

Group Administrator Website Reference Guide

DeltaDentalVA.com makes administrative tasks efficient by providing 24-hour access to employee benefits information and eligibility management.

As you use our site, some sections will appear in pop-up windows or new tabs, depending on your browser. Make sure you have pop-up blockers turned off, or have customized blockers to accept pop-ups from **DeltaDentalVA.com**. For the best viewing, use Firefox as your browser.

Create Your Account

- From **DeltaDentalVA.com**, click **Group Administrators**.
- Click **New Users Register Here**, then click the appropriate **Web Authorization Form** based on your group's size. This form is required to set up security access for group-approved individuals who utilize eligibility and online billing. **Online bill management is encouraged for all small groups.**
- The form will appear in a pop-up window or new tab in PDF format. Complete and submit the form to Delta Dental of Virginia.
- You will receive separate emails with your user name and password once your secure website access is set up.

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

Forgot Password?

- From the [Group Administrators](#) page, click on **Forgot Password** under the Group Administrators login. The next screen will ask you for your user name.
- Enter your user name and click **Verify Account**.
- You will then be asked for the answer to your security question. Enter the answer and click **Reset Password**.
- Your new password is sent to the email you provided during registration.

Forgot User Name?

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

Log into the Secure Group Administrator Website

- Go to **DeltaDentalVA.com** and click **Group Administrators**.
- Enter your user name and password in the Group Administrators Login boxes at the top left-hand corner of your screen, then click **Login**.
- After logging in for the first time, you may change your password by clicking **Edit Account** and following the instructions.

What You Can Do Once You Log In

Add A New Employee

- Add new employees by clicking **Add A New Employee** in the upper left corner.
- Enter the new employee information in the fields and click **Next**.
- Select the payroll status, dental rate tiers and qualifying event information on the Coverage Information screen, then click **Next**.
- Enter the subscriber information on the **Add New Subscriber** screen and then click **Submit**.
- If the employee is **eligible** for dependent coverage, click **Add a Dependent** at the bottom of the new employee screen and follow the prompts to add dependent information.
- Once you have entered all employee and dependent information, click **Submit**.
- Continue adding employees by clicking **Add Another Employee** or return to your Group Benefits page by clicking **Back to Group Administrator Home**.

- To return to your Group Benefits page at any time, click **Main** 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 **Terminate**.
- Enter the termination date and reason for termination; then click **Save**.

Manage 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 page will appear.

Coverage information

The employee's benefits page opens the **Coverage** tab where you can:

- Move the employee to another sublocation by clicking **Move**.
- Change employee coverage information by clicking **Change**.
- Terminate employee benefits by clicking **Terminate**.
- Once a change or termination is made, click **Save**.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

Employee Information

Make sure you are choosing the correct coverage period from the drop down box in the top right corner before making changes.

- To edit an employee's information click the **Employee** tab and then click **Edit Information**. Once you have made changes, click **Save**.

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

Dependents Information

- To edit the employee's dependent information, click the **Dependents** tab. For certain coverage changes, the dependents will automatically be terminated. For example, changing from "family with only one child" to "subscriber/spouse" will cause the system to terminate the dependent.
- To add new dependents, click **Add New Dependent**. Enter the new dependent's information and click **Save**.
- To update a dependent's information, click **Edit Information** next to his or her name. Save changes by clicking **Save**.
- To terminate a dependent, click **Terminate** next to the dependent's name and enter the termination date. Then click **Terminate** again to confirm termination.
- Enter the new dependent's information and click **Save**.
- To return to your **Group Benefits** page, click **Main** 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** box on the left side of your screen.
- Click on the sublocation you wish to view, and click **Go**.
- Benefit details for that sublocation will appear.
- Click the arrow next to any benefit category to get detailed coverage levels by procedure code and description.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

For 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.
- Click **Select** next to the sublocation whose benefits you want to view.
- Benefit details for that sublocation will appear.
- Click the arrow next to any benefit category to get detailed coverage levels by procedure code and description.
- To return to your **Group Benefits** page, click **Main** at the top of the screen.

Bills

Within online billing, you may conveniently make coverage changes, add new employees or terminate employees at the same time as paying the bill.

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

Reports

- From your **Group Benefits** 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 reports you use most often (your "Favorites").
- To save a report as a Favorite, click **Add a New Report**.
- Choose a report from the drop down menu.
- 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 **Save** to add the report to your "Favorites".
- When you want to view any of your "Favorite" reports, click **Run** next the

report title. A screen with filters will appear. Choose the appropriate filters, then click **Run**.

- The report will appear in a pop-up window or new tab in the file format you selected. You may save or print the report.

Forms

From your **Group Benefits** page, click the **Forms** tab to find the forms you need to manage your group benefits.

Documents

From your **Group Benefits** page, click the **Documents** tab for:

- **Information Sheets** to help you make decisions regarding services and programs you can add to your benefits plan.
- **Brochures** and **Subscriber Materials** designed to educate employees on their benefits and the value of good oral health.

Edit Account Information

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

No Login is Needed for the Remaining Sections

Delta Dental Networks

Find information about [Delta Dental's participating provider networks](#).

Oral Health and Wellness

Find out about adult oral health, children's oral health, and even oral cancer, and to access an oral health [risk assessment tool](#) that identifies oral health risks.

Product and Services

Delta Dental's [small and large group product offerings](#) and oral health information are always available. From [DeltaDentalVA.com](#), click **Group Administrators** to access information about plans, networks and oral health information.