

# Group Administrator Website Reference Guide

DeltaDentalVA.com makes administrative tasks efficient by providing 24-hour access to employee benefits information and eligibility management.

As you use our site, some sections will appear in pop-up windows or new tabs, depending on your browser. Make sure you have pop-up blockers turned off, or have customized blockers to accept pop-ups from DeltaDentalVA.com. For the best viewing, use Firefox as your browser.

## Create Your Account

- From DeltaDentalVA.com, click **Group Administrators**.
- Click **New Users Register Here**, then click the appropriate **Web Authorization Form** based on your group's size. This form is required to set up security access for group-approved individuals who utilize eligibility and online billing. **Online bill management is encouraged for all small groups.**
- The form will appear in a pop-up window or new tab in PDF format. Complete and submit the form to Delta Dental of Virginia.
- You will receive separate emails with your user name and password once your secure website access is set up.

**Note:** if you submit eligibility for your group electronically, you will not have access to add, change or terminate subscribers.

## Forgot Password?

- From the [Group Administrators](#) page, click on **Forgot Password** under the Group Administrators login. The next screen will ask you for your user name.
- Enter your user name and click **Verify Account**.
- You will then be asked for the answer to your security question. Enter the answer and click **Reset Password**.
- Your new password is sent to the email you provided during registration.

## Forgot User Name?

To retrieve your user name, call Marketing Administration at 888.335.8216. You will be asked to verify the keyword you chose when you set up your web access.

## Log into the Secure Group Administrator Website

- Go to **DeltaDentalVA.com** and click **Group Administrators**.
- Enter your user name and password in the Group Administrators Login boxes at the top left-hand corner of your screen, then click **Login**.
- After logging in for the first time, you may change your password by clicking **Edit Account** and following the instructions.

## What You Can Do Once You Log In

### Add A New Employee

- Add new employees by clicking **Add A New Employee** in the upper left corner.
- Enter the new employee information in the fields and click **Next**.
- Select the payroll status, dental rate tiers and qualifying event information on the Coverage Information screen, then click **Next**.
- Enter the subscriber information on the **Add New Subscriber** screen and then click **Submit**.
- If the employee is **eligible** for dependent coverage, click **Add a Dependent** at the bottom of the new employee screen and follow the prompts to add dependent information.
- Once you have entered all employee and dependent information, click **Submit**.
- Continue adding employees by clicking **Add Another Employee** or return to your Group Benefits page by clicking **Back to Group Administrator Home**.

- To return to your Group Benefits page at any time, click **Main** at the top of the screen.

## Terminate an Employee

- To terminate an existing employee's coverage, use the **Find An Employee** search field on the left side of your screen and click **Search**.
- On the coverage tab, scroll down to **Policy – Coverage Information** and click **Terminate**.
- Enter the termination date and reason for termination; then click **Save**.

## Manage Employees' Benefits

To edit an existing employee's dental coverage or personal information, use the **Find An Employee** search field on the left side of your screen and click **Search**. The employee's benefits page will appear.

### Coverage information

The employee's benefits page opens the **Coverage** tab where you can:

- Move the employee to another sublocation by clicking **Move**.
- Change employee coverage information by clicking **Change**.
- Terminate employee benefits by clicking **Terminate**.
- Once a change or termination is made, click **Save**.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

### Employee Information

Make sure you are choosing the correct coverage period from the drop down box in the top right corner before making changes.

- To edit an employee's information click the **Employee** tab and then click **Edit Information**. Once you have made changes, click **Save**.

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- To return to your **Group Benefits** page, click **Main** at the top of the screen.

### Dependents Information

- To edit the employee's dependent information, click the **Dependents** tab. For certain coverage changes, the dependents will automatically be terminated. For example, changing from "family with only one child" to "subscriber/spouse" will cause the system to terminate the dependent.
- To add new dependents, click **Add New Dependent**. Enter the new dependent's information and click **Save**.
- To update a dependent's information, click **Edit Information** next to his or her name. Save changes by clicking **Save**.
- To terminate a dependent, click **Terminate** next to the dependent's name and enter the termination date. Then click **Terminate** again to confirm termination.
- Enter the new dependent's information and click **Save**.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

### View Group Benefits

#### For a Specific Sublocation

- View benefits by any group sublocation by entering a sublocation number into the **Find Benefits** box on the left side of your screen.
- Click on the sublocation you wish to view, and click **Go**.
- Benefit details for that sublocation will appear.
- Click the arrow next to any benefit category to get detailed coverage levels by procedure code and description.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

#### For All Sublocations

- Click the **All Sublocations** link in the **Find Benefits** box on the left side of your screen.

- The **Group Benefits Report page** will appear.
- Click **Select** next to the sublocation whose benefits you want to view.
- Benefit details for that sublocation will appear.
- Click the arrow next to any benefit category to get detailed coverage levels by procedure code and description.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

### Bills

Within online billing, you may conveniently make coverage changes, add new employees or terminate employees at the same time as paying the bill.

- The main screen of your secure Group Benefits page automatically opens the **Bills** tab where you will see your group's most recent bills.
- To view details of any bill, click the group number of the bill you wish to view.
- The bill will appear in a pop-up window or as a PDF in a new tab.
- To view bills for a previous month, choose the month from the **Filter by Date** drop down menu.

### Reports

- From your **Group Benefits** page, click the **Reports** tab.
- Here you have access to every report available to your group, as well as the ability to customize this tab to automatically show reports you use most often (your "Favorites").
- To save a report as a Favorite, click **Add a New Report**.
- Choose a report from the drop down menu.
- You can now choose how you want the report to be grouped, filter by sublocation and to save the report in PDF or Excel format.
- Click **Save** to add the report to your "Favorites".
- When you want to view any of your "Favorite" reports, click **Run** next the

report title. A screen with filters will appear. Choose the appropriate filters, then click **Run**.

- The report will appear in a pop-up window or new tab in the file format you selected. You may save or print the report.

### Forms

From your **Group Benefits** page, click the **Forms** tab to find the forms you need to manage your group benefits.

### Documents

From your **Group Benefits** page, click the **Documents** tab for:

- **Information Sheets** to help you make decisions regarding services and programs you can add to your benefits plan.
- **Brochures** and **Subscriber Materials** designed to educate employees on their benefits and the value of good oral health.

### Edit Account Information

Click **Edit Account** at the top left of the screen for an overview of your account information and to change your password.

### No Login is Needed for the Remaining Sections

#### Delta Dental Networks

Find information about [Delta Dental's participating provider networks](#).

#### Oral Health and Wellness

Find out about adult oral health, children's oral health, and even oral cancer, and to access an oral health [risk assessment tool](#) that identifies oral health risks.

#### Product and Services

Delta Dental's [small and large group product offerings](#) and oral health information are always available. From [DeltaDentalVA.com](#), click **Group Administrators** to access information about plans, networks and oral health information.