

Employer Connection FAQs

Registration:

How do I register?

Go to www.deltadentalaz.com/employer. In the login box, click **New to Delta Dental – Enroll Here**.

Note: You will need your group number to sign up.

How long does it take for my registration to be activated?

It can take up to 48 hours for your registration to be activated.

How am I notified that my registration has been activated?

You will receive an email stating the login is now active.

How do I give access to my staff or my broker?

Email Kim Miner at kminer@deltadentalaz.com and ask to add account administration to your login. This feature will be added to your existing login and will allow you to add and maintain additional users for your employer group.

What if I have questions regarding my registration?

Contact Kim Miner at 602.938.3131 ext. 3610 or email kminer@deltadentalaz.com.

Billing Invoices:

How do I view the detailed information on my self-funded invoice?

Self-funded invoices are generated with a summary invoice showing the amount billed (claims and admin) for all locations. The summary invoice is displayed when you initially click on the Billing tab. To view this invoice, click on the date under Billing Period.

There are also detailed invoices of each location showing the members enrolled and claims billed. To view the detailed invoices, click on the + sign and it will open up the detailed invoices for each location under the master group number.

Are the invoices available in Excel format?

Yes, please email Kim Miner at kminer@deltadentalaz.com. She will send the instructions to receive your invoice in Excel format.

What invoice delivery options are available?

Invoices can be delivered via email notification, fax or USPS. Our groups are standardly set to receive a paper invoice via USPS.

Can I make a payment online?

Yes, but not thru the Employer Connection. To make a payment online, visit http://www.deltadentalaz.com/employer/emp_payment.asp. Payment is accepted via electronic check or credit card. Note: There is a 5% processing fee to pay by credit card.

Online Enrollment:

What is the member number?

The member number is the employee's Social Security Number.

How do I order an ID card for an employee?

Follow these steps to order an ID card on an employee's behalf:

1. Type the employee's last name in the search box on the Online Enrollment homepage and select the Last Name radio button.
2. Click **Search**.
3. Click **ID Card** to the right of the employee's name.
4. Verify the employee's address and click **Confirm**. You will get a confirmation that the card(s) were ordered.

How do I change an employee's address?

Follow these steps to change an employee's address:

1. Type the employee's last name in the search box on the Online Enrollment homepage and select the Last Name radio button.
2. Click **Search**.
3. Click **Modify** to the right of the employee's name.
4. In the box in the middle of the screen, change the employee's address and click **Save Changes**. You will get a confirmation that our system was updated.

Is there a delay from when enrollments are entered and when the system is updated?

No, our system is immediately updated once the confirmation screen appears.

How do I move an employee into the COBRA location (or into another location)?

Follow these steps to make an employee group number change:

1. Type the employee's last name in the search box on the Online Enrollment homepage and select the Last Name radio button.
2. Click **Search**.
3. Click **Modify** to the right of the employee's name.
4. Click the **Additional Modifications** tab and use the drop-down arrow to select the group number you are moving the employee into.
5. In the box in the middle of the screen, make sure to select any dependents that will be moving into the new group number by clicking on the box to the left of the dependent's name.
6. Type the effective date for the group number change.
7. Click **Submit**.
8. Review the information and click **Confirm**. Print out the confirmation for your records.

How do I move a dependent that has dropped off the employee's policy and into the cobra policy?

Follow these steps:

1. On the Online Enrollment homepage, click **Enroll Employee** to the right of the COBRA group number.
2. Fill out the form to include the dependent's name, date of birth, SSN, address and effective date for COBRA.
3. Click **Submit**.
4. Review the information and click **Confirm**. Print out the confirmation for your records.

How do I terminate an employee?

Follow these steps to terminate an employee's coverage:

1. Type the employee's last name in the search box on the Online Enrollment homepage and select the Last Name radio button.
2. Click **Search**.
3. Click **Terminate** to the right of the employee's name.
4. Type the term date in the appropriate field and click **Submit**.
5. Review the information and click **Confirm**. Print out the confirmation for your records.

How do I terminate a dependent only?

Follow these steps to terminate a dependent's coverage:

1. Type the employee's last name in the search box on the Online Enrollment homepage and select the Last Name radio button.
2. Click **Search**.
3. Click **Modify** to the right of the employee's name.
4. Select the dependent you need to terminate by clicking on the dependent's name in the box at the top of the screen.
5. Click the **Terminate** tab and type the term date in the appropriate field.
6. Click **Submit**.
7. Review the information and click **Confirm**. Print out the confirmation for your records.

Do I need to send the enrollment/change form to Delta Dental once I complete the enrollment/change online?

No, please keep these documents for your records.

Eligibility List:

Where can I see a report that lists all of the enrolled members?

Follow these steps to view the eligibility list:

1. On the Employer Connection homepage, click **Eligibility List**.
2. The report defaults to today's date. To change this to a different date, click on the calendar and make your selection.
3. Use the drop-down arrow to select the group number you want the report on.
4. Answer the questions to format your report.
5. Click **Submit**. It will take a few seconds to run the report.

Additional Questions:

What if I need help entering the enrollment or have a question about the Employer Connection?

Contact Kim Miner at 602.938.3131 ext. 3610 or kminer@deltadentalaz.com.