DELTA DENTAL

Employer Website Reference Guide

DeltaDentalVA.com makes administrative tasks easier with 24-hour access to employee benefits information and eligibility management.

Creating an Account

- From **DeltaDentalVA.com**, click **Employers**.
- Click **Create an account**, then click the appropriate **Web Authorization Form** for your group. This form is required to set up security access for approved individuals who use eligibility and online billing. **Online billing is encouraged for all small businesses.**
- Complete and submit the form to Delta Dental of Virginia.
- You will receive separate emails with your user name and password once your online account set-up is complete.

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

Forgot Password?

- From the **Employers** page, click on **Forgot Password** under **Log In**. You will be redirected to the login screen. Click **Forgot your password?**
- Enter your username and click **Reset my password**.
- You will receive an email with instructions on how to reset your password.

Forgot User Name?

To retrieve your user name, call Marketing Administration at 800.237.6060. You will be asked to verify the answer to the security question you chose when you set up your web access.

Edit Account Information

Click your name and then click **Edit Account** for an overview of your account information and to change your password.

Logging In

- Go to **DeltaDentalVA.com** and click **Employers**.
- Click **Log In**. You will be redirected to a login page.
- Enter your username and password and click **Sign In**.
- After logging in for the first time, you may change your password by clicking on the dropdown arrow next to your name and clicking **Edit Account.**
- If you have access to more than one sub-account, you'll need to choose one.

Managing Employee Eligibility

Enroll an Employee

- Enroll new employees by entering their information on the **Enroll New Employee** section of your employer dashboard, or click **Employees** and click **Enroll New Employee**.
- Select the sub sub-account under which the new employee is being enrolled and complete the rest of the Employee Information section.
- Complete the Plan Information section by selecting the benefit plan and effective date for the new employee.
- If the employee is eligible for dependent coverage, click **Add** under the Dependents section and complete the dependent information. To add additional dependents, click **Add** and fill in the information for each dependent.
- Once you have entered all employee and dependent information, click **Enroll Employee**.
- Continue adding employees by checking the box next to **Start next enrollment immediately!**

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Terminate an Employee

- To terminate an existing employee's coverage, click **Employees** and search **Active Employees** by entering the employee name, member ID and/or Social Security Number.
- Click the red **Terminate** button next to the employee's name.
- A confirmation window will appear. Enter the termination date and click **Yes** to confirm termination of the employee.

Note: Coverage will end on the termination date you enter. For example, if you want the employee to be covered through December 31, the termination date entered should be January 1 of the following year. Terminating an employee will automatically terminate any dependent coverage as well.

Managing Employees' Benefits

To edit an existing employee's dental coverage or personal information, click **Employees** and search **Active Employees** by entering the employee name, member ID and/or Social Security Number. Click the employee's name and their benefits page will appear.

Coverage Information

From the employee's benefit page, click the pencil next to the employee's name to:

- Change the employee's benefit plan from the benefit plan dropdown.
- Change the employee's effective date by entering the new effective date in the **new effective date** field.
- To save changes, click **Save** before navigating away from the employee benefits page.

Employee Information

Click on the pencil next to the employee's name from the employee benefits page to:

- Edit an employee's personal information, including employee status, employee type and email address.
- To save changes, click **save** before navigating away from the employee benefits page.

Dependents Information

- To edit an employee's dependent information, click the pencil next to the employee's name on the employee benefits page and scroll down to the **Dependents** section.
- To update a dependent's information, click **the pencil icon** next to his or her name. Save changes by clicking **Save**.
- To add new dependents, click **Add**. Enter the new dependent's information and click **Save**.
- To save changes, click **Save** before navigating away from the employee benefits page.

Terminating Employee or Dependent Benefits

To terminate an employee or dependent's coverage, click **Employees** and search **Active Employees** by entering the employee name, member ID and/or Social Security Number.

- Click on the employee's name to open their benefits page.
- To terminate the employee's coverage, click the red **Terminate** button next to the employee's name. A confirmation window will appear. Enter the termination date and click **Yes** to confirm termination of the employee.
- To terminate a dependent's coverage, scroll down to the **Dependents** section and click the red **Terminate** button next to the dependent whose coverage you wish to terminate. A confirmation window will appear. Enter the termination date and click **Yes**.

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Note: Coverage will end on the termination date you enter. For example, if you want the dependent to be covered through December 31, the termination date should be entered as January 1 of the following year.

By Sub-Account

- To view your group's benefits, click on your name at the top of the screen and select your group name from the dropdown, then click **Benefits**.
- Your group benefits will appear, including rates, annual maximum amounts and coverage levels.
- To view different benefit years or switch plans, filter by date and/or benefit plan at the top of the Benefits screen.

Bills

Conveniently make coverage changes, add new employees or terminate employees at the same time as paying a bill.

- To view your bills, click your name upper right, and select an active group from the dropdown, then click **Bills**.
- The bills tab will open to your current bills. To view a bill, click the **download** link and choose whether to view the bill in PDF or Excel.
- To view prior bills, click **prior bills.**
- To view bills for a previous month, choose the month from the **Filter by Date** drop down menu.
- Filter by plan year and click **download bill** or **rate summary** next to the bill you wish to view.

Reports

- Once logged in, click **Reports** to access every report available to your group.
- To run a new report, click the dropdown arrow next to the report you'd like to run to expand the filter choices for your report.
- Set the filters for your report, such as department, benefit plan and start and end dates. Then click **Generate Report.**
- Choose whether you want the report in PDF or Excel format.

Forms and Documents

Once logged in, click **Forms and Document**s to find:

- Important forms to help manage your group business, including enrollment and bank draft forms.
- Benefit fliers to help you make decisions regarding programs you can add to your benefits plan.
- Brochures and other documents to help you manage your employees' benefits.

No Login is Needed for the Remaining Sections

Delta Dental Networks

Find information about the largest dental network in Virginia and nationwide on the **Employer** section of DeltaDentalVA.com.

Oral Health and Wellness

View and download oral health resources, including brochures and flyers.

Product and Services

Learn more about the products and services Delta Dental of Virginia offers under the **Employer** section of DeltaDentalVA.com.