DELTA DENTAL
OF KANSAS
TECHNOLOGY UPGRADE

Learn more at
DeltaDentalKS.com/Upgrade

ONLINE EMPLOYER ACCOUNT USER GUIDE

DeltaDentalKS.com/Upgrade

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Dashboard Overview
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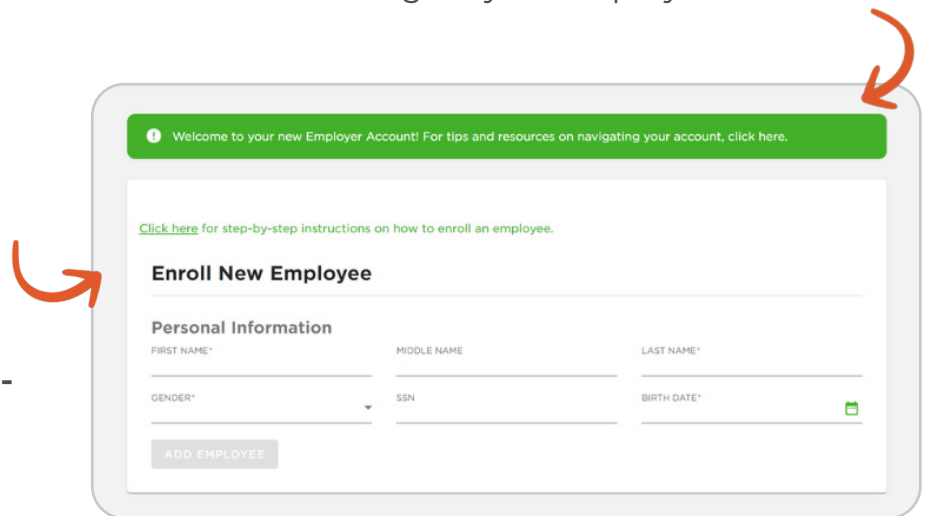△ **DELTA DENTAL**®

⭐ *Navigating the Dashboard*

1 Our new layout provides easier navigation throughout your new online Employer Account. Right from the navigation bar, you are able view benefits, employees, bills, and more!

△ **DELTA DENTAL**®

Dashboard　Benefits　Employees　Bills　Forms & Docs　Reports　　　Ⓢ Welcome Employer ▾
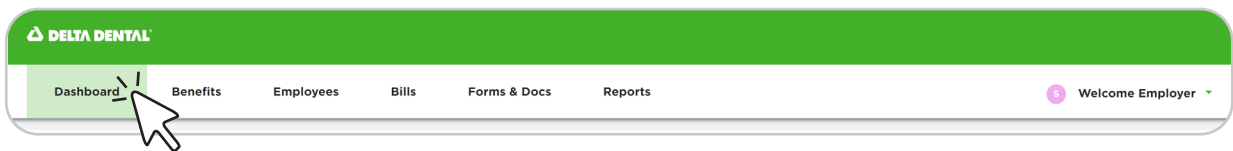
2 Quickly access **tips and resources** on how to navigate your employer account.

3 Easily enroll a new employee under **Enroll New Employee** right from the Dashboard.

ⓘ Welcome to your new Employer Account! For tips and resources on navigating your account, click here.

Click here for step-by-step instructions on how to enroll an employee.

Enroll New Employee

Personal Information
FIRST NAME*　　MIDDLE NAME　　LAST NAME*

GENDER*　　SSN　　BIRTH DATE*

ADD EMPLOYEE

4 You have access to **step-by-step instructions** on how to enroll a new employee.

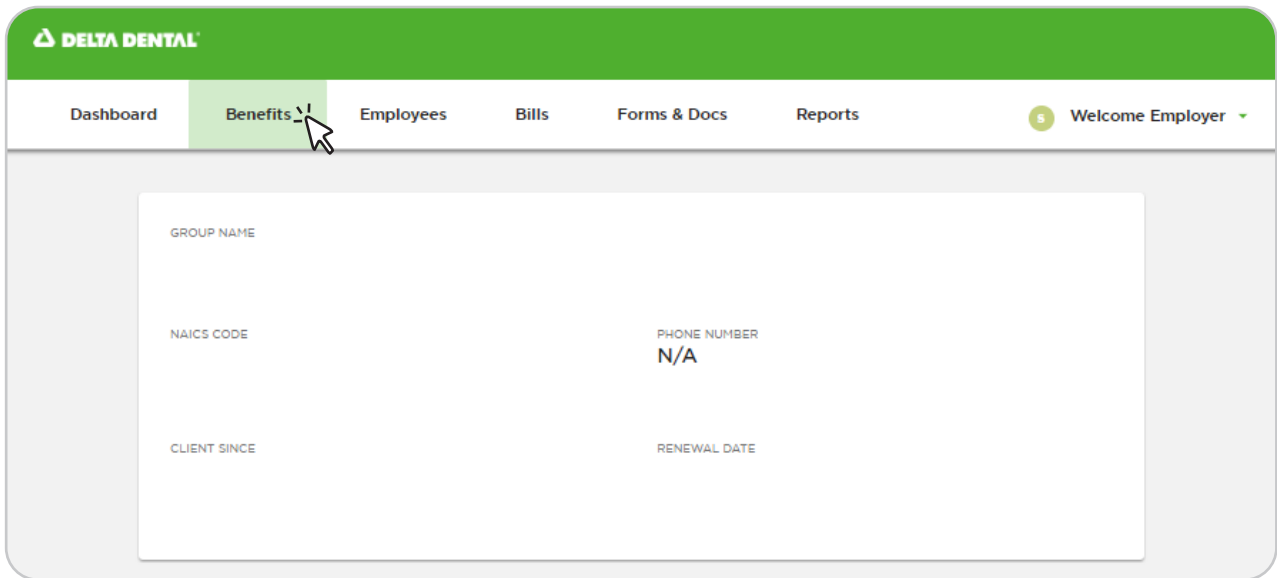## ▶ *Dashboard Overview* 〔 Watch Video 〕

Watch this video to learn how to navigate the new online Employer Account Dashboard.
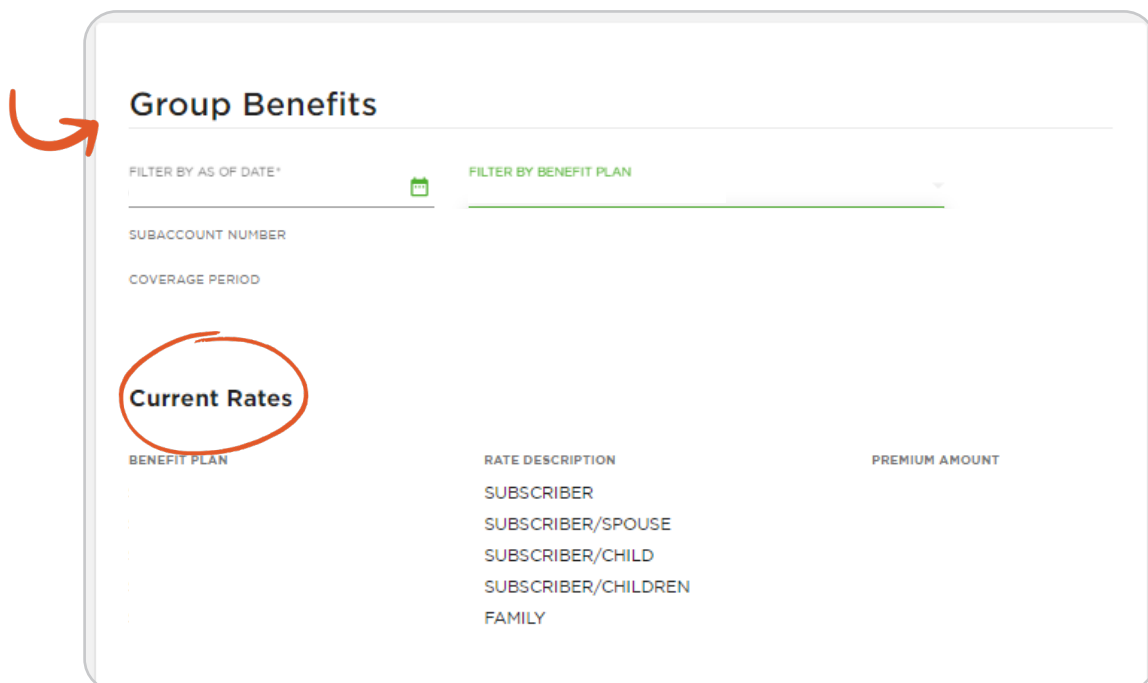
Benefits Tab
Online Employer Account User Guide

⭐ *How to View Benefit Information*

1 In the Benefits tab you'll be able to view the benefit details for your group.

2 You can filter from **As of Date** or by **Benefit Plan**. Below, you will find the **Current Rates** for the benefit plan selected.

⭐ *How to View Benefit Information*

3 You can also view the **Maximum Rule** and **Coverage Levels** for the plan you selected.

Maximum Rule

BENEFIT CLASS	MAXIMUM TYPE	ALLOWED PPO / PREMIER / OON
Individual Calendar Year Maximum	Individual	1500.0 / 1500.0 / 1500.0

Coverage Levels

DESCRIPTION	WE PAY PPO / PREMIER / OON	DEDUCTIBLE WAIVED PPO / PREMIER / OON	WAITING PERIOD PPO / PREMIER / OON
Biopsy of Oral Tissue Services	90% / 80% / 80%	No / No / No	N/A / N/A / N/A
Complex Oral Surgery Services	90% / 100% / 80%	No / Yes / No	N/A / N/A / N/A
Crown Services	60% / 50% / 50%	No / No / No	N/A / N/A / N/A
Denture Repair Services	60% / 50% / 50%	No / No / No	N/A / N/A / N/A
Diagnostic & Preventive Services	100% / 100% / 100%	Yes / Yes / Yes	N/A / N/A / N/A
Emergency Exam or Treatment Services	90% / 80% / 80%	No / No / No	N/A / N/A / N/A
Endodontic Services	90% / 80% / 80%	No / No / No	N/A / N/A / N/A
Orthodontic Services	50% / 50% / 50%	No / No / No	N/A / N/A / N/A
Periodontic Services	90% / 80% / 80%	No / No / No	N/A / N/A / N/A
Prosthodontic Services (RS4K)	60% / 50% / 50%	No / No / No	N/A / N/A / N/A
Restorative Services	90% / 80%	No / No	N/A / N/A
Simple Extraction Services (RS4K)	90% / 80% / 80%	No / No / No	N/A / N/A / N/A

▶ *Benefits Tab*   [Watch Video]

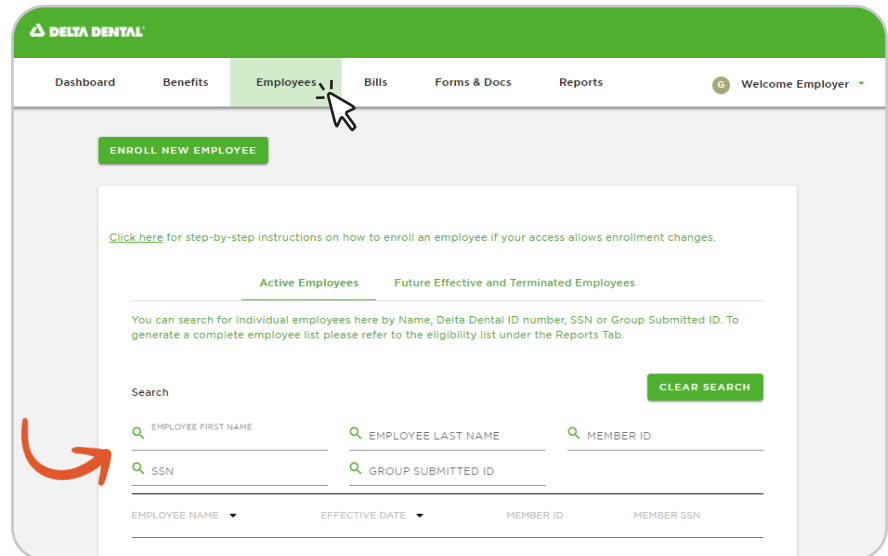Watch this video on how to view benefit information online on the new online Employer Account.
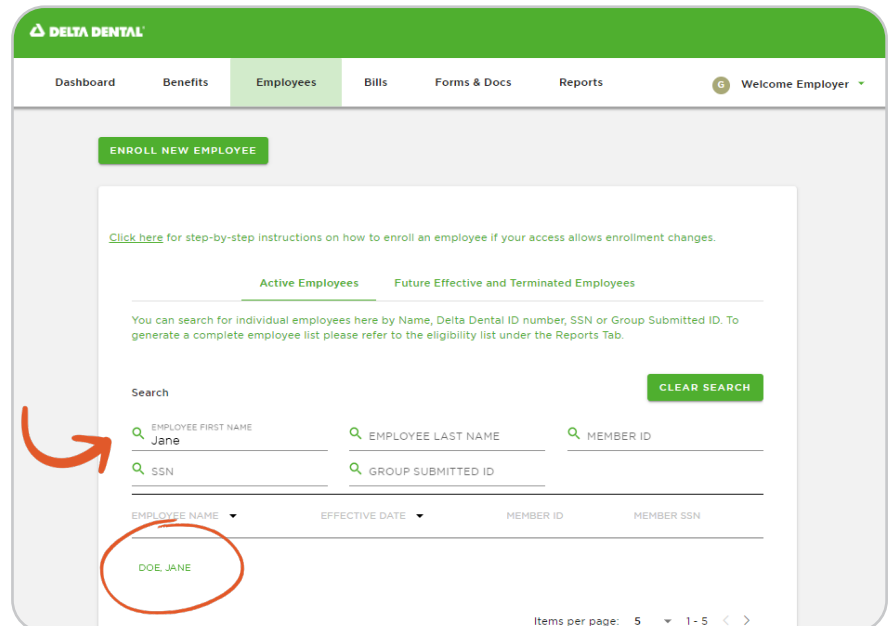
How to Access an Employee ID Card

1 In the **Employees** tab you'll be able to quickly search for your employees by **First Name, Last Name, Member ID, Social Security Number or Group Submitted ID**.

You won't need all of these fields to search, you can simply type in their **First or Last Name to search**.

2 After finding the employee you are looking for, click **their name**.
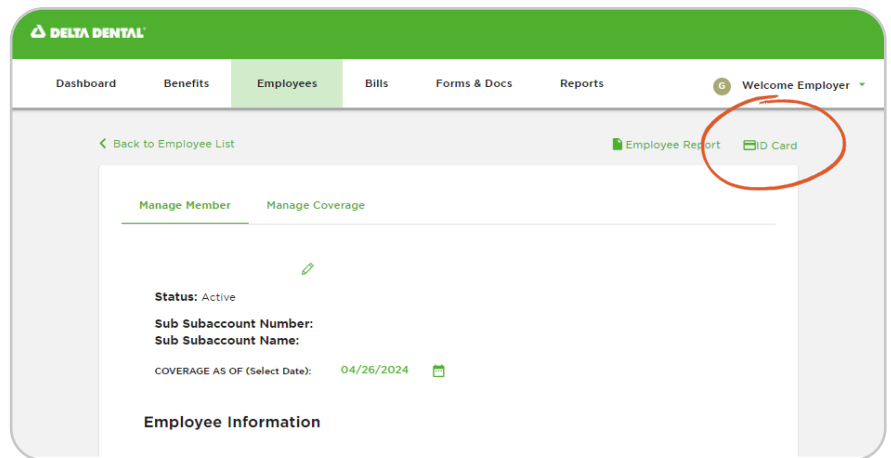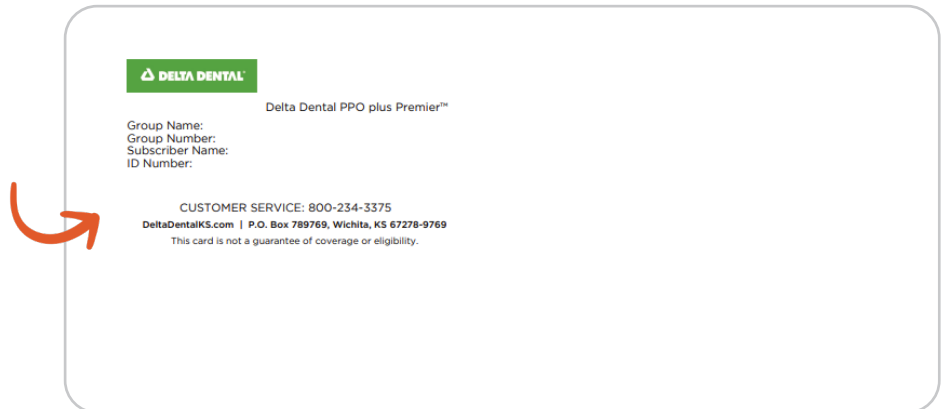
How to Access an Employee ID Card

3 Here you will see their **ID card.**

4 Once selected, a **PDF** will be generated that you can print or download and send to your employee.
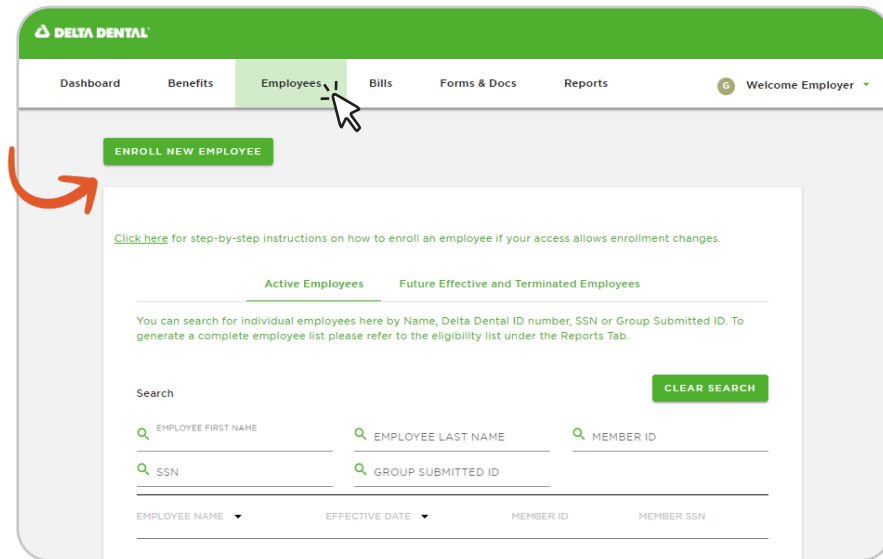
Accessing Employee ID Cards Watch Video

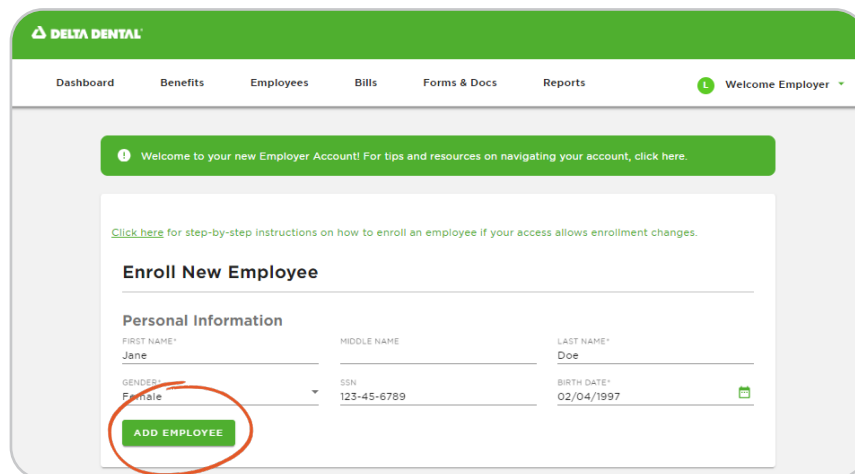Watch this video to access ID cards for your employees on the new online Employer Account.

⚑ *How to Manage Your Employees*

1 From the **Employees** tab you'll be able to manage your employees enrollment and quickly enroll an employee. Simply click **Enroll New Employee**.

2 Once you have added the required fields click **Add Employee**.

Managing Employees
Online Employer Account User Guide

3 Add any applicable dependents and enter their effective date then select **Enroll Employee**.

Enroll New Employee

Employee Information

SUB-SUBACCOUNT

FIRST NAME*
Jane

MIDDLE NAME

LAST NAME*
Doe

ID #
N/A

BIRTH DATE *
02/04/1997

GENDER*
Female

SSN*
123-45-6789

MARITAL STATUS

EMPLOYMENT STATUS*

EMPLOYEE TYPE*

UNION STATUS*
No

EMAIL

SEND EOB VIA EMAIL

ADDRESS*

ADDRESS 2

CITY*

STATE*

ZIP*

COUNTRY*
United States

☐ ENROLL IN DENTAL COVERAGE

Please make sure to check "ENROLL IN DENTAL COVERAGE" or the employee will not successfully enroll.

Dependents

REMOVE

FIRST NAME*

MIDDLE NAME

LAST NAME*

ADDRESS*   Same as Employee? ⬤   ADDRESS 2

CITY*

STATE*

ZIP*

COUNTRY*
United States

RELATIONSHIP*

DOB*

SSN

GENDER*

⊕ Add

Plan Information

SUBACCOUNT NAME*

SUBACCOUNT NUMBER*

EFFECTIVE ON*
04/26/2024

QUALIFYING EVENT*
Group Request

ENROLL EMPLOYEE

CANCEL

4 Back to the **Employees** tab, you'll be able to quickly search for your employees by **First Name, Last Name, Member ID, Social Security Number or Group Submitted ID**.

You won't need all of these fields to search, you can simply type in their **First or Last Name to search**.

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Dashboard   Benefits   **Employees**   Bills   Forms & Docs   Reports   G Welcome Employer ▾

ENROLL NEW EMPLOYEE

Click here for step-by-step instructions on how to enroll an employee if your access allows enrollment changes.

Active Employees   Future Effective and Terminated Employees

You can search for individual employees here by Name, Delta Dental ID number, SSN or Group Submitted ID. To generate a complete employee list please refer to the eligibility list under the Reports Tab.

Search   CLEAR SEARCH

🔍 EMPLOYEE FIRST NAME   🔍 EMPLOYEE LAST NAME   🔍 MEMBER ID

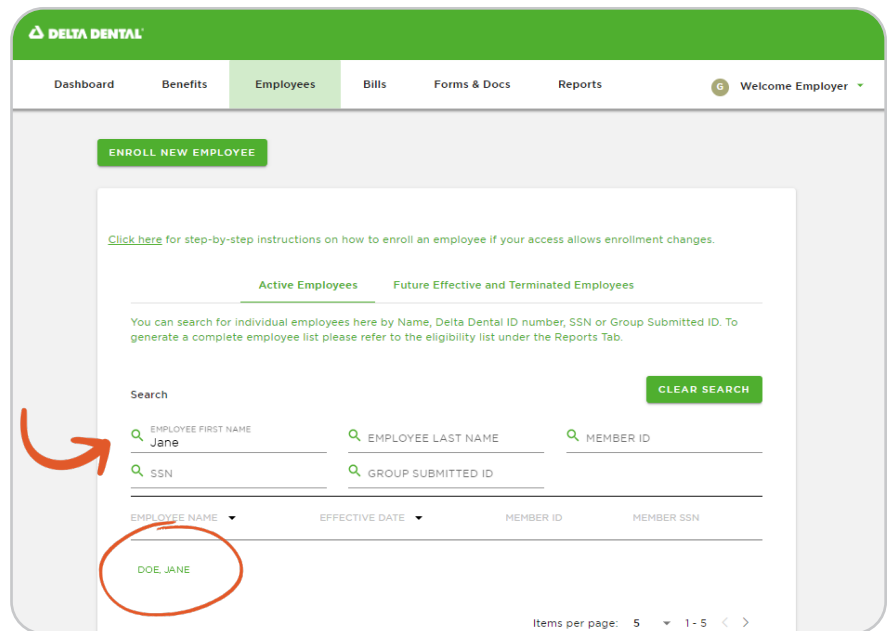🔍 SSN   🔍 GROUP SUBMITTED ID

EMPLOYEE NAME ▾   EFFECTIVE DATE ▾   MEMBER ID   MEMBER SSN
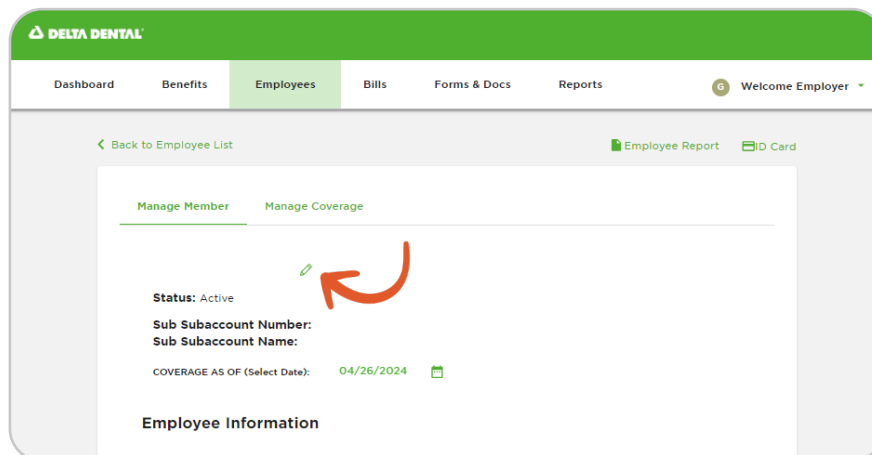
How to Manage Your Employees

5 After finding the employee you are looking for, click **their name**.

6 You will be able to edit the employee's information by selecting the **pencil icon** next the their name.

Managing Employees
Online Employer Account User Guide

How to Manage Your Employees

7 You can also **add a dependent for an employee**. Once you have made your edits, select **Save**.

8 On the employees page, select **Manage Coverage** and then the **pencil icon**.

How to Manage Your Employees

9 From there you can **terminate dental coverage, enter employee's effective date, add or terminate coverage for a dependent** and or **change the plan type**.

Once you have made your changes, click **Save**.
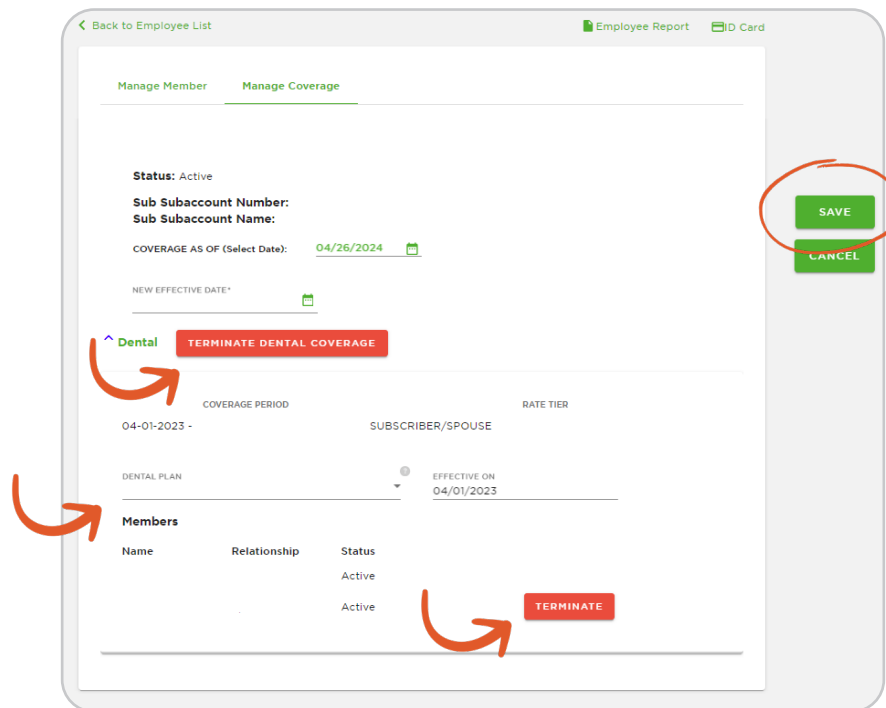
Managing Employees   **Watch Video**

Watch this video to see how to manage your employees on the new online Employer Account.

Termination Dates - Formatting Change

As part of the Technology Upgrade, Delta Dental of Kansas will be using a "to" date rather than a "through" date in regards to termination of coverage, **but what does that mean?**

The Termination Date will now be entered as the first date without coverage, i.e the date after coverage has ended. Currently, coverage is active through a particular date:

Currently, coverage is active through a particular date.

> Termination date = 12/31/2024
> 1/1/2024 **THROUGH** 12/31/2024. Last day of coverage is 12/31/2024.

Following our technology upgrade, it will be required to enter the date **AFTER** the last date of coverage or date up to which coverage was active.

> Termination date = 1/1/2025
> 1/1/2024 **TO** (but not including) 1/1/2025. Last day of coverage is still 12/31/2024.

(The termination date is now the first day without coverage)

The dates a member is covered haven't changed, this is just a formatting change as part of our upgrade.

Termination Dates Formatting Change   Watch Video

Watch this video to learn more about termination dates.

Setting Up ACH Payment Online
Online Employer Account User Guide

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⭐ *How to Set Up ACH Payment Online*

1 Click on the **Bills** tab where you can view your **current**, **recent** and **historical bills**.

2 To set up an ACH payment, click **Sign up now**.
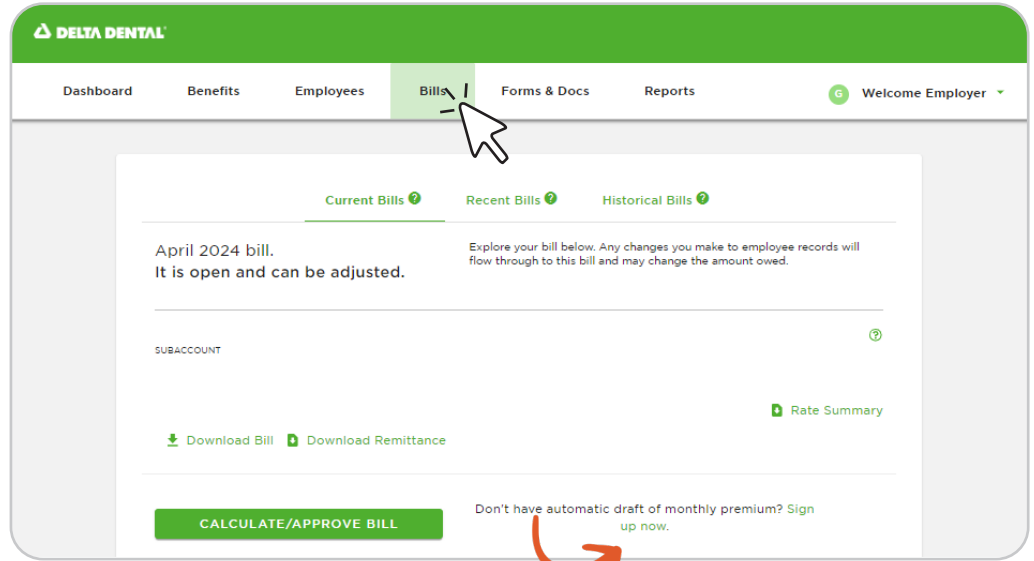
3 Select your account type and input your routing/account number.

4 Check the box to show that you understand the authorization for the ACH and click **Sign Up**.
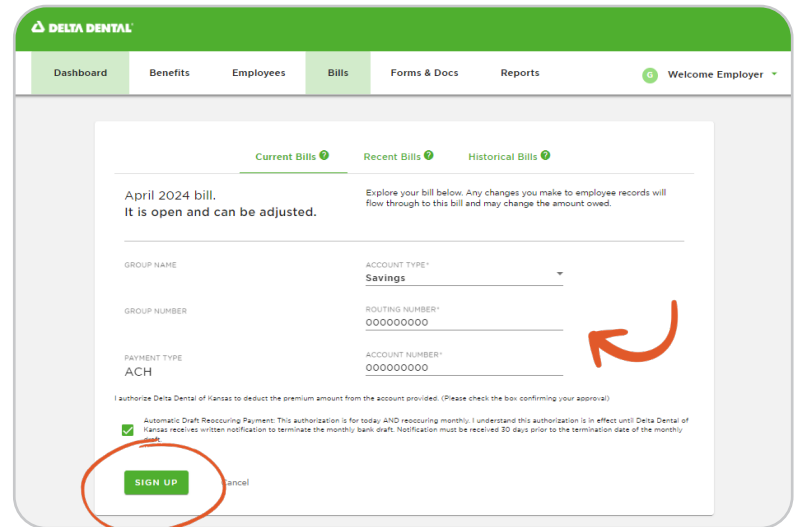
▶ *Setting Up ACH Payment Online*   Watch Video

Watch this video on how to set up ACH Payment online on the new online Employer Account.

Forms & Docs
Online Employer Account User Guide

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★ *How to Access Forms & Docs*

1 You can view helpful forms and documents in categories by selecting the **Forms & Docs Tab** in the navigation bar.

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| Dashboard | Benefits | Employees | Bills | Forms & Docs | Reports | | ⑤ Welcome Employer ▾ |

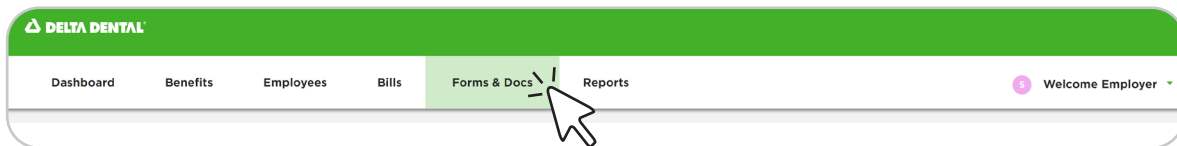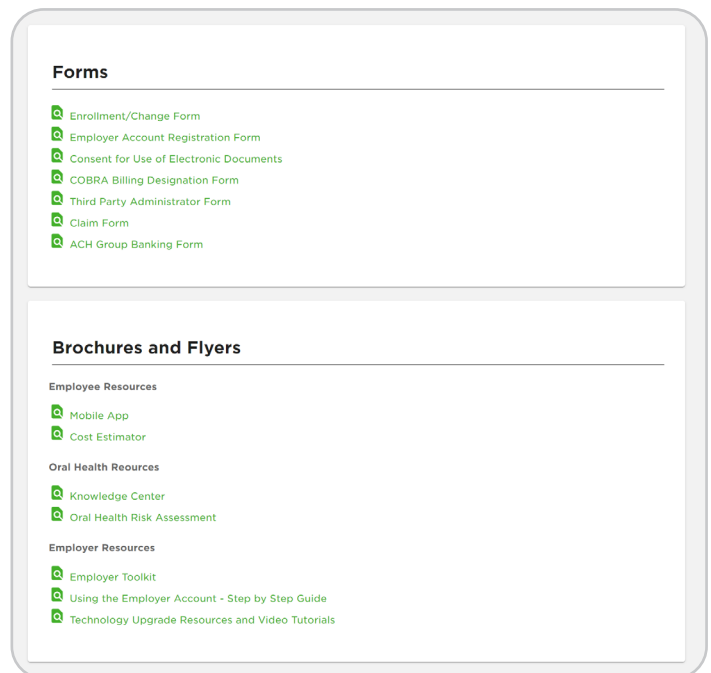**2** Under the **Forms** section, you will find the Enrollment Change Form, Employer Account Registration Form, Claim Form, and more!

Forms

- Enrollment/Change Form
- Employer Account Registration Form
- Consent for Use of Electronic Documents
- COBRA Billing Designation Form
- Third Party Administrator Form
- Claim Form
- ACH Group Banking Form

3 Under **Brochures and Flyers**, you will find the Employee Resources, Oral Health Resources, Employer resources and more.

Brochures and Flyers

Employee Resources
- Mobile App
- Cost Estimator

Oral Health Reources
- Knowledge Center
- Oral Health Risk Assessment

Employer Resources
- Employer Toolkit
- Using the Employer Account - Step by Step Guide
- Technology Upgrade Resources and Video Tutorials
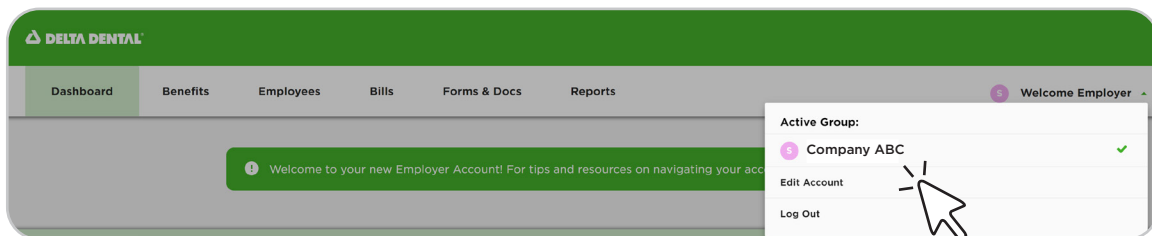
▶ *Forms & Docs* [Watch Video]

Watch this video to view forms and documents that will be available to you on the new online Employer Account.

Updating Account Information

Online Employer Account User Guide

How to Update Your Account Information

1 Underneath name, you can see a list of all your active groups. You also can edit your account information by clicking on your name and selecting **Edit Account.**

2 Quickly update your first name, last name, and/or email address under **Edit Account.**

3 Here you can also reset your password by clicking **Reset Password.**

Updating Account Information Watch Video

Watch this video to learn how to update your account information on the new online Employer Account.

Visit our Technology Upgrade Webpage

Upgrade Page

Our new layout gives easier navigation throughout your new online employer account. Right from the navigation bar you are able to find a patient, view claims, view payments, access documents, and more!

Updates

View updates and all communications about our technology upgrade.

Online Trainings

Register for online trainings! These sessions will cover everything you need to know about using your online employer account. Register now at DeltaDentalKS.com/Upgrade.

Text Alerts

Receive notifications on the most up-to-date information on our technology upgrade, videos, educational resources, and online trainings by signing up for text alerts.

Helpful Videos

Access helpful videos that show you all functionality and how to navigate your online employer account.

Educational Materials

Access educational materials and a comprehensive user guide on how to navigate your online employer account.

Client Help Desk
Online Employer Account User Guide

Contact Us

We're here to help! We are upgrading our technology to continue to provide best-in-class service to our customers. We're committed to keeping you informed throughout the process.

Contact your Account Representative or the Client Help Desk at upgrade@deltadentalks.com with any questions you have about your new online employer account.

CLIENT HELP DESK
800-264-9462
Email – upgrade@deltadentalks.com

We look forward to serving you better!