

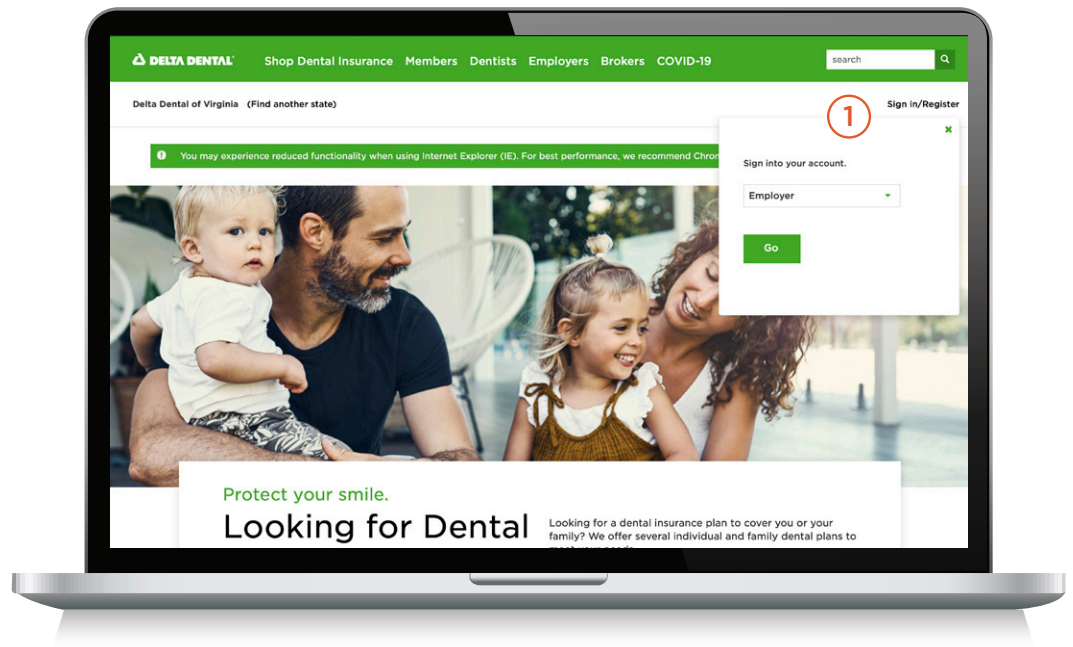


# Online Billing Guide

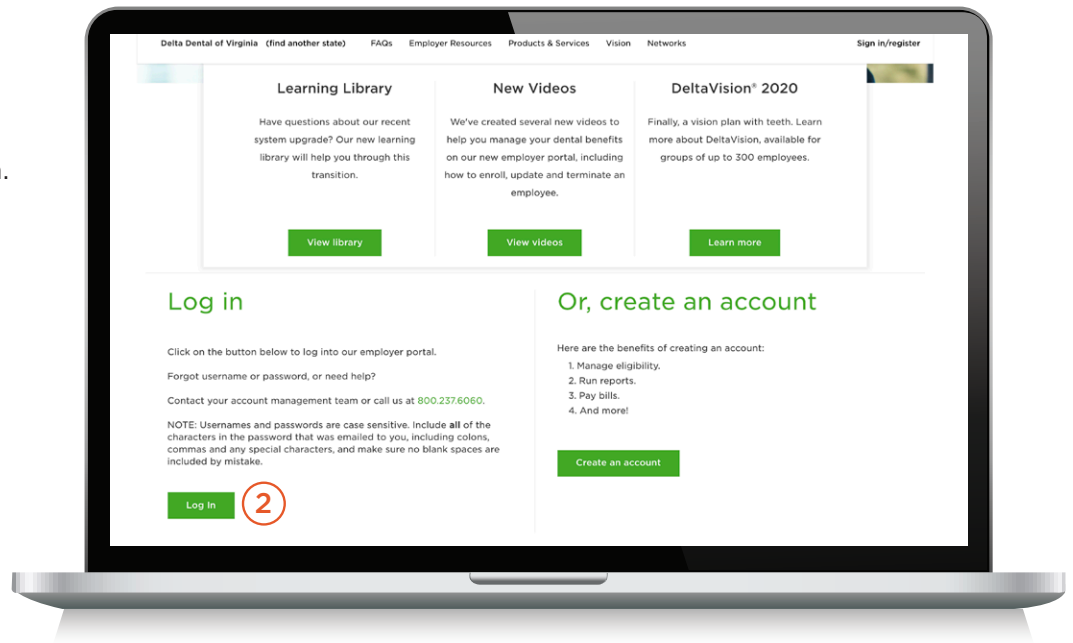
Welcome to Delta Dental of Virginia's online billing guide. In this guide, we will show you how to log in, add, terminate or edit an employee, add or edit payment information, and approve your bill.

## Logging In

- 1 To get started, go to [DeltaDentalVA.com](https://DeltaDentalVA.com). Click on the "Sign in/register" link at the top right of your screen, select "Employer" and click "Go."



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



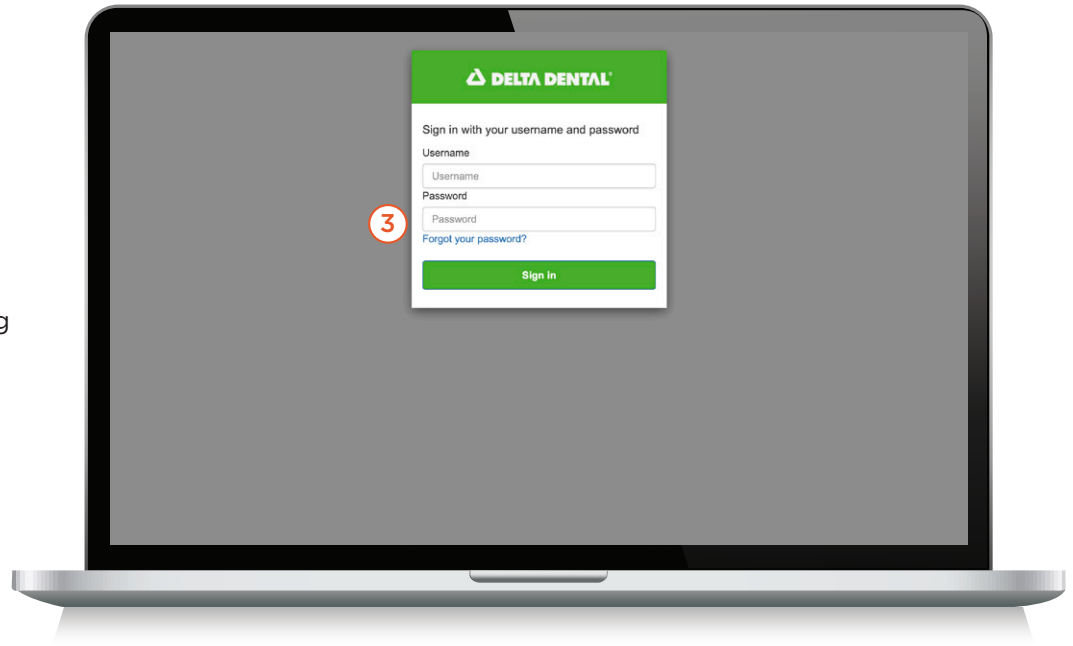


# Online Billing Guide

## Logging In continued

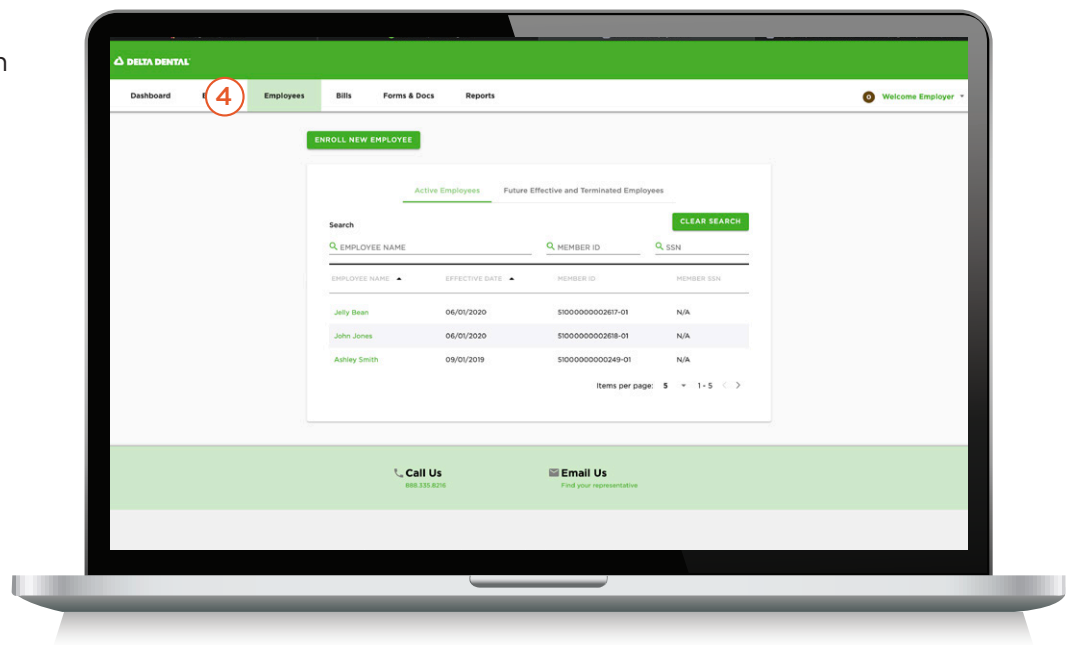
- 3 Log in with your current username and password.

**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.



## Eligibility Updates

- 4 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.

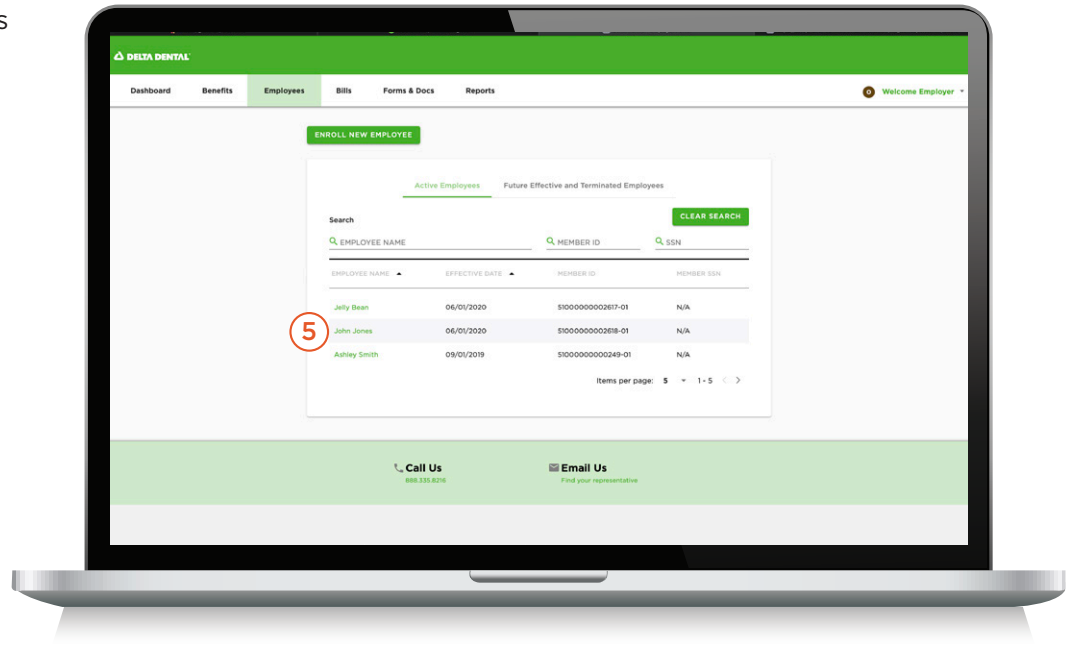




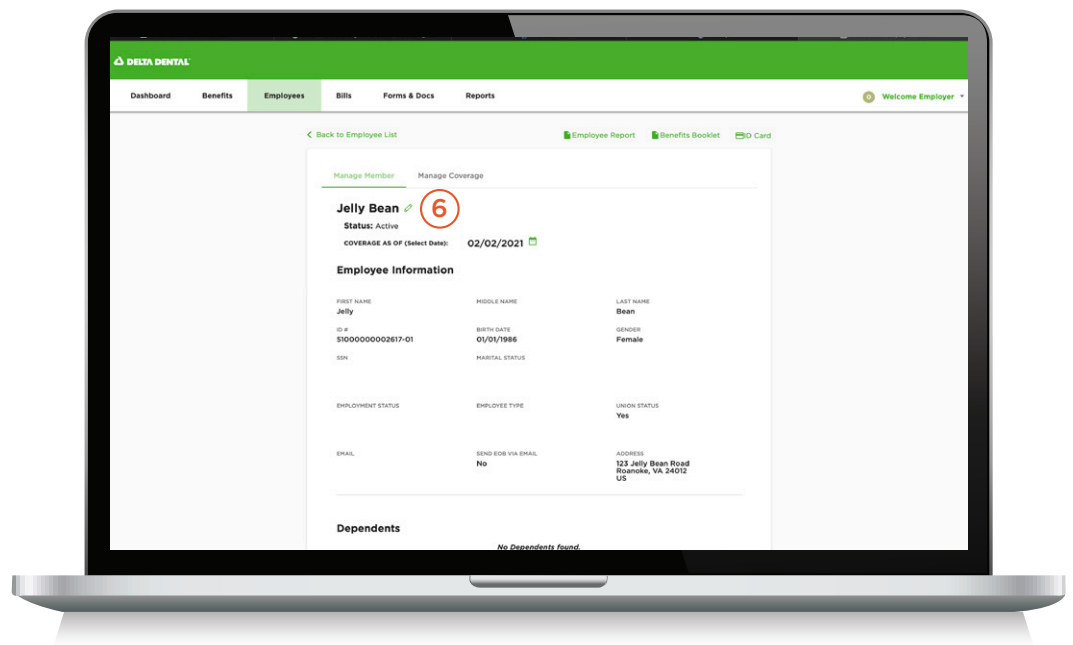
# Online Billing Guide

## Eligibility Updates continued

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



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

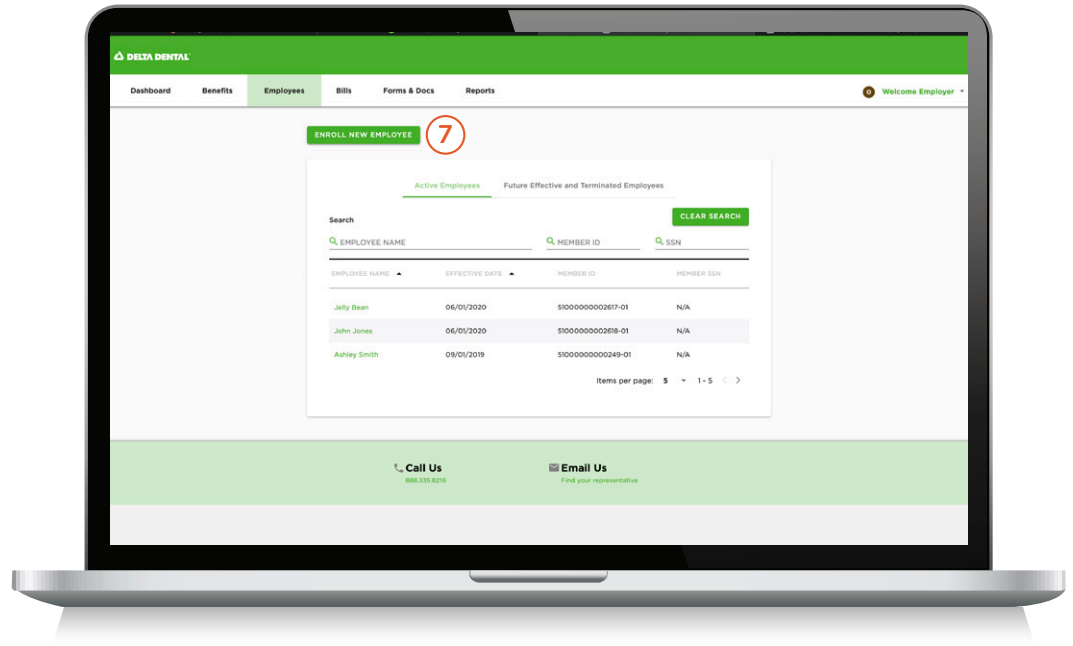




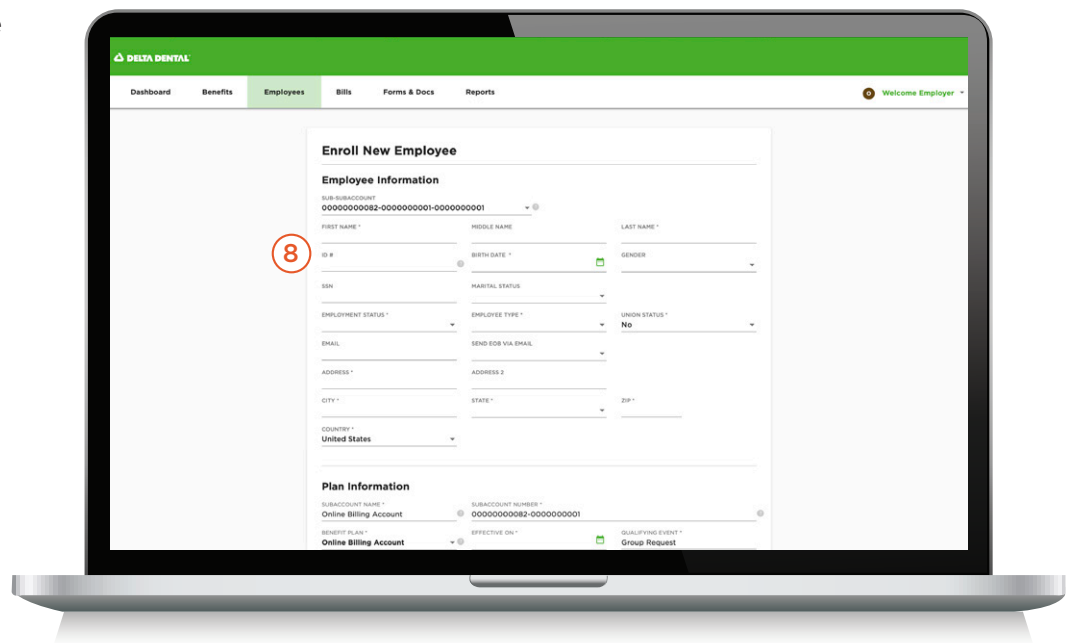
# Online Billing Guide

## Eligibility Updates continued

- 7 To add a new employee, click “Enroll New Employee.”



- 8 Enter the new employee information, then click “Enroll Employee” at the bottom of the page when finished.



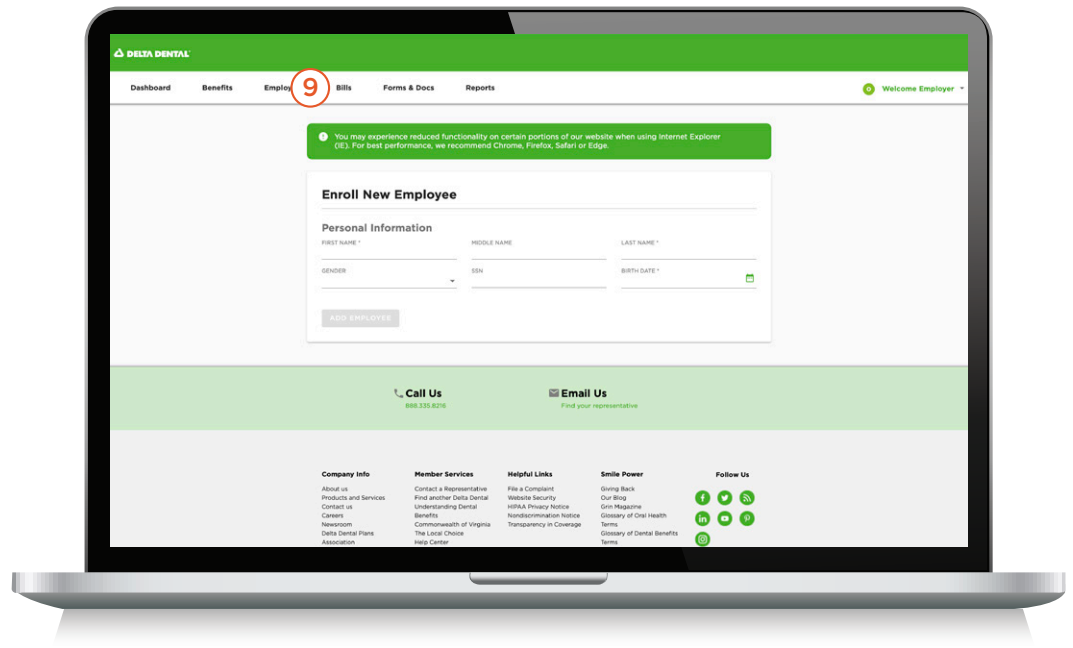


# Online Billing Guide

## Review and Approve Your Bill

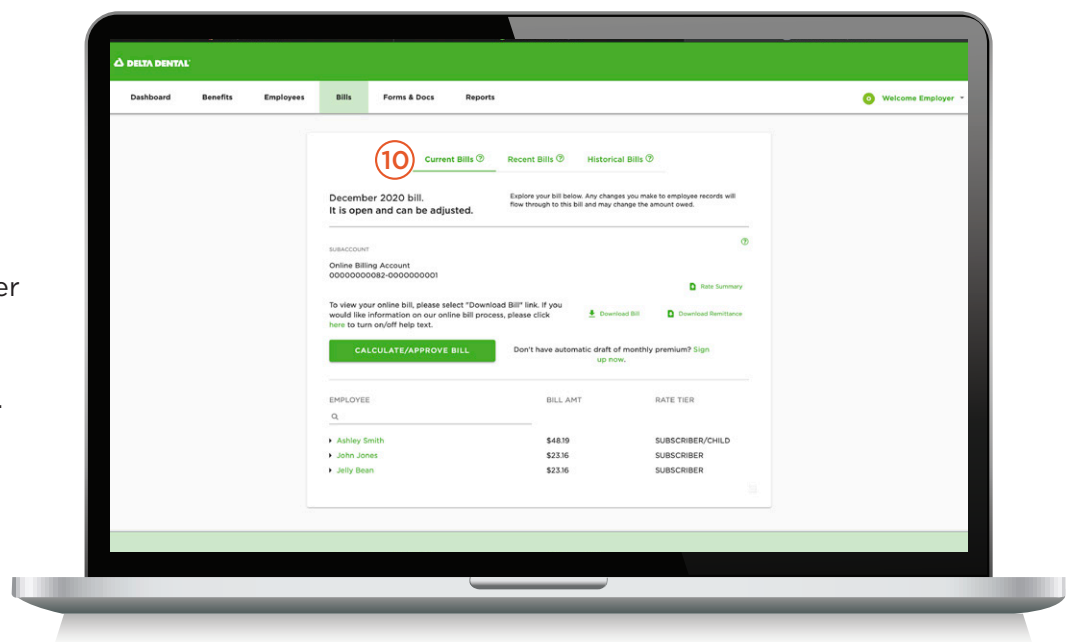
9 To review and approve your bill, or to make changes to your payment information, click on the “Bills” tab in the top navigation bar to view your bills.

**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.



10 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.

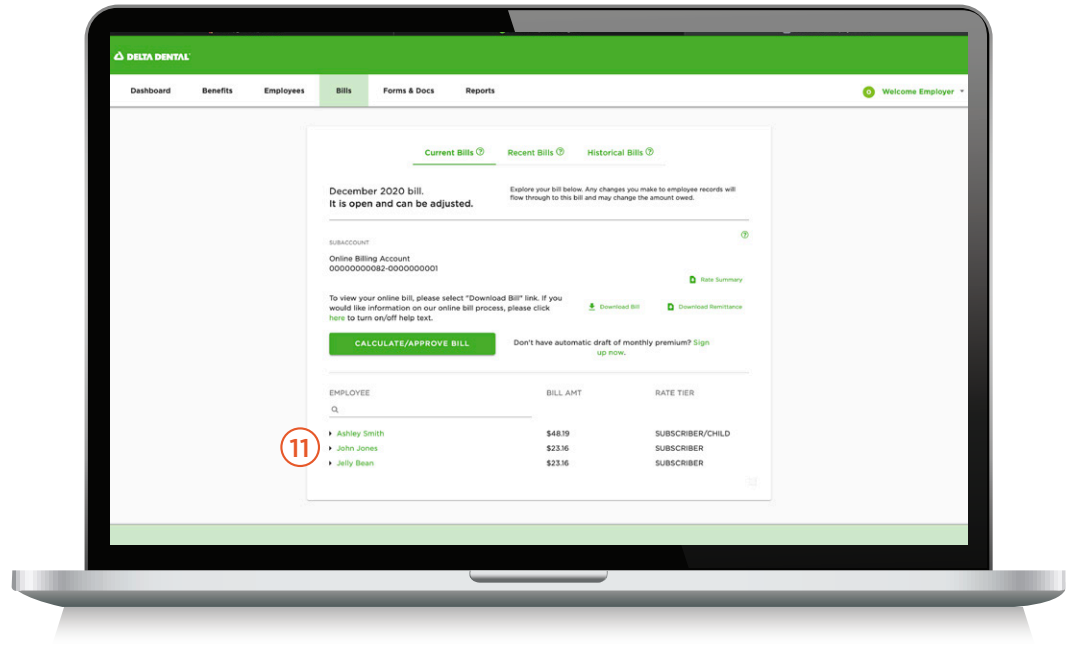




# Online Billing Guide

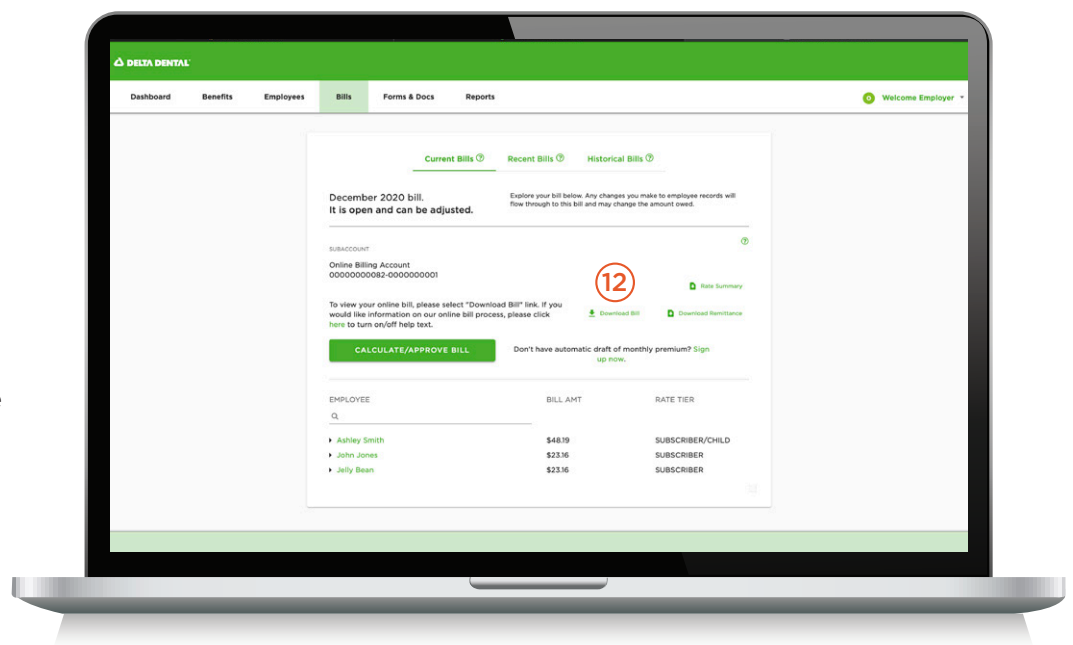
## Review and Approve Your Bill continued

11 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.”



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.





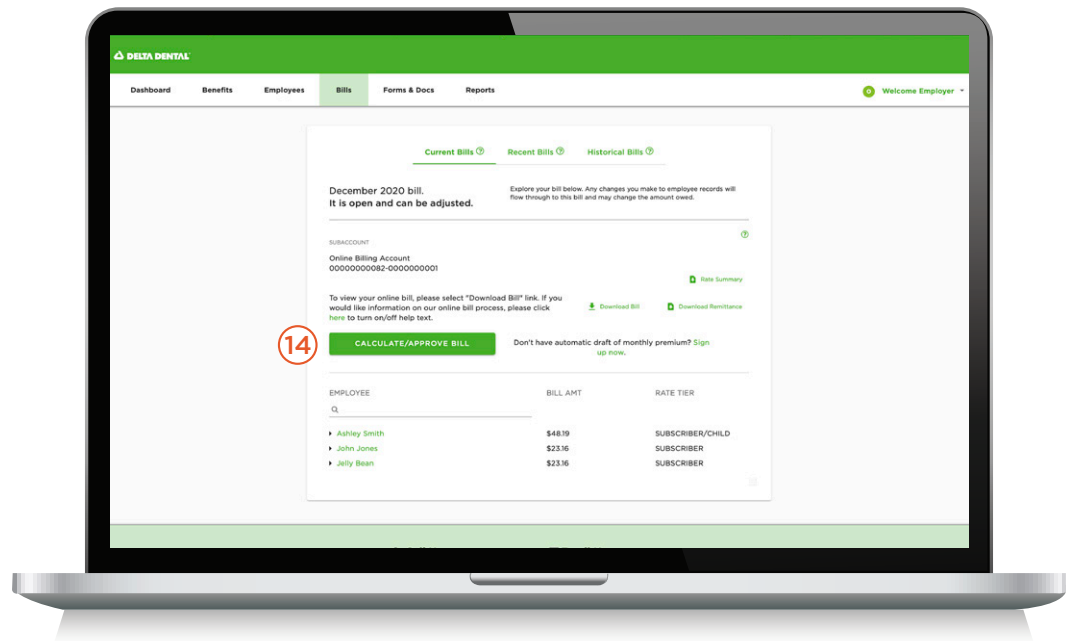
# Online Billing Guide

## Review and Approve Your Bill continued

13 Once you have downloaded your bill, detail pages will reflect the benefit plan by department and by employment status.



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



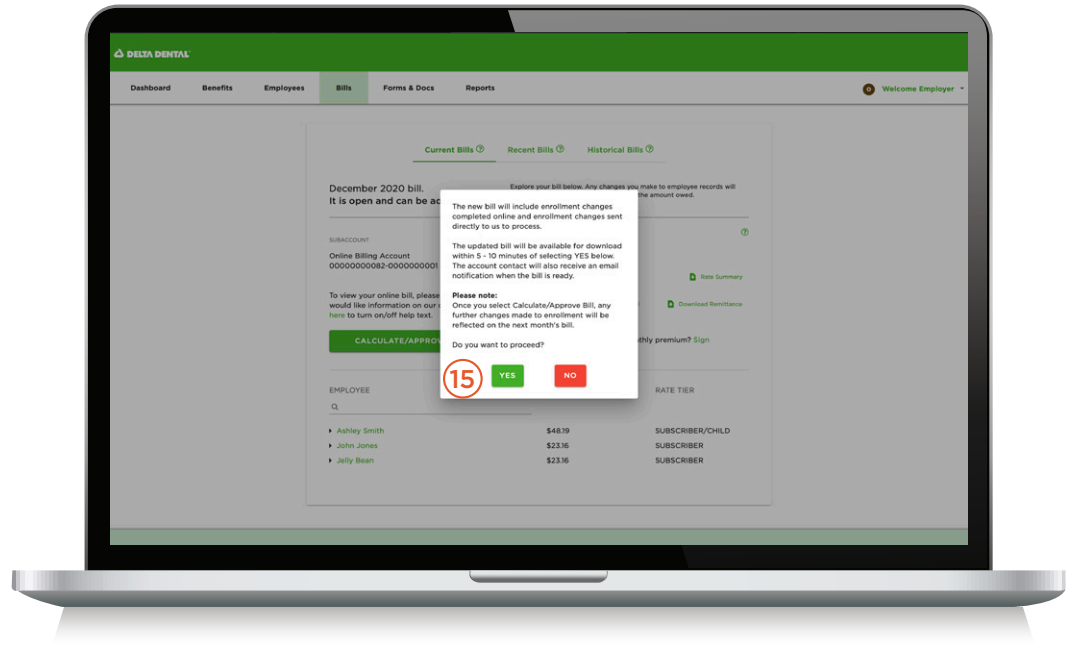


# Online Billing Guide

## Review and Approve Your Bill continued

15 Click “Yes” to approve.

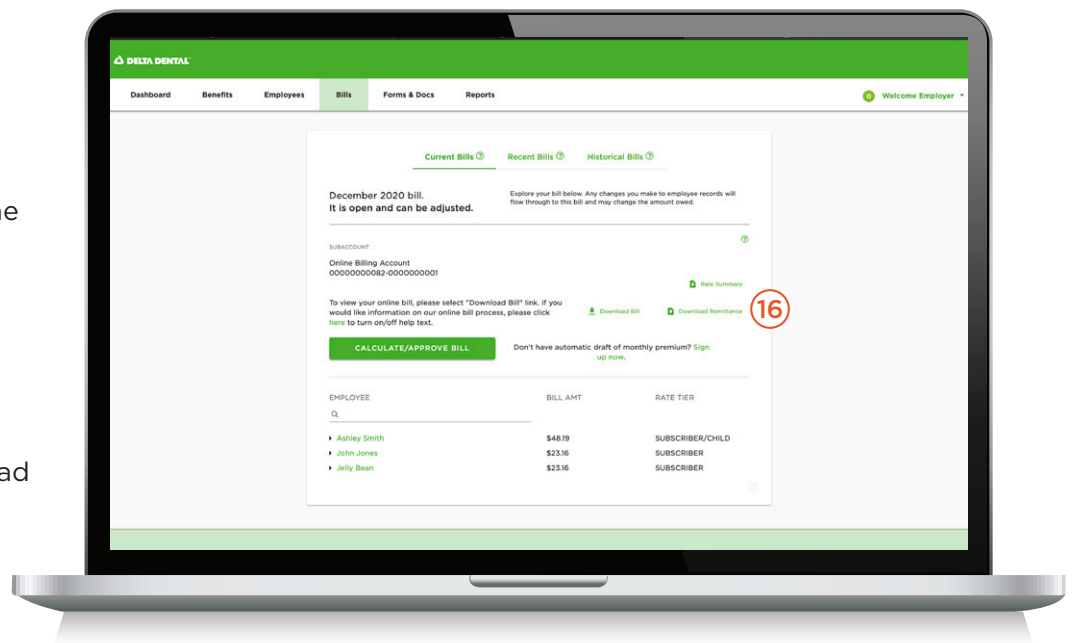
**Note:** Once you click yes, no more changes can be made to your current bill. Any further changes made to enrollment will be reflected on the next month’s bill. A new remittance page and bill will be generated including any previous changes. These can be downloaded if needed.



## Set Up or Change Automatic Draft of Monthly Premiums

16 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.



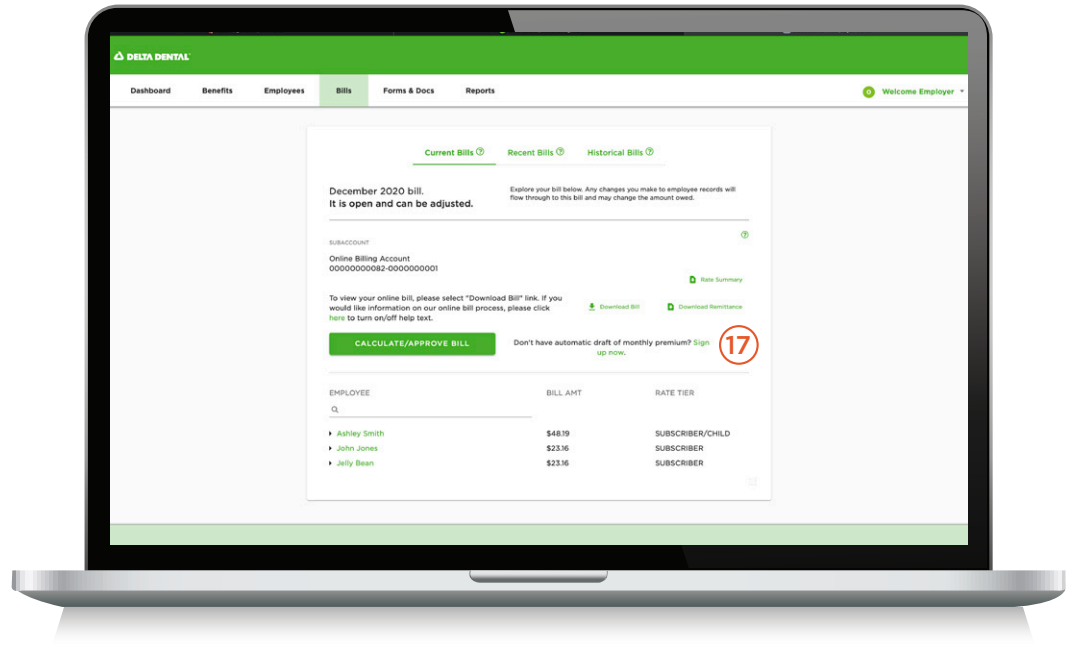




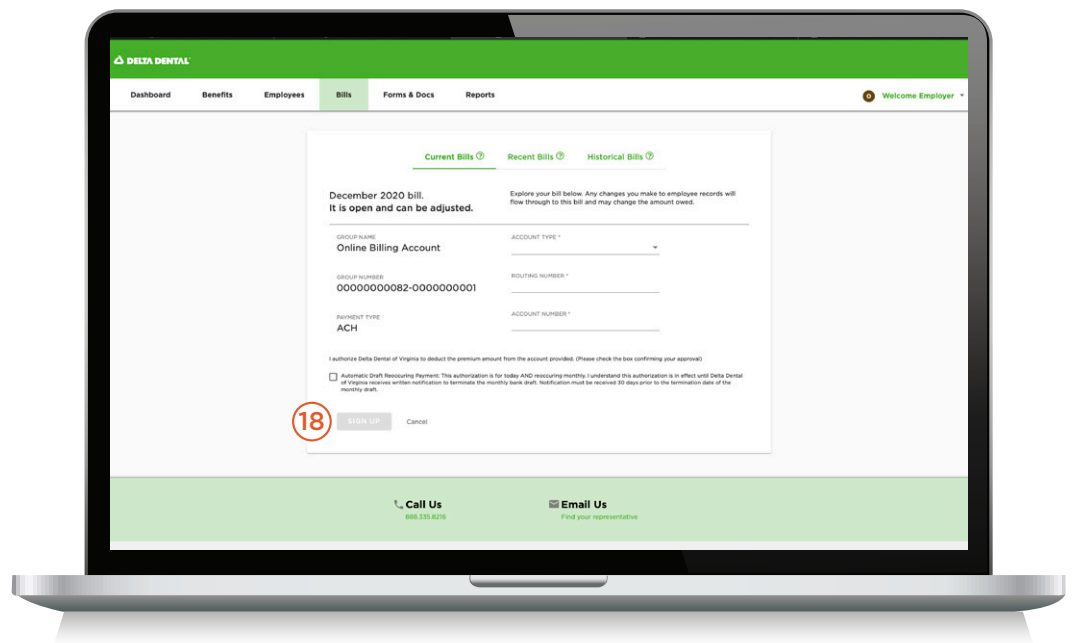
# Online Billing Guide

## 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?”



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



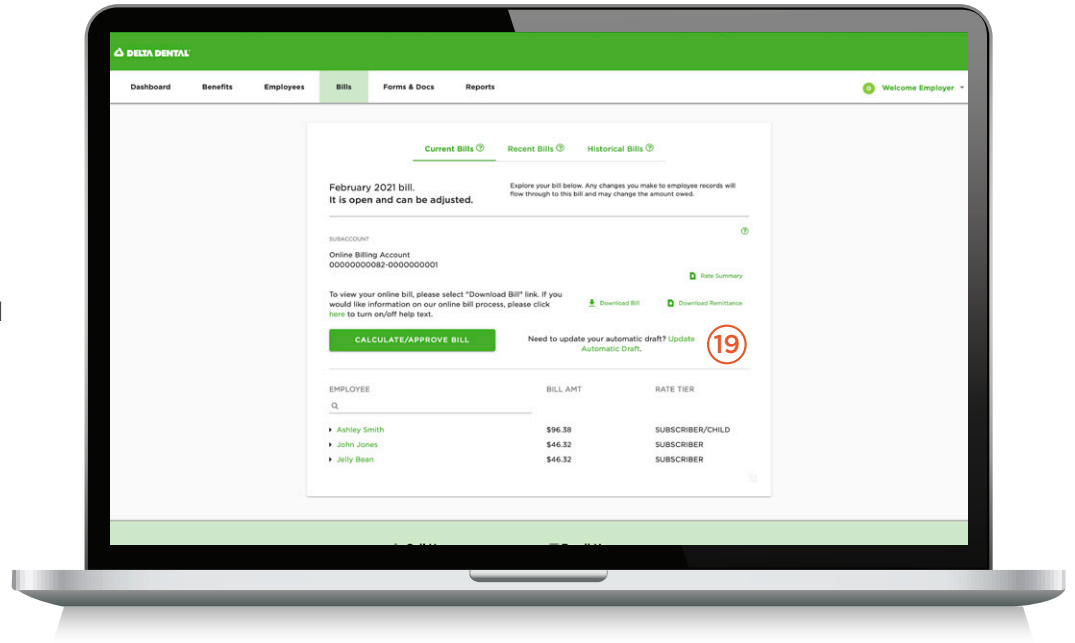


# Online Billing Guide

## Set Up or Change Automatic Draft of Monthly Premiums continued

**19** 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.



For questions or for more information, contact [billing@deltadentalva.com](mailto:billing@deltadentalva.com).