



How to service your group account

Delta Dental of Virginia strives to provide our groups the best experience in setting up their employees' information. Use the information below to help you get started.

Portal Setup

Access is required to use the group administrator portal. The web authorization form required to give you access can be found here: DeltaDentalVA.com/employers/employer-resources/forms.

Once access has been approved, you can then use the portal to:

- Submit, modify, terminate and view enrollment data
- Access and pay monthly bills
- View and print member ID cards

If you need help completing the access form, email Marketing Administration at mktgadmin@deltadentalva.com.

Other Setup Options

If you would prefer to setup your employee information outside of the group administrator portal, contact the following departments:

Marketing Administration at mktgadmin@deltadentalva.com should be contacted for:

- Group set up and maintenance, such as: group name changes, address/contact changes and policy changes
- Fulfilling benefit summary and open enrollment materials requests

- Group administrator portal access set up and maintenance
- Renewal inquires and to request copies of renewal letters
- Evidence of Coverage (EOC)/New Member Welcome Kit requests

Billing/Enrollment at billing@deltadentalva.com should be contact for:

- Eligibility inquiries or modifications
- Billing inquiries
- Subscriber ID card requests
- ACH draft payment setup

For Electronic Eligibility (EE) questions and setup, contact EEcoordinatornotifications@deltadentalva.com.

For issues other than those listed, contact Small Business Client Specialists Anne Muranowski at anne.muranowski@deltadentalva.com or Christy Schaeffer at christy.schaeffer@deltadentalva.com, or visit our website at DeltaDentalVA.com.