



DELTA DENTAL OF KANSAS TECHNOLOGY UPGRADE

ONLINE EMPLOYER ACCOUNT USER GUIDE

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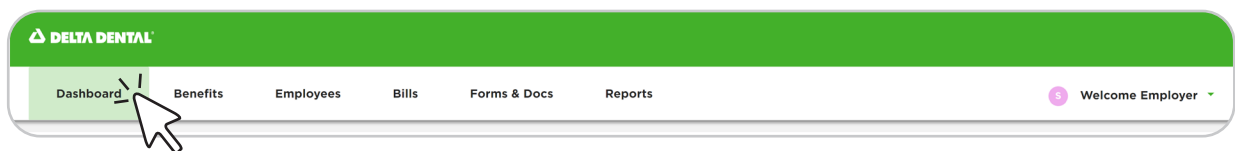
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Dashboard Overview

Online Employer Account User Guide

Navigating the Dashboard

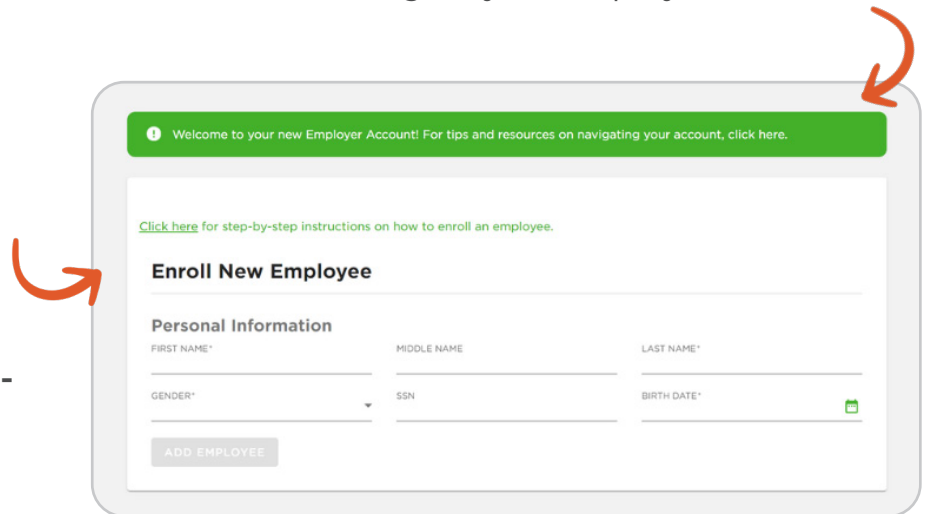
- 1 Our new layout provides easier navigation throughout your new online Employer Account. Right from the navigation bar, you are able view benefits, employees, bills, and more!



- 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.

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



Dashboard Overview [Watch Video](#)

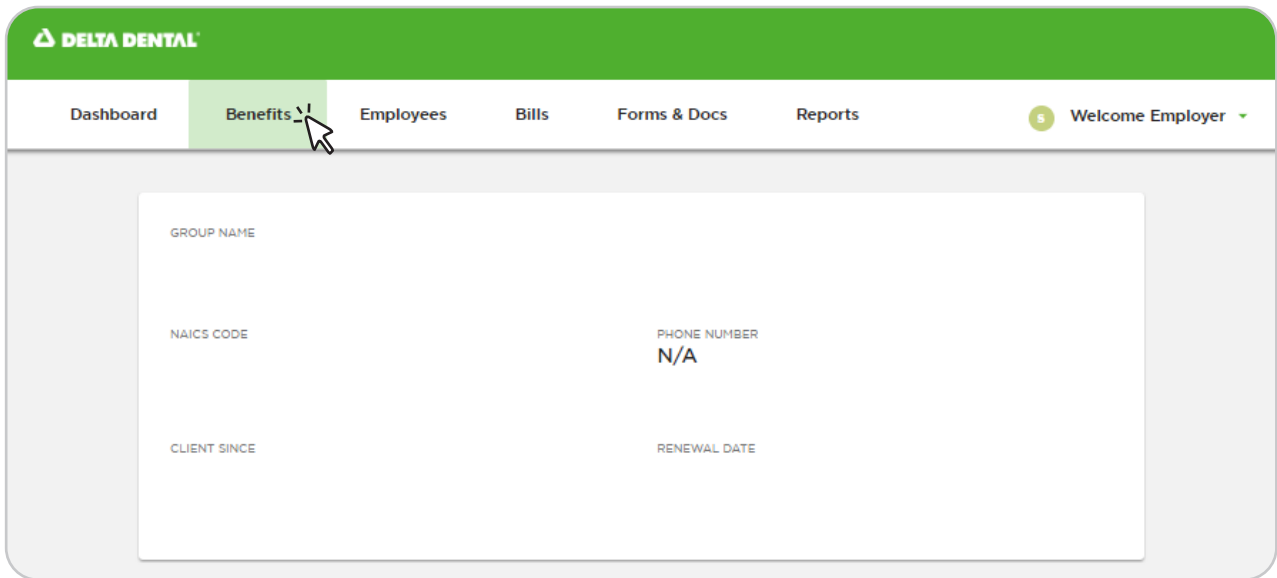
Watch this video to learn how to navigate the new online Employer Account Dashboard.

Benefits Tab

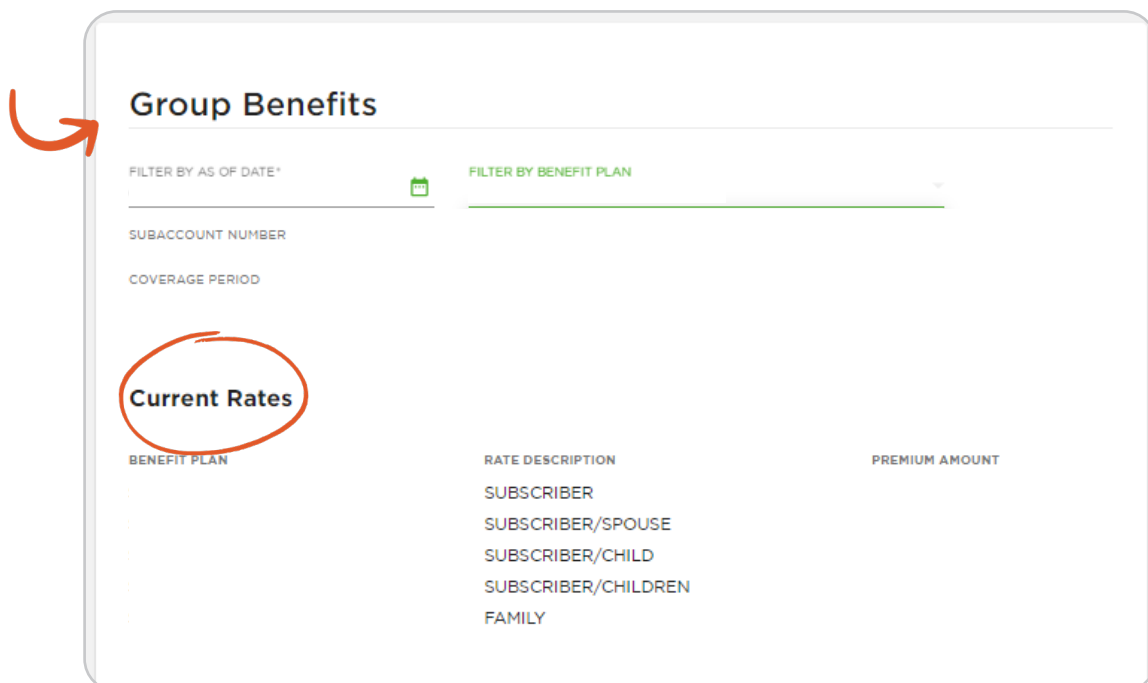
Online Employer Account User Guide

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.




Benefits Tab

Online Employer Account User Guide


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.

Accessing Employee ID Cards

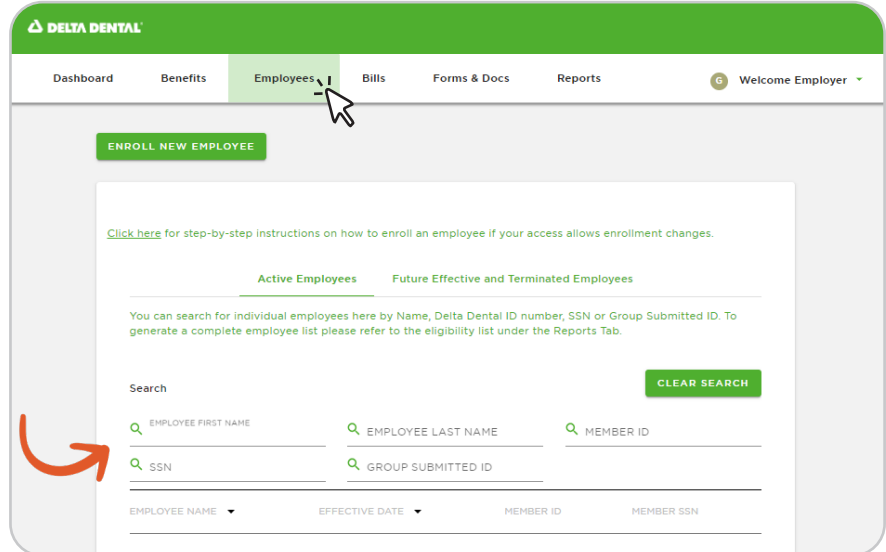
Online Employer Account User Guide

★ 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.



DELTA DENTAL

Dashboard Benefits **Employees** Bills Forms & Docs Reports 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

EMPLOYEE FIRST NAME EMPLOYEE LAST NAME MEMBER ID

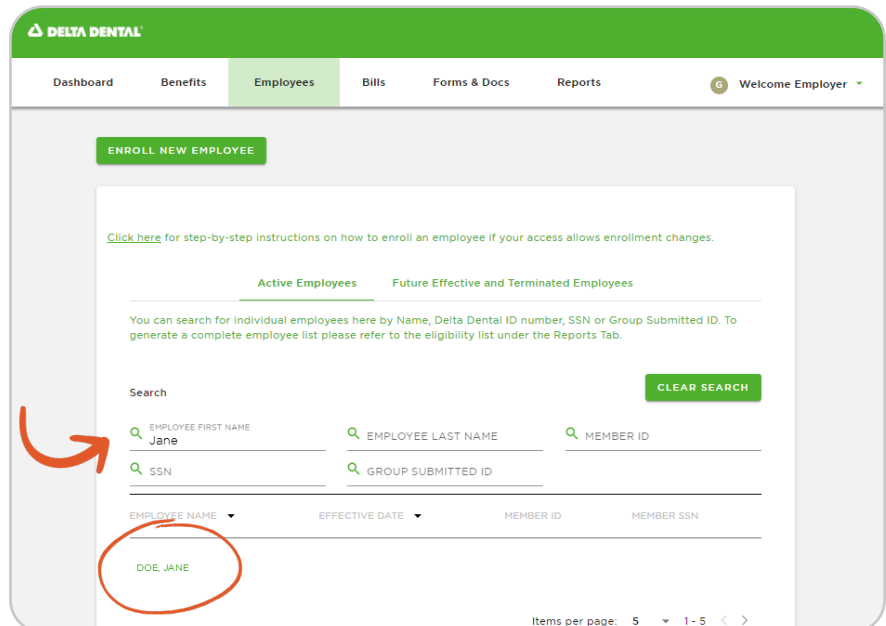
SSN GROUP SUBMITTED ID

CLEAR SEARCH

EMPLOYEE NAME EFFECTIVE DATE MEMBER ID MEMBER SSN

2

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



DELTA DENTAL

Dashboard Benefits **Employees** Bills Forms & Docs Reports 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

EMPLOYEE FIRST NAME Jane EMPLOYEE LAST NAME MEMBER ID

SSN GROUP SUBMITTED ID

CLEAR SEARCH

EMPLOYEE NAME EFFECTIVE DATE MEMBER ID MEMBER SSN

DOE, JANE

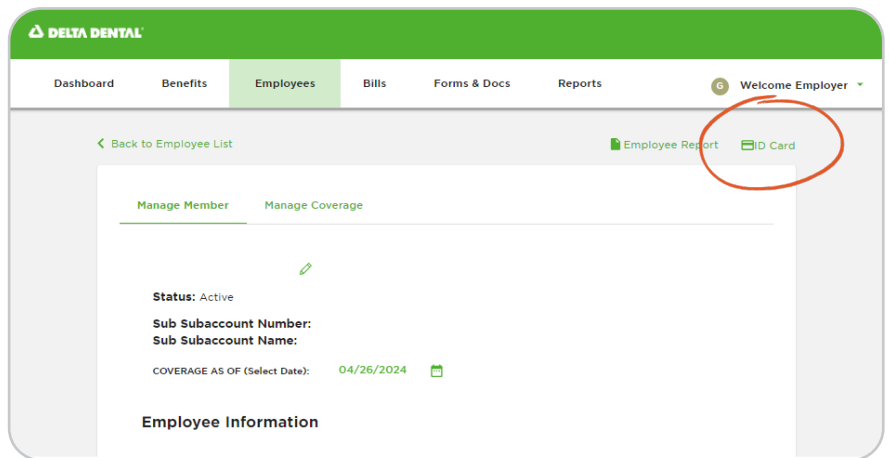
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Accessing Employee ID Cards

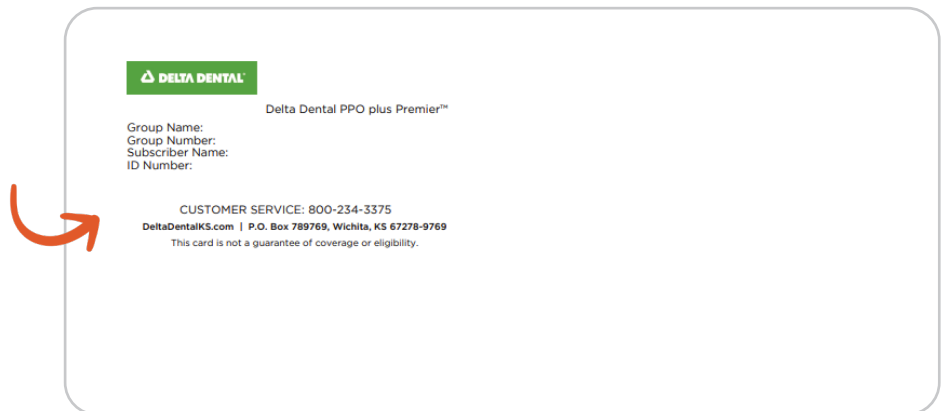
Online Employer Account User Guide

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.

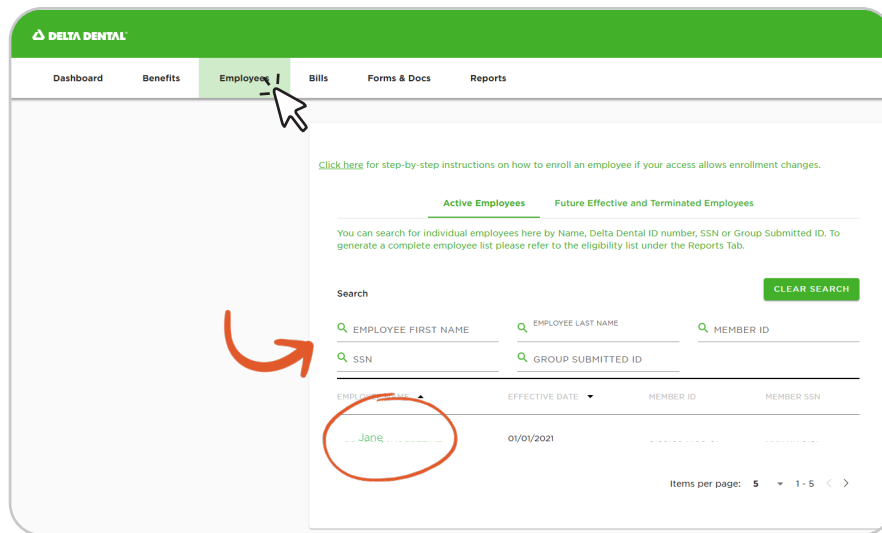
Request ID Cards

Online Employer Account User Guide

How to Request ID Cards to be Mailed to a Member

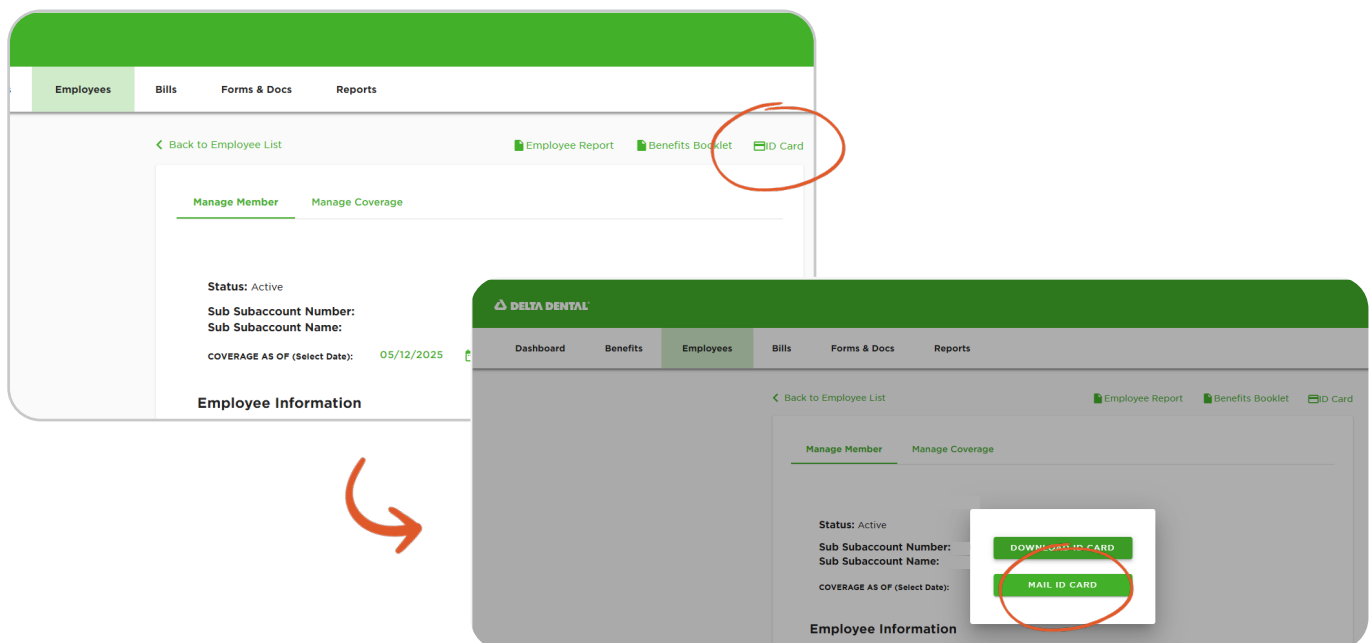
1

From the Dashboard, click the **Employees tab**. Search for the member by last name or other identifiers then click their name.



2

Click **ID Card** in the top right corner. When the pop up appears, select **Mail ID Card**.

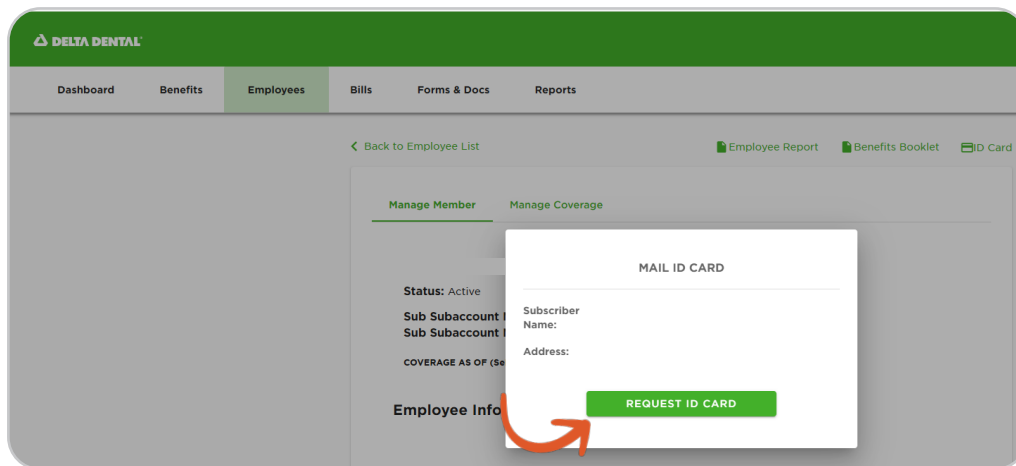


Request ID Cards

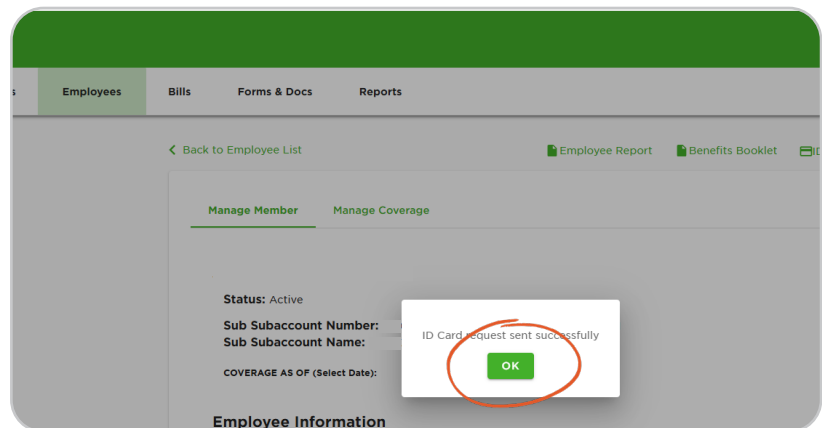
Online Employer Account User Guide

★ How to Request ID Cards to be Mailed to a Member

- 3 Review the member name and address then simply click **Request ID Card** to mail the new card.



- 4 You will see a pop up confirming that the ID Card request was sent successfully. To exit, select **OK**.



▶ Request ID Cards [Watch Video](#)

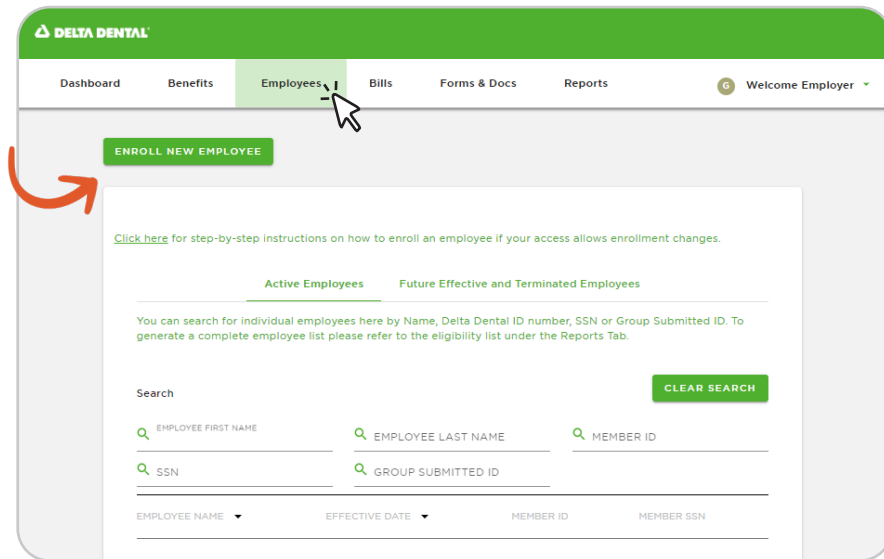
Watch this video to view how to request ID cards to be mailed to a member on the online Employer Account.

Managing Employees

Online Employer Account User Guide

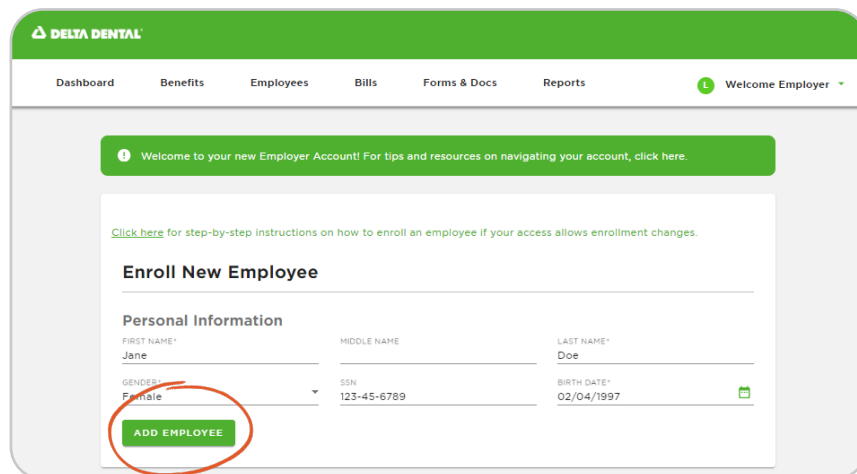
★ How to Manage Your Employees

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



The screenshot shows the Delta Dental online employer account interface. The top navigation bar includes 'Dashboard', 'Benefits', 'Employees', 'Bills', 'Forms & Docs', and 'Reports'. The 'Employees' tab is selected. Below the navigation bar, there is a green button labeled 'ENROLL NEW EMPLOYEE' which is highlighted with a red arrow. Below this button, there is a link: 'Click here for step-by-step instructions on how to enroll an employee if your access allows enrollment changes.' Below the link, there are two tabs: 'Active Employees' and 'Future Effective and Terminated Employees'. Below the tabs, there is a search section with the text: '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.' Below the search text, there are search fields for 'EMPLOYEE FIRST NAME', 'EMPLOYEE LAST NAME', 'MEMBER ID', 'SSN', and 'GROUP SUBMITTED ID'. There is also a 'CLEAR SEARCH' button. At the bottom, there are dropdown menus for 'EMPLOYEE NAME', 'EFFECTIVE DATE', 'MEMBER ID', and 'MEMBER SSN'.

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



The screenshot shows the 'Enroll New Employee' form in the Delta Dental online employer account. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a green banner with a message: 'Welcome to your new Employer Account! For tips and resources on navigating your account, click here.' Below the banner, there is a link: 'Click here for step-by-step instructions on how to enroll an employee if your access allows enrollment changes.' Below the link, there is a section titled 'Enroll New Employee'. Below this section, there is a form titled 'Personal Information'. The form has fields for 'FIRST NAME*', 'MIDDLE NAME', 'LAST NAME*', 'GENDER*', 'SSN', and 'BIRTH DATE*'. The 'GENDER*' field is set to 'Female' and is highlighted with a red circle. The 'SSN' field is set to '123-45-6789' and the 'BIRTH DATE*' field is set to '02/04/1997'. Below the form, there is a green button labeled 'ADD EMPLOYEE' which is also highlighted with a red circle.

Managing Employees

Online Employer Account User Guide

★ How to Manage Your Employees

3

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

The screenshot shows the 'Enroll New Employee' form. The 'Employee Information' section includes fields for 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, and Country (United States). There is a checkbox for 'ENROLL IN DENTAL COVERAGE'. The 'Dependents' section has fields for First Name, Middle Name, Last Name, Address, City, State, ZIP, Country (United States), Relationship, DOB, SSN, and Gender. There is a 'REMOVE' button. The 'Plan Information' section has fields for Subaccount Name, Subaccount Number, Effective Date (04/26/2024), and Qualifying Event (Group Request). There is an 'Add' button. At the bottom, there is a red circle around the 'ENROLL EMPLOYEE' button and a 'CANCEL' button. An orange arrow points from the 'ENROLL IN DENTAL COVERAGE' checkbox to the 'ENROLL EMPLOYEE' button.

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

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.

The screenshot shows the Delta Dental Employees tab search interface. The top navigation bar includes Dashboard, Benefits, Employees (selected), Bills, Forms & Docs, Reports, and a Welcome Employer dropdown. The main content area has a green 'ENROLL NEW EMPLOYEE' button. Below it, there is a link to 'Click here for step-by-step instructions on how to enroll an employee if your access allows enrollment changes.' The search section has two tabs: 'Active Employees' and 'Future Effective and Terminated Employees'. Below the tabs, there is a message: '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.' The search fields include Employee First Name, Employee Last Name, Member ID, SSN, and Group Submitted ID. There is a 'CLEAR SEARCH' button. At the bottom, there are dropdowns for Employee Name, Effective Date, Member ID, and Member SSN. An orange arrow points from the search fields to the 'ENROLL NEW EMPLOYEE' button.

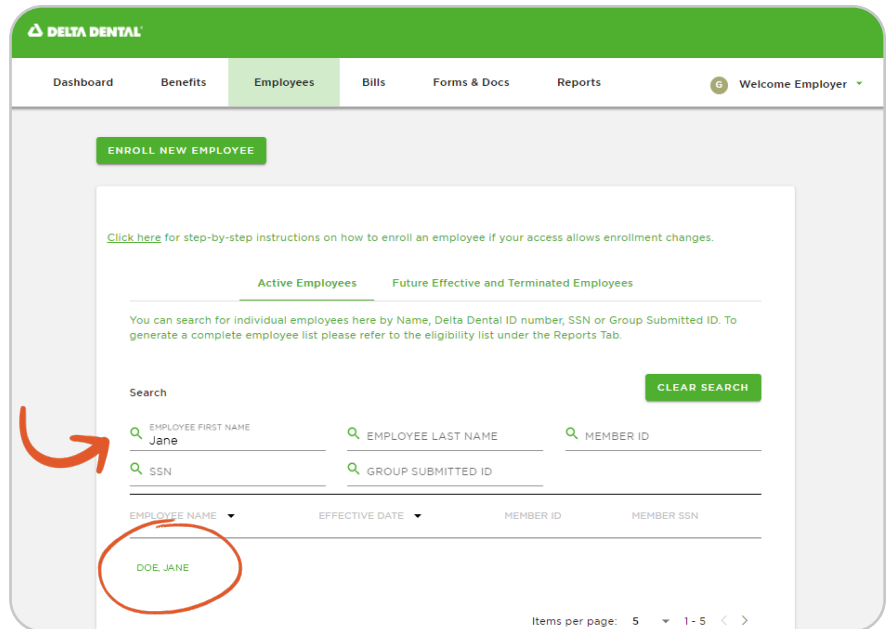
Managing Employees

Online Employer Account User Guide

How to Manage Your Employees

5

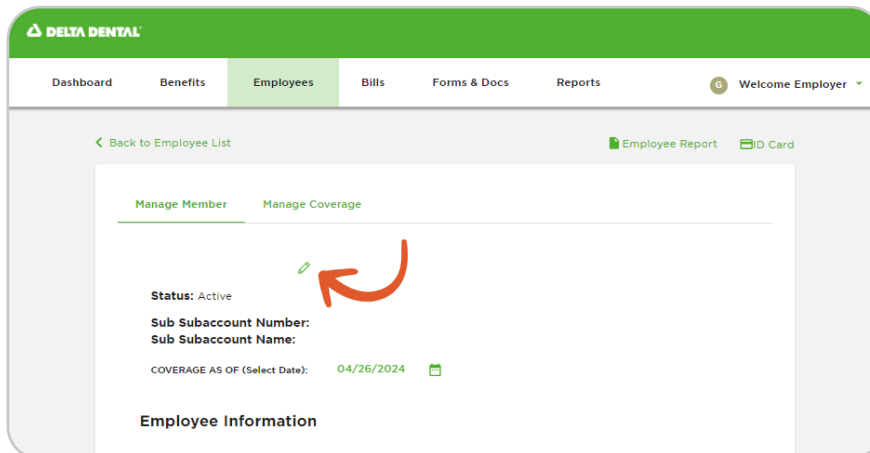
After finding the employee you are looking for, click **their name**.



The screenshot shows the Delta Dental online employer account interface. The 'Employees' tab is selected in the top navigation bar. Below the navigation bar, there is a green button labeled 'ENROLL NEW EMPLOYEE'. A link provides instructions on how to enroll an employee. Below this, there are two tabs: 'Active Employees' and 'Future Effective and Terminated Employees'. A search section allows users to search for individual employees by Name, Delta Dental ID number, SSN, or Group Submitted ID. A red arrow points to the search input field where 'Jane' is entered. Below the search results, a table lists employees. The first entry, 'DOE, JANE', is circled in red. The table columns include Employee Name, Effective Date, Member ID, and Member SSN. The bottom right corner shows 'Items per page: 5' and a pagination control.

6

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



The screenshot shows the Delta Dental online employer account interface for an individual employee. The 'Employees' tab is selected in the top navigation bar. Below the navigation bar, there are links for 'Back to Employee List', 'Employee Report', and 'ID Card'. The main content area has two tabs: 'Manage Member' and 'Manage Coverage'. The 'Manage Member' tab is active. Below the tabs, there is a section for 'Employee Information'. A red arrow points to a pencil icon next to the employee name, indicating that the employee's information can be edited. The employee information includes: Status: Active, Sub Subaccount Number, Sub Subaccount Name, and COVERAGE AS OF (Select Date): 04/26/2024.

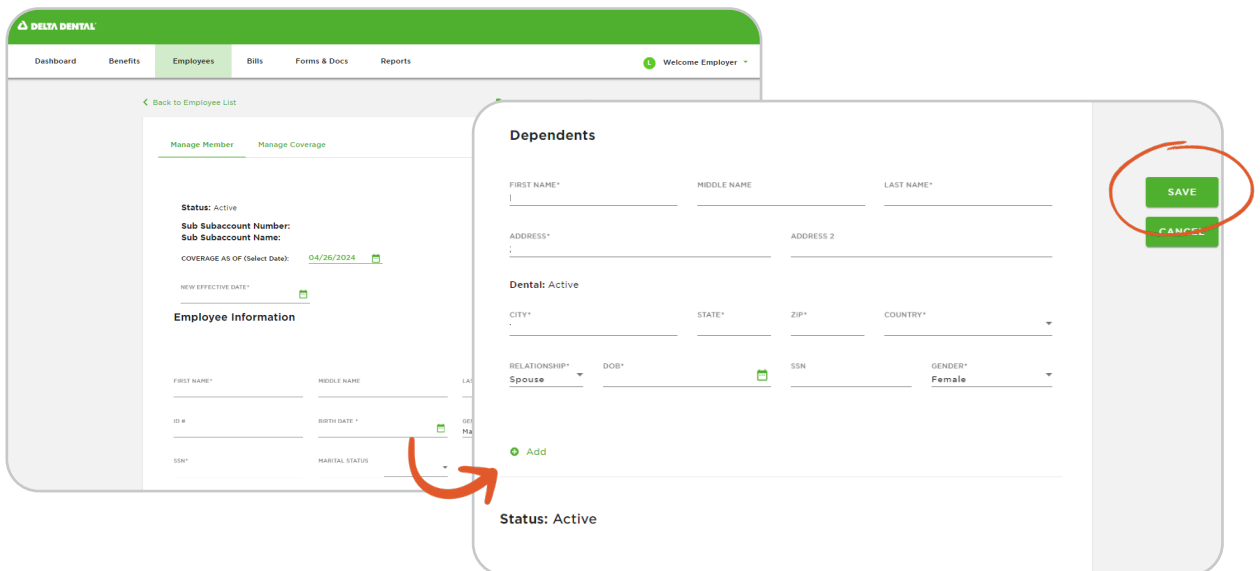
Managing Employees

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**.



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

Back to Employee List

Manage Member Manage Coverage

Status: Active
Sub Subaccount Number:
Sub Subaccount Name:
COVERAGE AS OF (Select Date): 04/26/2024
NEW EFFECTIVE DATE:

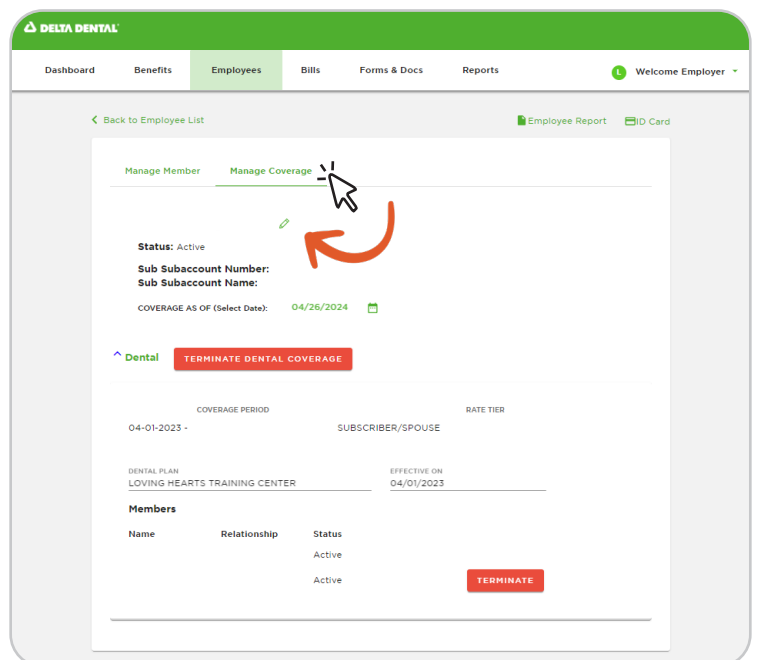
Employee Information

FIRST NAME* MIDDLE NAME LAST NAME*
ADDRESS* ADDRESS 2
CITY* STATE* ZIP* COUNTRY*
RELATIONSHIP* DOB* SSN GENDER*
Spouse
Add
Status: Active

SAVE
CANCEL

8

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



DELTA DENTAL

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

Back to Employee List Employee Report ID Card

Manage Member **Manage Coverage**

Status: Active
Sub Subaccount Number:
Sub Subaccount Name:
COVERAGE AS OF (Select Date): 04/26/2024

Dental TERMINATE DENTAL COVERAGE

COVERAGE PERIOD RATE TIER
04-01-2023 - SUBSCRIBER/SPOUSE

DENTAL PLAN EFFECTIVE ON
LOVING HEARTS TRAINING CENTER 04/01/2023

Members

Name	Relationship	Status
		Active
		Active

TERMINATE

Managing Employees

Online Employer Account User Guide

★ 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**.

Back to Employee List Employee Report ID Card

Manage Member Manage Coverage

Status: Active
Sub Subaccount Number:
Sub Subaccount Name:
COVERAGE AS OF (Select Date): 04/26/2024
NEW EFFECTIVE DATE*
Dental TERMINATE DENTAL COVERAGE
COVERAGE PERIOD 04-01-2023 -
SUBSCRIBER/SPOUSE
RATE TIER
DENTAL PLAN
EFFECTIVE ON 04/01/2023
Members
Name Relationship Status
Active
Active
TERMINATE
SAVE
CANCEL

▶ Managing Employees [Watch Video](#)

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

Termination Dates

Online Employer Account User Guide



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.

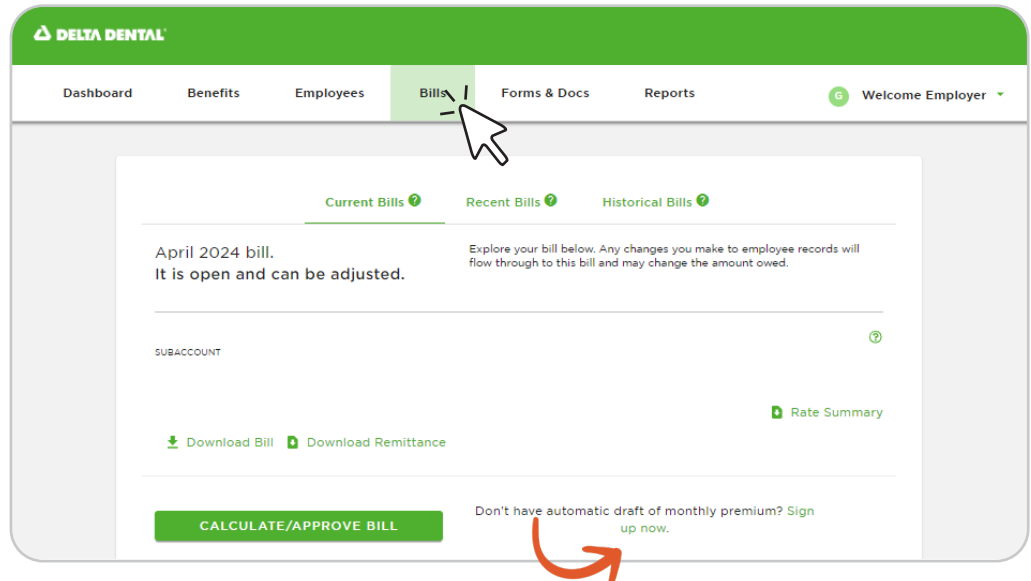
Setting Up ACH Payment Online

Online Employer Account User Guide

★ How to Set Up ACH Payment Online

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

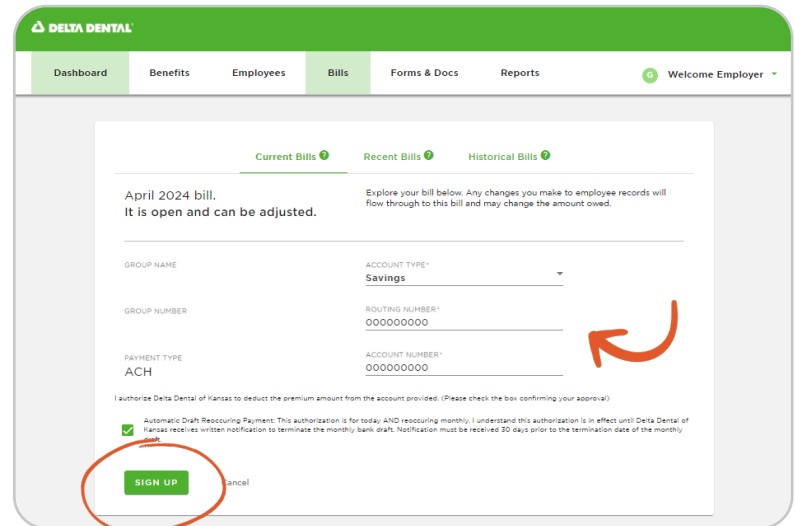
2 To set up an ACH payment, click **Sign up now**.



The screenshot shows the Delta Dental online interface. The 'Bills' tab is selected in the top navigation bar. Below the navigation bar, there are three tabs: 'Current Bills', 'Recent Bills', and 'Historical Bills'. The 'Current Bills' tab is active, displaying a message: 'April 2024 bill. It is open and can be adjusted.' Below this message, there is a 'SUBACCOUNT' field and a 'Rate Summary' link. At the bottom of the page, there is a green button labeled 'CALCULATE/APPROVE BILL' and a link that says 'Don't have automatic draft of monthly premium? Sign up now.' An orange arrow points from the 'Sign up now' link to the next screenshot.

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**.



The screenshot shows the Delta Dental online interface for setting up ACH payment. The 'Bills' tab is selected in the top navigation bar. Below the navigation bar, there are three tabs: 'Current Bills', 'Recent Bills', and 'Historical Bills'. The 'Current Bills' tab is active, displaying a message: 'April 2024 bill. It is open and can be adjusted.' Below this message, there is a 'SUBACCOUNT' field and a 'Rate Summary' link. At the bottom of the page, there is a green button labeled 'CALCULATE/APPROVE BILL' and a link that says 'Don't have automatic draft of monthly premium? Sign up now.' An orange arrow points from the 'Sign up now' link to the next screenshot.

▶ Setting Up ACH Payment Online

Watch Video

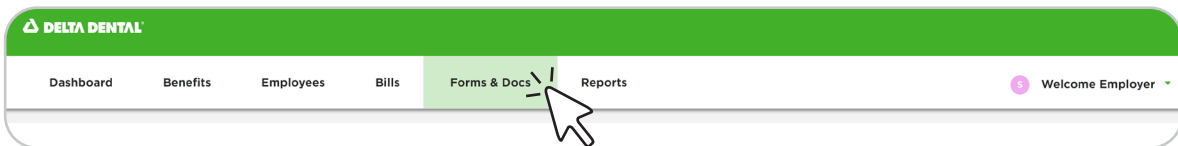
Watch this video on how to set up ACH Payment online on the new online Employer Account.

Forms & Docs

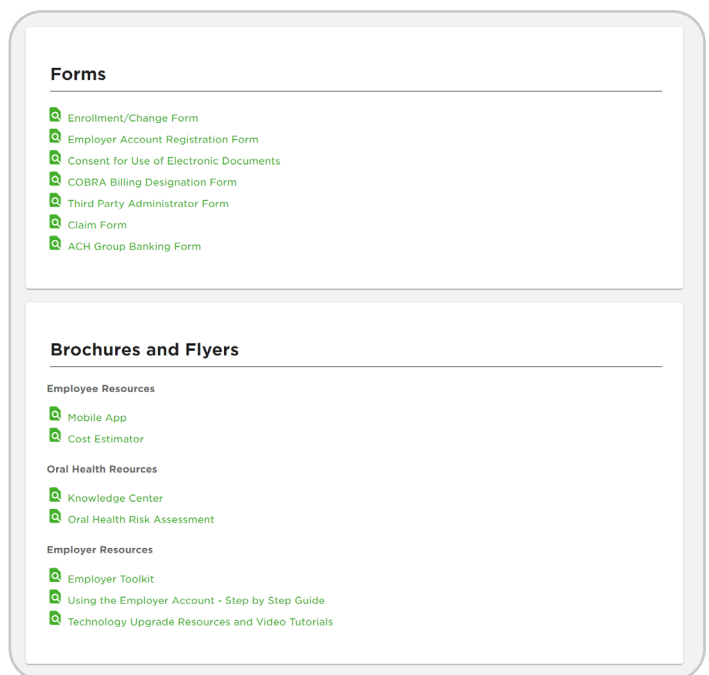
Online Employer Account User Guide

★ 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.



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



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



Forms & Docs [Watch Video](#)

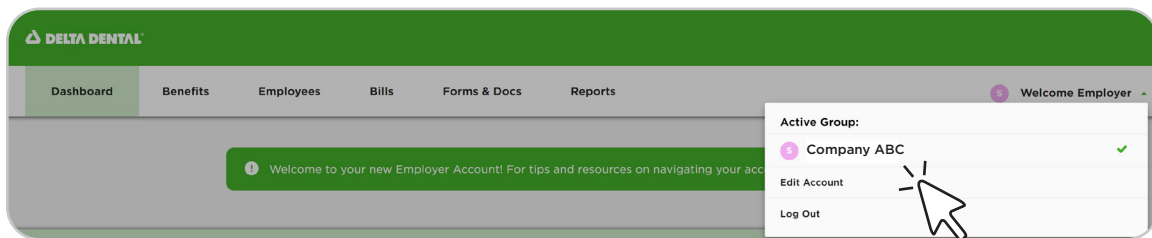
Watch this video to view forms and documents that will be available to you on the new online Employer Account.

Updating Account Information

Online Employer Account User Guide

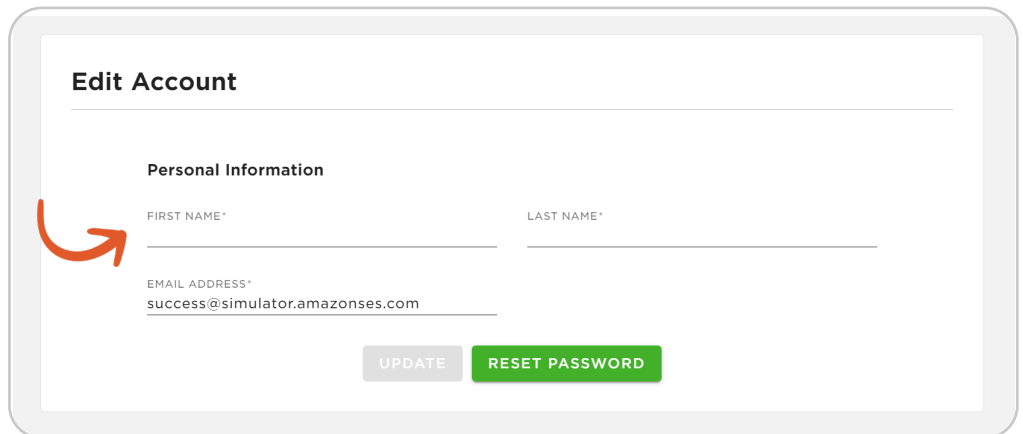
How to Update Your Account Information

- 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.

Contact Us

Online Employer Account User Guide



Contact Us

We're here to help! We upgraded our technology to continue to provide best-in-class service to our customers. We're committed to keeping you informed.

Contact your Account Executive with any questions you have about your online employer account.

CONTACT FORM

DeltaDentalKS.com/Contact