



Employer Website Reference Guide

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

Create 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 username 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 Username?

To retrieve your username, 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.

Log 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.

Manage Employee Eligibility

To avoid duplicate enrollment, do not submit enrollment forms to the billing department after enrolling or making changes through the employer portal.

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**.
- When adding employees, use only one of the following relationship codes for either the employee or their dependents: subscriber, spouse, child, ex-spouse, domestic partner or dependent.
- Select the sub-subaccount under which the new employee is being enrolled and complete the rest of the Employee Information section.
- Check the appropriate box(es) to enroll the employee in dental and/or vision coverage.
- If the employee is eligible for dependent coverage, click **Add** under the Dependents section and complete the dependent information.

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To add additional dependents, click **Add** and fill in the information for each dependent. Check the appropriate box(es) to enroll the dependent in dental and/or vision coverage.

- Once you have entered all employee and dependent information, complete the plan information. Select the dental benefit plan and vision benefit plan, if applicable, and select the effective date for coverage. Then click **Enroll Employee**.

Terminate an Employee or Dependent

- 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 on the employee's name and their benefits page will appear.
- Click on the **Manage Coverage** tab.
- To terminate dental coverage, click **Terminate Dental Coverage** under the dental section. To terminate a dependent's dental coverage, click **Terminate** next to the dependent's name in the dental section.

- To terminate vision coverage, click **Terminate Vision Coverage** under the vision section. To terminate a dependent's vision coverage, click **Terminate** next to the dependent's name in the vision section.
- 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 June 30, the termination date entered should be July 1. Terminating an employee will automatically terminate any dependent coverage as well.

Manage Employees' Benefits

- To edit an existing employee's dental or vision coverage, 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. To manage the employee's coverage, click on the **Manage Coverage** tab and click the pencil next to the employee's name.

- 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.
- To download the employee's ID card, benefits booklet and employee report, click on the employee's name. The employee report, benefits booklet and ID card links will be located at the top of the employee screen.

Dependent 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.

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- 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.

View Group Benefits 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 bills for a previous month, click **Recent Bills**. You can filter the bills shown using the Filter by Year dropdown menu. Click **download bill** next to the bill you wish to view and choose whether to view the bill in PDF or Excel.
- To view bills prior to April 9, 2020, click on **Historical Bills**. Click **Download** 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 Documents** 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 Delta Dental of Virginia products and services under the **Employer** section of DeltaDentalVA.com.