



FAQs for Online Billing

Q. When will my bill be available online?

A. Bills will be available online the seventh business day of the month for the upcoming coverage period.

Q. Can I view prior bills online?

A. Yes. Bills for May 2020 and later are available under Recent Bills within the Bills tab. Bills prior to May 2020 are available under Historical Bills within the Bills tab.

Q. What happens when I click the “Calculate/Approve Bill” button?

A. After changes are completed, when you select the “Calculate/Approve Bill” button, a new bill will generate to include your changes. If no changes are made, a new bill will not be created and the existing bill should be used to submit payment.

Q. Can I select “Calculate/Approve Bill” button more than once?

A. No. You can only select the “Calculate/Approve Bill” button once, so all changes should be completed before clicking on this button. Enrollment changes can still be processed after the bill has been approved, but they will be reflected on the next month’s bill.

Q. Do I have to select the “Calculate/Approve Bill” button if I don’t have any changes?

A. No. If you do not have any changes, you do not need to select the “Calculate/Approve Bill” button.

Note: Online bills will automatically close on the last business day of the month even if you have not clicked the “Calculate/Approve Bill” button.

Q. When will the “Download Remittance” link display?

A. The remittance page link is available under Current Bills within the Bills tab at all times.

Q. Can I print more than one remittance page?

A. Yes. The “Download Remittance” link is always available under Current Bills within the Bills tab.

Q. Can I make a payment online?

A. Payments cannot be made online, but you can sign up for automatic draft of monthly premiums on our employer portal. If your group is set up with an electronic payment method (ACH), the debit entry will be initiated on the first business day of the month for the current month’s premium.

Q. Can I update my automatic draft information online?

A. Yes. Changes to your automatic draft information can be completed online within the Bills tab.

Q. Can I cancel my automatic draft online?

A. No. To cancel your automatic draft, written notification must be sent to billing@deltadentalva.com. Notifications should be sent thirty (30) days prior to the monthly draft discontinuation effective date.

If you have questions about your online billing that were not addressed on this flyer, contact our billing department at billing@deltadentalva.com.