

Delta Dental of Virginia's Group Administrator Website Quick Reference Guide



Secure Group Administrator Site

The secure Group Administrator website at deltadentalva.com helps make your day-to-day administrative tasks easier and more efficient with 24/7 access to all your group and employee benefits information, including real-time online eligibility maintenance. As you click through our site, certain sections will appear in pop-up windows or new tabs, depending on the browser you use. Please make sure you have any pop-up blockers turned off, or have customized your blockers to accept pop-ups from the Delta Dental of Virginia website. For the best viewing experience, we recommend you use the Mozilla Firefox browser.

Registration and password

- From the deltadentalva.com homepage, click the **Group Administrators arrow**.
- Click the **Register Here to Get Access** button; then click the appropriate **Website Authorization Form** link based on the size of your group.
- The form will appear in a pop-up window or new tab in PDF format.
- Print, complete and submit the form to Delta Dental of Virginia.
- You will receive emails with your user name and password once Delta Dental has set up your secure website access.

Please note: if you submit eligibility for your group electronically, you will not have access to add/change/terminate subscribers.

Log into the secure Group Administrator website

- Go to deltadentalva.com and click the **Group Administrators arrow**.
- Enter your user name and password in the Group Administrators Login boxes at the top left-hand corner of your screen; then click the **Login** button.
- Your secure Group Benefits home page will appear.
- After logging in for the first time, you may change your password by clicking the **Edit Account** link and following the instructions.

What you can do once you log into your secure Group Administrator site

Add/Terminate Employees

ADD A NEW EMPLOYEE

- Add new employees from the home page of your secure site by clicking the **Add A New Employee** button in the upper left corner of the screen.
- Enter the new employee information in the fields provided and click **Submit**.
- Enter the employee's information on the next screen.
 - If the employee is eligible for dependent coverage, click the **Add a dependent** link at the bottom of the new employee screen and follow the prompts to add the appropriate dependent information.
- Once you have entered all employee and dependent information, click **Submit**.
- Continue adding employees by clicking the **Add another employee** button

or return to your personalized Group Benefits page by clicking the **Back to Group Administrator Home** link.

- To return to your Group Benefits home page at any time, click the **Main** link at the top of the screen.

TERMINATE AN EMPLOYEE

- To terminate an existing employee's coverage, use the **Find An Employee** search field on the left side of your screen and click **Search**.
- On the coverage tab, scroll down to **Policy - Coverage Information** and click the **Terminate** link.
- Fill in the termination date and reason for termination; then click **Save**.

Manage Existing Employees' Benefits

- To edit an existing employee's dental coverage or personal information, use the **Find An Employee** search field on the left side of your screen and click **Search**. The employee's benefits home page will appear.

COVERAGE INFORMATION

- The employee's benefits home page opens up to the Coverage tab where you can:
 - Move the employee to another sublocation by clicking the **Move** button.
 - Change employee coverage information by clicking the **Change** button.
 - Terminate employee benefits by clicking the **Terminate** link.
 - Once a change or termination is made, click the **Save** button to complete the action.
 - To return to your Group Benefits home page, click the **Main** link at the top of the screen.

EMPLOYEE INFORMATION

- To edit an employee's personal information click the **Employee** tab and then click the **Edit Information** button. Once you have made your changes, click the **Save** button.
- To return to your Group Benefits home page, click the **Main** link at the top of the screen.

DEPENDENTS INFORMATION

- To add new dependents click the **Dependents** tab for an at a glance view of basic information for the employee's dependents.
- To update a dependent's information, click the **Edit Information** button next to his or her name. Save your changes by clicking the **Save** button.
- To terminate a dependent, click the **Terminate** button next to the dependent's name and fill in the appropriate termination date. Then click the **Terminate** button again to confirm termination.
- To add new dependents, click the **Add New Dependent** button.
 - Fill in the new dependent's information and click **Save**.
 - To return to your Group Benefits home page, click the **Main** link at the top of the screen.

View Group Benefits

FOR A SPECIFIC SUBLOCATION

- View benefits by any group sublocation by entering a sublocation number into the **Find Benefits** search box on the left side of your screen.
- Click on the sublocation you wish to view, which will pre-populate the search box, and click the **Go** button.
- Benefit details for that sublocation will appear on your screen.
- Click the arrow next to any benefit category to get detailed coverage levels by procedure code and description.
- To return to your Group Benefits home page, click the **Main** link at the top of the screen.

FOR ALL SUBLOCATIONS

- To view a list of all sublocations, click the **All Sublocations** link in the **Find Benefits** box on the left side of your screen.
- The Group Benefits Report page will appear on your screen.
- Click the **Select** link next to the sublocation whose benefits you would like to view.
- Benefit details for that sublocation will appear on your screen.
- Click the arrow next to any benefit category to get detailed coverage levels by procedure code and description.
- To return to your Group Benefits home page, click the **Main** link at the top of the screen.

Reports

- From your secure Group Benefits home page, click the **Reports** tab.
- Here you have access to every report available to your group, as well as the ability to customize this tab to automatically show the reports you use most often (your “Favorites”).
- To save a report as a Favorite, click the **Add a New Report** button.
- Choose a report from the drop down box.
- You can now choose how you want the report to be grouped, filter by sublocation and to save the report in PDF or Excel format.

- Click the **Save** button to add the report to your “Favorites”.
- When you want to view any of your “Favorite” reports, click the **Run** button next the report title. A screen with filters will appear. Choose the appropriate filters to change or edit your preferences, then click **Run**.
- The report will appear in a pop-up window or new tab in the file format you selected. You may save the report to your computer or print it from your browser.

Bills

- The main screen of your secure Group Benefits home page automatically opens to the **Bills** tab where you will see your group’s most recent bills.
- To view details of any bill listed, click on the group number of the bill you wish to view.
- The bill will appear in a pop-up window or new tab as a PDF document.
- To view bills for a previous month, choose the month from the **Filter by date** drop down box. The screen will automatically refresh with the bills for the selected month.

Documents

- From your secure Group Benefits home page, click the **Documents** tab for a complete selection of brochures and tools for you and your employees, such as:
 - **Information Sheets** that will help you make decisions regarding additional services and/or programs you can add to your Delta Dental benefits plan.
 - **Small Group Brochure**.
 - **Subscriber Materials** designed to educate your employees on their Delta Dental benefits and the value of good oral health.

Forms

- From your secure Group Benefits home page, click the **Forms** tab to access forms to help manage your dental benefits such as enrollment, information change requests, and authorization forms.

Edit Account information

- Click the **Edit Account** link at the top left of the screen for an overview of your existing account information on file and to change your password.

Delta Dental General Benefits and Oral Health Information – available 24/7 to everyone. From the deltadentalva.com home page, click on the Group Administrators link. From this page you can access information about Delta Dental plans, networks and oral health and wellness information.

Forgot Password?

- From the Group Administrators home page, click on the **Forgot password?** link under the Group Administrators login boxes. A screen will appear asking you for your user ID.
- Enter your user ID and click the **Verify Account** button.
- You will then be asked to provide the answer to your security question. Fill in the answer and click **Reset Password**.
- The password is reset and your new password is sent to you at the email address you provided during registration.

Forgot User Name?

- To retrieve your user name, call the Marketing Administration department at 888.335.8216.
- You will be asked to verify the keyword you chose when you set up your Web access.

Products & Services

- Learn about all the benefit plans and preventive features that Delta Dental has to offer.

FAQs

- Get answers to our most frequently asked Group Administrator questions.

Group Administrator Resources

- Access important tools and resources, such as forms, brochures, newsletters and subscriber materials that will help you manage your group’s dental benefits plan and educate your employees on the value of good oral health.

Delta Dental Networks

- Find helpful information about Delta Dental’s participating provider networks.

Oral Health and Wellness

- Find out more about adult oral health, children’s oral health, and even oral cancer, including an oral health risk assessment that identifies oral health risks.