DELTA DENTAL®

Online Eligibility & Billing Help Sheet

Once you log in by clicking on the EMPLOYER login tab, you can use the eligibility and billing tools on our website to make changes to an employee's eligibility by:

- Searching for the employee using the **Find an Employee** button and following the prompts.
- Selecting the employee from the **Billing Details** and using the **Adjust** button to make changes.

FREQUENTLY USED TABS

Bills
View bill details
Make eligibility changes via the bill details
Pay bill (see FAQs on the other side for details)

Coverage
Move employee between sublocations
Terminate or reinstate coverage
Change coverage level (tier)

Employee and Dependents
Edit employee information
Edit dependent information

Reports
Run reports

TIPS

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.

Locked out? Wait 20 minutes and log in again.

Forgot user name or password? Call Group Administration at 303-741-9300 ext. 3900 for a password reset.

System Requirements — You will need Internet Explorer V10.0 or higher, Mozilla Firefox V5.0 or higher, or Adobe Reader 2015 or higher.

ID cards/pages not opening? Configure your browser to allow pop-ups.

KEY STEPS NEW ENROLLEE

Add a New Employee
Click on the **Add a New Employee** button and follow the prompts.

Note: Effective Date/Hire Date must match the group's contract. Example: If hire date is 4/15/2018 and the Contract Eligibility Rule is 1st of month following three months from the date of hire, then effective date is 8/1/2018.

KEY STEPS FOR EXISTING EMPLOYEES

For all of the following steps, start by entering the existing employee information into the **Find An Employee** box and then select **Search**.

Add Dependents
Click on **Change** button. Select **Effective Date**. Select **New Coverage**. Click green **Save** button. Or go to **Dependent** tab and add dependents.*

Change Employee Information
Select **Employee** tab. Select **Edit Information**. Make changes and hit green **Save** button.

Move Employees Between Sublocations
Click on the **Move** button next to sublocation. Select new sublocation from the drop-down box. Enter Effective Date and Qualifying Event. Click green **Save** button.

Terminate Employee
Click on **Terminate**. Complete Termination Date (last day of month unless other date specified per contract). Click green **Save** button.

Terminate Dependent
Click on **Change** under the **Coverage** tab. After you process the coverage change, the system will automatically terminate any dependents who are no longer covered. If there is no change in coverage level, you can terminate dependent under the **Dependent** tab.

Reinstate Employee
Click on **Reinstate** button. Choose Effective Date, Coverage, and Qualifying Event. Click green **Save** button.**

Move Terminated Employee to COBRA
Reinstate employee. Follow directions to move employees between sublocations. Enter any dependents on **Dependent** tab.

Find Benefits
Enter your sublocation number (or click **All Sublocations**) into the **Find Benefits** box on the left side of the screen.

Student Status
For those groups who have student status in contract, send student status updates to **customer_service@ddpco.com** and Delta Dental will do a manual update.

Important Notes:

**If your group already has family coverage, you can click directly on the Dependent tab to add another dependent.*

***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 the dependent also.*

Frequently Asked Questions

Q When will my bill be available?
A The bill is run on the 7th business day of each month and available online the following business day.

Q How will I know when my bill is available?
A The billing contact person(s) noted in our system will receive an email with a link to the bill online.

Q When is my bill due?
A The bill is due on the 1st day of the following month. Example: September bill runs on August 9; due date is September 1.

Q How do I pay my bill?
A If paying by check, click on the **Print the Remittance Page** button, then click on the **Finalize and Print Remittance Page** button, print the slip, and send with your check. If you are set up for electronic payments, click on the **Pay Bill** button and then the **Submit Payment** button.

Q **I paid my prior month's balance. Why does it still show that it is due?**
A If you pay by check, it can take up to a week to receive and post your payment. If you are set up for electronic payments, your new balance will be reflected the following business day.

Q **What if I need to change my banking account information?**
A You can change your account information online on the Pay Bill page.

Q **What if I've paid my bill and need to make additional changes?**
A If the bill has been closed, you can still make changes to eligibility by using the **Find an Employee** button on the left side of the screen. The changes will be reflected on the next month's bill. Changes will show on the Real Time Eligibility report under the **Reports** tab.

Q What is the last day of each month that I can make eligibility changes and have them reflected on the current bill?
A All eligibility changes will be reflected on the bill until you Finalize and Print (for check groups) or Submit a Payment (for electronic payments), or the last day of the month.

Q How many months can I retroactively terminate, add or make eligibility changes?
A Three months, including current month.

Q How far forward can I terminate, add, or make changes?
A Three months, including current month.

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 **Edit Subscriber** page. Important 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.

Q When will eligibility changes be reflected on my bill?
A All eligibility changes made online before the bill is closed will be reflected on your current bill. Eligibility changes with future effective dates will be reflected on the bill in which the event occurs.

Q What do I do if I receive an error message that the rate overlaps?
A You will receive an error message if your group has moved to a new plan and you're trying to process a retroactive change. If you receive this error, email 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 onto the **Member** page of **deltadentalco.com**. Employees can also download Delta Dental's mobile app, which gives them access to their ID card on their mobile phone and the ability to email it to a dependent or their provider. Administrators can also print ID cards by logging on to the secure **Employer** page of our site.

Q How do I enter a provider ID for a member in a Patient Direct plan?
A You can add a provider ID only when you add a new employee or reinstate an employee. If you are adding a new employee, the Provider Code is required when completing the **Coverage Information** section.

Contact us for questions or difficulties with the tool or your access:

Email: group_admin@ddpco.com Call: 303-741-9300, ext. 3900, or 1-800-233-0860, ext. 3900
Monday–Friday 8 a.m. to 4:30 p.m. MT