billing Details report. A total original billing amount will display at the bottom of the Billing Details section.

Q. What information does the Rate Summary option from the Downloads dropdown menu contain?

A. The Rate Summary report will display a breakdown of the adjustments made to an original bill for the month and year displayed at the top of the report. The adjustments will be broken down by sublocation.

The rate code, adjustment type, count, premium rate, and billed amount will be displayed for each adjustment within that sublocation. The Premium Rate and Billed Amount are broken down by sublocation for each adjustment that was made.

A Grand Total amount of how many adjustments were made and the total billed amount for all sublocations will display at the bottom of the Rate Summary report.

Q. What information does the Adjustments option from the Downloads dropdown menu contain?

A. The Adjustments report will display a list of all adjustments made for the month and year displayed at the top of the report. The adjustments will be broken down by sublocation.
Each adjustment within that sublocation will display the employee name and ID for whom the adjustment is being made, as well as the rate code, adjustment type, adjustment amount, adjustment month, who created the adjustment and when the adjustment was created.
Accessing and Viewing My Bill Online

Q. How do I know that my bill is ready to view online?
A. The billing contact person(s) noted in our Delta Dental system will receive a notification email with a link to the bill when it is ready to view online.

Q. How do I access my bill online?
From the Employer Page of www.deltadentalco.com, log into your employer account.
Once you’ve logged in, the Bills tab will display by default. All of the sublocations you have access to will be displayed on the Bills tab.

Q. What information will I see displayed on the Bills tab?
A. The Bills tab will display the sublocations you have access to based on your security settings for the Employer Page. Each sublocation will be listed by group number and group name, and a Total Due amount will display for each along with the date on which the amount is due.

Note: The Total Due amount is a summation of all the sublocations for which the group administrator has access. This amount will display for both Fully Insured and Self Funded groups.

Q. How do I view bills from a previous month?
A. To view bills from a previous month, select the Month dropdown at the top of the Bills tab and select the appropriate month and year. The bills for the sublocations for which the group administrator has access will display for the chosen month and year.

Note: Bills will only be accessible for up to six months. Bills older than six months will no longer be available online.

The date in the Payment Due By field will reflect the first of the month that is selected from the Month dropdown.

Q. How do I open my bill?
A. You can open the bills by clicking on the appropriate Group Number or Sublocation link on the Bills tab.

Q. How far back can our account be credited for changes/terminations?
A. Delta Dental of Colorado follows a three-month retroactive rule.
Q. What information will I see displayed on the Billing Summary page?

A. The Billing Summary page will display the group number and group name at the top of the screen. A list of sublocations within that group will be displayed below.

The Month dropdown will display the month and year for that particular bill.

Note: Only those sublocations for which you have access will display on the Billing Summary page.

The header section will display the following fields:

Prior Due: The Prior Due field reflects the total billed amount from previous month(s).

Current Due: The Current Due field reflects the billed amount for the current month.

Amount Applied: The Amount Applied field reflects the amount that has already been applied to the current month’s bill.

Total Due: The Total Due field reflects the total amount due for both the current month and the previous month(s), minus any amount that has been applied to the bill (this is the number displayed in the Amount Applied field). The Total Due amount is not limited to only the amount you owe in the current month.

Payment Due By: The Payment Due By field reflects the date on which the current bill amount is due. The date in the Payment Due By field will reflect the first of the month that is selected in the Month dropdown.

Bill Status: The Bill Status field reflects the status of the bill and whether it is currently “Open” or “Closed”. Note: if the bill is ‘open’ you can make changes to eligibility directly from the bill (option 2 above), if the bill is ‘closed’ you must use option 1 above.

Each sublocation will display the following fields:

- Sublocation number and name
- Original Billed: This will display the original billed amount for that particular sublocation
- Adjusted: This will display the total adjustment amount for that particular sublocation
- Net Due: This will display the net due amount for that particular sublocation. The total net due for all sublocations equals the Current Due amount in the header for the group.

Q. How do I search for a sublocation on the Billing Summary page?

A. The Billing Summary page will display the group number and group name at the top of the screen. A list of sublocations within that group will be displayed below.

Note: Only those sublocations to which you have access will display on the Billing Summary page.

If a group has multiple pages of sublocations displayed on the Billing Summary page, you can utilize the Search by Group Name or ID search field. Enter a group name or sublocation number and click the Find button to locate a particular sublocation within that group.
Note: The Search by Group Name or ID field allows alphanumeric characters. The search performs an exact search, meaning what you enter must match exactly or no search results will display.

When searching by sublocation name, you can search by entering the full sublocation name or a portion of the name (i.e. if the group is Delta Dental, you can enter just “Delta” and all groups with “Delta” in the name will be displayed).

When searching by ID, you can only search by sublocation number (i.e. if the group number is 00001234-00001111-0000, you would enter 1111; you do not have to enter the leading zeroes).

A link to Clear Search is displayed above the Select button on the right side of the page. Clicking this link will return you to the information displayed prior to your search.

Q. How do I view billing details for a particular sublocation?

A. Once you’ve located the appropriate sublocation on the Billing Summary page, click the Select button to the right of it to access the Billing Details page.

The Billing Details page will display the same header information for the group as the Billing Summary page. Below the header information, the sublocation number that was selected on the Billing Summary page and the Net Due amount for that sublocation displays, as well as a breakdown of that sublocation by employee.

Each employee will display the following fields:

- Subscriber ID: The ID will match the ID that is set up for correspondence in the Delta Dental system
- Subscriber name: The employee name will display in Last Name, First Name format
- Total Billed: This field will display the total billed amount pertaining to that employee
- Rate: This field will display the employee’s rate code
- Effective: This field will display the employee’s individual most recent effective date
- Amount: This field will display the rates pertaining to the individual’s rate code
- Adjustment: This field will only display if this employee has had adjustments made. If no adjustments have been made for this employee, this field will not display

Q. How do I search for an employee across all sublocations?

A. You can search for an employee across all sublocations from the Billing Summary page.

You can utilize the Search by Subscriber Name, ID, or SSN search field that displays on the Billing Summary page to search for a particular employee across all sublocations. Enter a employee name, ID, or SSN and click the Find button to locate a particular employee within that Group.

You can also search for an employee within one particular sublocation from the Billing Details page.
Note: The Search by Subscriber Name, ID, or SSN field allows alphanumeric characters. The search performs an exact search, meaning what you enter must match exactly or no search results will display. You can also search using a portion of the name or ID (i.e. “Tiff” instead of “Tiffany” or “123” instead of the entire ID number). The search will return all employees with these criteria in the name or ID.

Q. How do I search for an employee within one sublocation?

A. You can search for an employee within one sublocation from the Billing Details page.

You can utilize the Search by Subscriber Name, ID, or SSN search field that displays on the Billing Details page to search for a particular employee across all sublocations. Enter a employee name, ID, or SSN and click the Find button to locate a particular employee within that sublocation.

You can also search for an employee across all sublocations from the Billing Summary page.

Note: The Search by Subscriber Name, ID, or SSN field allows alphanumeric characters. The search performs an exact search, meaning what you enter must match exactly or no search results will display. You can also search using a portion of the name or ID (i.e. “Tiff” instead of “Tiffany” or “123” instead of the entire ID number). The search will return all employees with this in their name or ID.

Q. What if the employee I’m searching for doesn’t exist in that sublocation?

A. If the employee does not exist in that sublocation, you will receive a warning message stating that the employee was not found.

Q. How do I clear the search results from the Billing Summary or Billing Details page?

A. To clear your search results from the Billing Summary or Billing Details page, click the Clear Search link.