

Welcome to Delta Dental of Virginia's online billing guide. In this guide, we will show you how to log in, add, terminate or edit an employee, add or edit payment information, and approve your bill.

Logging In



2 To log in, you can also click "Employers" in the top navigation bar, scroll down and then click the "Log in" button.





Logging In continued

3 Log in with your current username and password.

> Note: Usernames and passwords are case sensitive. Include all of the characters in your password, including colons, commas and any special characters. Make sure no blank spaces are included by mistake.

A DELTA DENTAL	
Sign in with your username and password Username	
Username	
Password	
Password	
Forgot your password?	
Sign in	
8	

Eligibility Updates

Once you have logged in, eligibility updates can be completed by going to the "Employees" tab. Here you can enroll new employees, make status changes and make terminations.

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				• Welcome Employer
ENROLL NEW EMPLOYEE				
	ictive Employees Future	Effective and Terminated Emplo	yoes	
Search			CLEAR SEARCH	
Q EMPLOYEE NAME		Q MEMBER ID	Q SSN	
EMPLOYEE NAME	EFFECTIVE DATE	MEMBER ID	MEMBER SSN	
Jelly Bean	06/01/2020	5100000002617-01	N/A	
John Jones	06/01/2020	5100000002618-01	N/A	
Anny and	03/00/2013	Items per pag	e: 5 * 1-5 >>	
Ca 888	II Us 335.8216	Email Us Find your representative		



Eligibility Updates continued

(5)	To update an employee's
\smile	status or to terminate
	an employee, click on
	the employee's name to
	access his or her record.

ENR	DLL NEW EMPLOYEE				
	Ac	ive Employees Future	Effective and Terminated Emplo	yees	
	earch			CLEAR SEARCH	
	EMPLOYEE NAME		Q MEMBER ID	Q SSN	
	EMPLOYEE NAME	EFFECTIVE DATE	MEMBER ID	MEMBER SSN	
Ē	Jelly Bean	06/01/2020	51000000002617-01	N/A	
9	John Jones Ashley Smith	06/01/2020	5100000002618-01	N/A N/A	
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	Call 888.33	Us 5.82%	Email Us Find your representative		

6 Click on the pencil icon to make changes to an employee's record.





Eligibility Updates continued

click "Enroll		c.						
New Employee."	Dashboard	Benefits	Employees	Bills Forms & Do	cs Reports			• Welcome Employer *
				ENROLL NEW EMPLOYEE	7			
				Ac	tive Employees Future	Effective and Terminated Empl	oyees	
				Search			CLEAR SEARCH	
				Q EMPLOYEE NAME			Q. SSN	
				EMPLOYEE NAME	EFFECTIVE DATE	MEMBER ID	MEMBER SSN	
				Jelly Bean	06/01/2020	5100000002617-01	N/A	
				John Jones Arbley Smith	06/01/2020	5100000002618-01	N/A	
				Anti Sinut	03/00/013	items per pa	ge: 5 * 1-5 >>	
				ં Call	Us	🖀 Email Us		
				888.3	15.8216	Find your representative		





Review and Approve Your Bill

(9)	To review and approve
\smile	your bill, or to make
	changes to your
	payment information,
	click on the "Bills" tab
	in the top navigation
	bar to view your bills.

Note: If you have more than one sub account, you will need to select the appropriate sub account from the "Active Groups" drop-down list.

Dashboard Benefits Emp	log 9 Bills Form	ns & Docs Reports				Welcome Employer *
	You may experien	ce reduced functionality o	n certain portions of our w	ebsite when using Intern	et Explorer	
	(IE). For best perf	ormance, we recommend	Chrome, Firefox, Safari or I	Edge.		
	Enroll New E	Imployee				
	Personal Inform	nation				
	GENDER	SSN SSN		BIRTH DATE *		
	ADD EMPLOYEE					
	ţ	. Call Us 888.335.8216	Email Find your	Us representative		
	Company Info	Member Services	Helpful Links	Smile Power	Follow Us	
	About us Products and Services Contact us	Contact a Representative Find another Delta Dental Understanding Dental	File a Complaint Website Security HIPAA Privacy Notice	Giving Back Our Blog Grin Magazine	000	
	Careers Newsroom Delta Dental Plans Association	Commonwealth of Virginia The Local Choice Help Center	Nondiscrimination Notice Transparency in Coverage	Glossary of Oral Health Terms Glossary of Dental Benefits Terms		

The "Bills" tab will open to "Current Bills." You may also view previous bills by clicking on "Recent Bills" or "Historical Bills." Once the current bill has been closed, you can no longer make changes to that period, and it will move to the "Recent Bills" tab.

> **Note:** For a description of bills under each heading, hover over the question mark by each header.

Dashboard Benefits Em	aployees Bills Forms & Docs Reports	•		Welcome Employer *
		Recent Bills ⁽²⁾ Historic	al Bills 🗇	
	December 2020 bill.	Explore your bill below. Any chang	es you make to employee records will	
	It is open and can be adjusted.	flow through to this bill and may cl	ange the amount owed.	
			Ø	
	Online Billing Account			
	000000082-000000001		Rate Summary	
	To view your online bill, please select "Downle would like information on our online bill proce	oad Bill" link. If you ess, please click 👲 Down	sed Bill Download Remittance	
	here to turn on/off help text.			
	CALCULATE/APPROVE BILL	Don't have automatic draft o up no	f monthly premium? Sign w.	
	EMPLOYEE	BILL AMT	RATE TIER	
	<u>Q</u>			
	Ashley Smith	\$48.19	SUBSCRIBER/CHILD	
	John Jones Jelly Bean	\$23.16 \$23.16	SUBSCRIBER SUBSCRIBER	



Review and Approve Your Bill continued

(1) From the "Current Bills" tab, you also can make changes to employee records by searching for the employee by name and clicking on the name. This will take you to the employee details where you can make status changes or complete a termination. These changes will reflect on the bill in real time once you have selected "Calculate/ Approve Bill."

				Vercome Employer
	Current Bill	s 🕐 Recent Bills 🖑 Historic	al Bills 🗇	
	December 2020 bill. It is open and can be adjusted	Explore your bill below. Any change flow through to this bill and may ch	es you make to employee records will ange the amount owed.	
	SUBACCOUNT		•	
	Online Billing Account 0000000082-000000000		Rate Summary	
	To view your online bill, please select " would like information on our online bi here to turn on/off help text.	Download Bill" link. If you Il process, please click	and Bill Download Remittance	
	CALCULATE/APPROVE BILL	Don't have automatic draft of up nor	f monthly premium? Sign w.	
	EMPLOYEE	BILL AMT	RATE TIER	
(11	Ashley Smith	\$48.19	SUBSCRIBER/CHILD	
	John Jones Jelly Bean	\$23.16 \$23.16	SUBSCRIBER	

- 12) From the "Current Bills" tab, click on the "Download Bill" link to view your bill in PDF or Excel format.
 - Note: If you have made changes to enrollment, you will need to download a new copy of the bill after you have selected the "Calculate/ Approve Bill" button to see those changes reflected on your bill.

			• weicome Employer
Current Bills ⑦	Recent Bills ⑦ Historica	i Bills 🕐	
December 2020 bill. It is open and can be adjusted.	Explore your bill below. Any change flow through to this bill and may ch	s you make to employee records will ange the amount owed.	
SUBACCOUNT		٥	
Online Billing Account	6		
00000002-00000000	(12	Rate Summary	
To view your online bill, please select "Downlo would like information on our online bill proce	oad Bill" link. If you ess, please click 👲 Downlo	ed Bill Download Remittance	
here to turn on/off help text.			
CALCULATE/APPROVE BILL	Don't have automatic draft of up nov	monthly premium? Sign v.	
EMPLOYEE	BILL AMT	RATE TIER	
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Ashley Smith	\$48.19	SUBSCRIBER/CHILD	
 John Jones 	\$23.16	SUBSCRIBER	
 Jelly Bean 	\$23.16	SUBSCRIBER	



Review and Approve Your Bill continued



 Once you have made all necessary updates to your group, you can approve your bill by clicking on the "Calculate/Approve Bill" button.

Dashboard Ben	efits Employees	Bills Forms & Docs R	eports		Welcome Employe
		Current Bill	s 🕐 Recent Bills 👁 Historica	al Bills 👁	
		December 2020 bill. It is open and can be adjusted	Explore your bill below. Any change flow through to this bill and may ch	es you make to employee records will ange the amount owed.	
		SUBACCOUNT		Ø	
		Online Billing Account 0000000082-0000000001		D Rate Survey	
		To view your online bill, please select "I would like information on our online bill	Download Bill* link. If you I process, please click & Downlo	and Bill Download Remittance	
	(14)	CALCULATE/APPROVE BILL	Don't have automatic draft of up not	f monthly premium? Sign w.	
		EMPLOYEE	BILL AMT	RATE TIER	
		Q			
		Ashley Smith John Jones	\$48.19 \$23.16	SUBSCRIBER/CHILD	
		Jelly Bean	\$2336	SUBSCRIBER	



Review and Approve Your Bill continued

(15) Click "Yes" to approve.

Note: Once you click yes, no more changes can be made to your current bill. Any further changes made to enrollment will be reflected on the next month's bill. A new remittance page and bill will be generated including any previous changes. These can be downloaded if needed.

Dashboard Benefits Emp	loyees Bills Forms & Docs Re	ports		Welcome Employer *
	Current Bills	Recent Bills Historica	I Bills 🕲	
	December 2020 bill.	Explore your bill below. Any change	s you make to employee records will	
	It is open and can be ac The n	w bill will include enrollment changes	the amount owed.	
	comp direct	eted online and enrollment changes sent ly to us to process.	0	
	SUBACCOUNT The U	odated bill will be available for download		
	0000000082-000000001 The av	count contact will also receive an email ation when the bill is ready	D. Data Summary	
	To view your online bill, please Please	note:	La root automy	
	would like information on our c Once here to turn on/off help text. furthe	you select Calculate/Approve Bill, any r changes made to enrollment will be	Download Remittance	
	CALCULATE/APPROV	ed on the next month's bill.	this premium? Sign	
	Do yo	u want to proceed?		
	(15	YES NO		
		/	RATE TIER	
			97	
	John Jones	\$23.16	SUBSCRIBER	
	Jelly Bean	\$23.16	SUBSCRIBER	

Set Up or Change Automatic Draft of Monthly Premiums

If you have not set up an automatic draft of monthly premiums, you may pay by check. Click the "Download Remittance" link from the "Current Bills" tab. Print and include this page with your payment.

> Note: If you have made changes to enrollment, you will need to download a new copy of the bill after you have selected the "Calculate/Approve Bill" button to see those changes on your bill.

		• Welcome Employer •
Current Bills ⑦ Recent Bills	s 👁 Historical Bills 👁	
December 2020 hill Explore your b	bill below. Any changes you make to employee records will	
It is open and can be adjusted.	to this bill and may change the amount owed.	
SUBACCOUNT	۲	
0000000082-0000000001	Rate Summary	
To view your online bill, please select "Download Bill" link. If yo would like information on our online bill process, please click here to turn on/off help text.	Download Bill Download Remittance	
CALCULATE/APPROVE BILL Don't have	automatic draft of monthly premium? Sign up now.	
EMPLOYEE BI	JILL AMT RATE TIER	
Q.	LAB 19 SUBSCORED/CHILD	
· same small	23.16 SUBSCRIBER	
John Jones		
▶ John Jones \$2 ▶ Jelly Bean \$2	23.16 SUBSCRIBER	
> John Jones SS > Jelly Bean SS	22316 SUBSCRIBER	
CMOLOYEE BU Q	III.L.AMT RATE TIER 44819 SUBSCRIBER/CHILD 2236 SUBSCRIBER	



Set Up or Change Automatic Draft of Monthly Premiums continued

(17) Or, you can set up an automatic draft of monthly premiums at this time. Click on the "Sign up now" link where it says "Don't have automatic draft of monthly premium?"

Dashboard Benefits E	mployees Bills Forms & Docs 5	Reports		Welcome Employer *
	Current Bill	ls 🕐 Recent Bills 🖑 Historic	al Bills 🕐	
	December 2020 bill. It is open and can be adjusted	Explore your bill below. Any chang flow through to this bill and may c	es you make to employee records will hange the amount owed.	
	SUBACCOUNT		Ø	
	Online Billing Account 0000000082-000000001		Rate Summary	
	To view your online bill, please select " would like information on our online bi here to turn on/off help text.	Download Bill" link. If you ill process, please click & Downl	oad Bill Download Remittance	
	CALCULATE/APPROVE BILL	Don't have automatic draft o up no	f monthly premium? Sign (17) w.	
	EMPLOYEE Q	BILL AMT	RATE TIER	
	Ashley Smith	\$48.19	SUBSCRIBER/CHILD	
	Jelly Bean	\$23.16	SUBSCRIBER	

Enter the information from your bank and click "Sign up." Be sure to check the disclaimer box that appears above the button.

Dashboard	Benefits	Employees	Bills Forms & Docs Report	ts	Welcome Employer
			Current Bills 🗇	Recent Bills ⑦ Historical Bills ⑦	
			December 2020 bill. It is open and can be adjusted.	Explore your bill below. Any changes you make to employee records will flow through to this bill and may change the amount owed.	
			Online Billing Account	ACCOUNT TYPE *	
			GROUP NUMBER 00000000082-0000000001	ROUTING NUMBER *	
			ACH	ACCOUNT NUMBER *	
			I authorize Detta Dental of Virginia to deduct the premium am Automatic Draft Reocouring Payment: This authorization i of Virginia receives written notification to sterminate the m	sourt from the account provided. (Please check the box confirming your approval) is for today AND resocuring monthly. Lunderstand this authorization is in effect until beita Destal monthly basic dath. Nutification must be received 30 days grow to the termination date of the	
		(18	SIGN UP Cancel		
			્ Call Us	🖀 Email Us	
			888.335.8216	Find your representative	



Set Up or Change Automatic Draft of Monthly Premiums continued

If you need to change your automatic bank transfer account information, you can do so by clicking the "Update Automatic Draft" link.

> **Note:** You cannot cancel an automatic draft of monthly premiums online. Cancellation notices must be submitted in writing thirty (30) days prior to the effective discontinuation date.

	• Welcome Employer
Current Bills 🕅 Recent Bills 🕅 Historical Bills 🕅	
February 2021 bill. Explore your bill below. Any changes you make to empli flow through to this bill and may change the amount ow	yte records will ed.
SUBACCOUNT	Ø
Online Billing Account 0000000082-000000001	Rate Summary
To view your online bill, please select "Download Bill" link. If you would like information on our online bill process, please click branches to turn origin help tax.	writed Remittance
CALCULATE/APPROVE BILL Need to update your automatic draft? Upd Automatic Draft.	^{te} (19)
EMPLOYEE BILL AMT RATE TI	ER
Ashley Smith \$96.38 SUBSCR	IBER/CHILD
John Jones \$46.32 SUBSCR Jelly Bean \$46.32 SUBSCR	IBER IBER

For questions or for more information, contact billing@deltadentalva.com.