

Welcome to the Online Enrollment Tool

Use this guide to walk you through different features of the tool.

Need Help? Call the Group Administration Team at (800) 403-6101.

Setup	pages 1-4
Dashboard	pages 5-6
Add Member	page 6-7
Add Dependent	page 8
Search Member	page 9
Recent Activity	page 9
Terminate Member/Dependent	page 10
Reinstate Member/Dependent	pages 11-12
Subgroup Changes	page 13
Invoices	page 14
Documents	page 15
Print/Email ID Cards	page 16
History	page 17

Setup

<https://www.deltadentalwa.com/producer/resources/online-enrollment-information>

Applying for Access:

- Complete the Online Enrollment Application.
- Email it to onlineapplications@deltadentalwa.com or fax to: (206) 528-2342.

NOTE: The application should be signed by the current contract owner or authorized executive.

User Type	Name	Email	Access to All Subgroups?	Which Subgroups Does User Have Access To?
Group Physical Contact			<input type="checkbox"/> Yes	
Group Billing Contact			<input type="checkbox"/> Yes	
Contact Additional			<input type="checkbox"/> Yes	
Contact Additional			<input type="checkbox"/> Yes	

Logging in:

Our system will update July 2022 to a different system.

On the first time logging in after the update, all existing users will receive the Forgot your Password pop-up.

Enter your username, check the “I’m not a robot” box, and click continue.

A confirmation code will be sent via email to the group address associated with the username.

Enter the code and click continue.

Enter a new password, which must contain at least 8 characters and must meet at least three of the four following conditions:

- Uppercase
- Lowercase
- Number
- Special Character

Passwords must match and will show a green “Looks Good!” if all criteria are met.

Click FINISH to continue.

Once the password has been successfully updated, click “Show Sign In.” The registration section will appear. Sign in with your username and your new password.

Accept the Terms and Conditions to move on.

Set up for new account validation:

Once your account is set up, we'll send you two emails to complete the registration.

An email will be generated during the registration process to complete your registration.



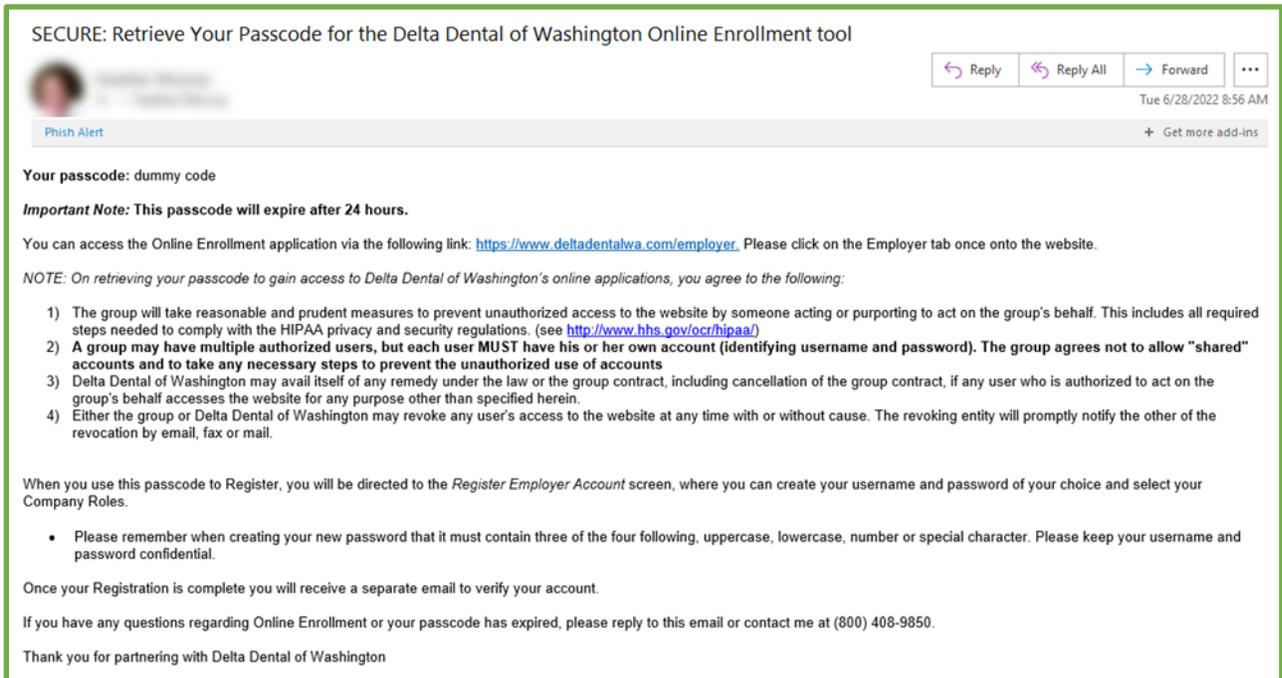
Welcome to Delta Dental of Washington

Register

Please click the link below to start your registration process.

[Start Registration](#)

A second email will be sent containing the passcode to complete the username and password process.



Accept the Terms and Conditions to move on.

Change Your Password

- Enter your permanent password.
- Enter your security question and answer.
- Click Submit.

Manage Your Email Communications

Communication preferences are important. Completing this allows us to send you an email notification every month when your invoice is ready to be viewed.

Once your online account is validated, no further paper invoices are mailed to you. Your invoices will be available on the 15th of every month.

Welcome to your User Dashboard

Here you will access all the tools you need to keep your account active and current.

Features of the dashboard

All users can access

- DDWA contacts.
- Document repository.

Users with more permissions can also access.

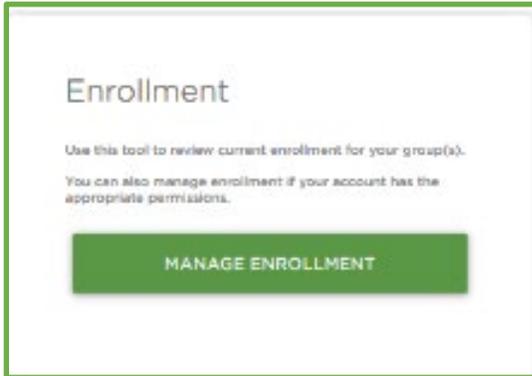
- Online enrollment.
- Online reporting – *please contact your client manager for more information for online reporting.*

The screenshot shows the Delta Dental of Washington User Dashboard. At the top, there is a navigation bar with the Delta Dental logo, the text 'Delta Dental of Washington', and menu items: 'Our plans', 'Tools', 'About us', and 'Resources'. A search bar is located on the right side of the navigation bar. Below the navigation bar, the dashboard is titled 'My Dashboard'. The main content area is divided into several sections:

- Hello, Amalea:** A personalized welcome message with a 'Find a Dentist' button.
- Invoices and Enrollment Reports:** A section for reviewing recent invoices and enrollment reports, with a 'VIEW REPORTS' button.
- Enrollment:** A section for reviewing current enrollment for a group, with a 'MANAGE ENROLLMENT' button.
- Reporting:** A section for accessing group reports, with a 'VIEW REPORTING' button.
- Helpful Links:** A section with four buttons: 'ONLINE BILLING', 'FIND A DENTIST', 'FORMS & APPLICATIONS', and 'FAQ'.
- Your Documents:** A section for viewing the latest documents for a group, with a 'VIEW ALL DOCUMENTS' button.
- Contact Card:** A card for 'Belua Topaz' with the phone number '(436)741-6129' and an 'Email' link.

From the dashboard you can access your user tools.

Enrollment



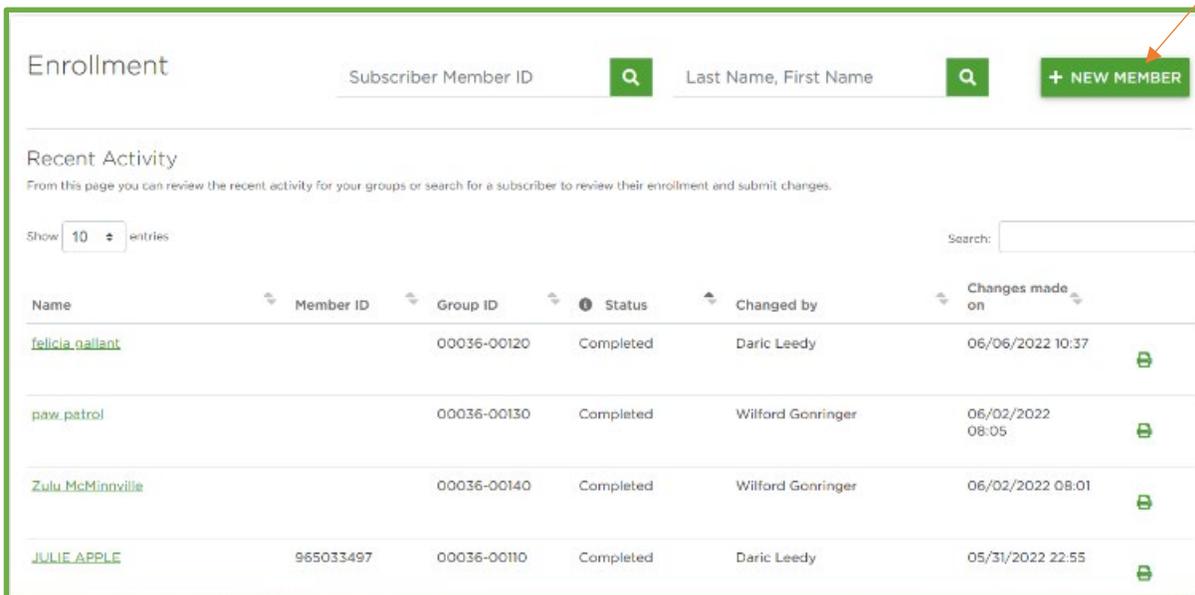
By clicking Manage Enrollment the user will go to the enrollment portal.

From here you can:

- Search for a member.
- Add a new member.
- View recent activity.

Search and add new members

To add a new member: Click on the **+ NEW MEMBER** box (see below).



Add the details

Coverage details:

1. Select Sub-group.
2. Enter effective date.
3. Select coverage level (employee, employee + dependents etc.)
 - a. Dependent details will appear when a coverage tier that includes dependents is activated.

Add:

- Contact information.
 - Phone number
 - Email address
 - Address
 - City, State
 - Zip and country
- Add all other member details.

Click submit

A bright blue box will appear in the top right-hand corner of the screen when the record has been saved successfully.



Add a dependent

Details:

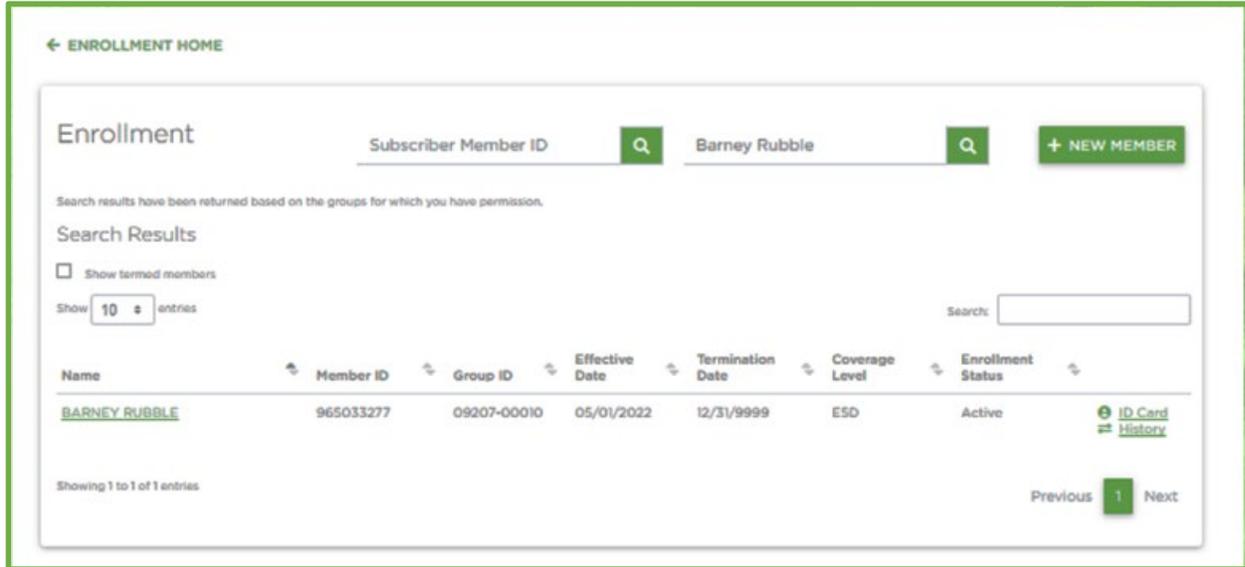
Click “add dependent” to open the details.

- First name
- Middle Name
- Last name
- Gender
- Date of birth
- Relationship
- Effective date
 - *If same as subscriber, leave line checked*
- Address
 - *If same as subscriber, leave line checked*

Groups will have the ability to add disabled status via the portal.

- Verification type will appear when dependent is chosen from the relationship drop down.
- Select disabled from the drop down.
- Check box to accept the verification terms that are outlined in the group contact.

Search for a current member:



To search by member ID or UID:

- Enter ID number in the subscriber member ID field and click

To search by name:

- Enter the member’s name or partial name in the last name and/or first name field and click

Click the green link to open an existing record

- Only active records will be returned.
- To include terminated records in a search, click “show termed members” box.

Recent Activity

From the online enrollment landing page, you can view work with Recent Activity.

Name	Member ID	Group ID	Status	Changed by	Changes made on
Malayzia O'Doireidh	996651662	00036-00110	Completed	Marcaill Choak	06/07/2022 16:08
MIKE HOOPER	965033554	00036-00110	Pending	Marcaill Choak	06/08/2022 16:33
lee-ann st james	00036-00000	Failed	Sarri Silverson	06/08/2022 11:23	

Recent activity will show the last 30 days of changes via the portal. Users can make changes 24 hours a day, but changes will only sync 7 am – 10pm Monday through Saturday.

Terminate Member

Conduct a member’s search as above, enter termination date in the subscriber coverage termination date field, and then click “submit changes.”

Enrollment

Subscriber Member ID [Search] Last Name, First Name [Search] + NEW MEMBER

Coverage Details

Parent Group: BGIS Global Integrated Solutions US LLC - BGIS Global Integrated Solutions US LLC.

Sub Group [Field] ✓

Subscriber Original Coverage Effective Date: 06/01/2022

Subscriber Coverage Effective Date: 06/01/2022

Subscriber Coverage Termination Date: 06/30/2022 ✓

Coverage Type/Level: Employee + Spouse/DP, Child(ren) ▼

SUBMIT CHANGES CANCEL

Note: terminating a subscriber’s benefits will automatically terminate a dependent’s benefits.

Terminate Dependent

- Expand the dependent zone of the dependent terminating.
- Enter the termination date in the dependent coverage termination field.
- Click submit changes.
- Confirm changes by clicking submit on the pop-up box.

Dependent Details

The coverage type you have selected allows for dependents to be active.

+ ADD DEPENDENT

DEPENDENT HOOPER DEPENDENT HOOPER - Dependent - Active ^

First Name: DEPENDENT HOOPER Middle Name: DEPENDENT HOOPER (Optional)

Last Name: DEPENDENT HOOPER Suffix: Select a suffix (Optional)

Gender: Male ▼ Date Of Birth: 01/01/2014

Relationship: Dependent ▼

Verification Type: Verification Type (Optional)

Phone Number: (000)000-0000 (Optional)

Dependent Coverage Effective Date: 05/05/2022

Dependent Coverage Termination Date: 06/30/2022 ✓ (Current Value: 12/31/9999)

✓ Address is the same as Subscriber.

Confirm Changes

You have modified this record. Please review your changes below.

Card	Field	Old value	New value	Name
Dependents	Dependent Coverage Termination Date	12/31/9999	06/30/2022	DEPENDENT HOOPER DEPENDENT HOOPER - Dependent

SUBMIT CANCEL

Member Reinstatement

- Perform a member search.
- Member’s information will pull up grayed out.
- Scroll to the bottom of the screen.
- Click reinstate.

The screenshot shows a web form titled "MIKE ROCKER - Enrollment". It is divided into four main sections:

- Coverage Details:** Includes fields for "Annual Group", "Subgroup", "Subgroup Effective Date", "Subgroup Termination Code", "Subgroup Coverage Effective Date", and "Subgroup Coverage Termination Code".
- Member Details:** Includes fields for "Last Name", "First Name", "Middle Name", "Date of Birth", "Gender", "Member ID", and "Employer ID".
- Contact Information:** Includes fields for "Phone Number", "Email Address", "Address Line 1", "Address Line 2", "City", "State", "Zip Code", and "Country".
- Dependent Details:** A section with a header "Dependent Details" and a dropdown menu for "Selecting Member Group".

 A "SUBMIT" button is located at the bottom left of the form.

The existing information will populate the screen.

- Select subgroup from drop down.
- Enter effective date.
- Select coverage level.
- Make necessary updates to demographic information in the member details, contact information and/or dependent details zones.
- Click submit changes.
- Confirm changes in pop-up box and click submit.

This screenshot is identical to the one above, but with a semi-transparent gray overlay covering the entire form area. This indicates that the form is in a confirmation or submission state, where the user's previous input is preserved but not editable.

Reinstate Dependent

Expand the dependent record to be reinstated by clicking the drop down.

It will be grayed out. Scroll down and click re-instate. Click submit to save the record.

Expand the dependent record again that states “reinstate” to expand record

- Enter the effective date.
- Click submit changes.
- Confirm changes by clicking submit in the pop-up box.

Dependent Details

The coverage type you have selected allows for dependents to be active.

+ ADD DEPENDENT

██████████ - Active
▲

First Name <input style="width: 90%;" type="text"/>	Middle Name Optional <input style="width: 90%;" type="text"/>
Last Name <input style="width: 90%;" type="text"/>	Suffix Select a suffix <input style="width: 90%;" type="text"/>
Gender <input style="width: 90%;" type="text"/>	Date Of Birth <input style="width: 90%;" type="text"/>
Relationship <input style="width: 90%;" type="text"/>	
Phone Number (000)000-0000 Optional <input style="width: 90%;" type="text"/>	
Dependent Coverage Effective Date <input style="width: 90%;" type="text"/>	Dependent Coverage Termination Date ⓘ <input style="width: 90%;" type="text"/>
<input type="checkbox"/> Address is the same as Subscriber	
Address Line 1 <input style="width: 90%;" type="text"/>	Address Line 2 Optional <input style="width: 90%;" type="text"/>
City <input style="width: 90%;" type="text"/>	State <input style="width: 90%;" type="text"/>
Zip Code <input style="width: 90%;" type="text"/>	Country <input style="width: 90%;" type="text"/>

██████████ - Active
▼

Subgroup Changes

- Select the new subgroup from the drop down in the coverage detail zone.
- A pop-up will appear if there are also dependents active on the old subgroup.
- Click OK.
- Enter the effective date for the change.
- Confirm changes by clicking submit.

Coverage Details

Parent Group: Saltchuk Resources, Inc. - TOTE Services, Inc.

Sub Group

- 00036-00120
- 00036-00130
- 00036-00210
- 00036-00220
- 00036-32653
- 00036-22653
- 00036-00652
- 00036-12652
- 00036-22652
- 00036-20653

Dependent(s) Effective Date Inherited

With the new Sub Group selected, all dependent(s) under the new coverage will automatically inherit the Subscriber's new Coverage Effective Date.

OK

Confirm Changes

You have changed the subgroup/coverage for this member(s). Previous coverage will be automatically terminated. Please review your changes below.

Card	Field	Old value	New value	Name
Coverage Details	Sub Group	Saltchuk Resources, Inc. - TOTE	Saltchuk Resources, Inc. - TOTE Services, Inc.	
Coverage Details	Subscriber Coverage Effective Date	03/01/2022	06/01/2022	
Coverage Details	Subscriber Original Coverage Effective Date	03/01/2022	03/01/2022	
Coverage Details	Subscriber Coverage Termination Date	12/31/9999		

New dependents added

Name: DEPENDENT HOOPER DEPENDENT HOOPER - Dependent

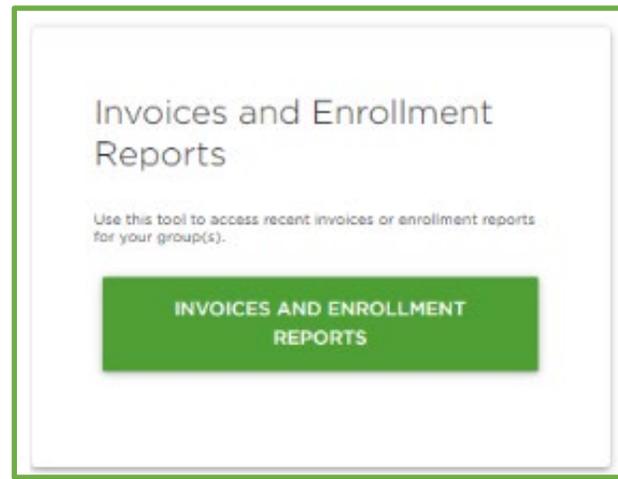
SUBMIT CANCEL

Invoices

From the dashboard click on the Invoices and Enrollment Reports.

View Invoice

- Click View Invoice.
- Select your group name or number and subgroup (if applicable) from the drop-down boxes.
- Select the Invoice Date from the dropdown box.
- Click View Invoice.
- Download your invoice by clicking Export to Excel/PDF.



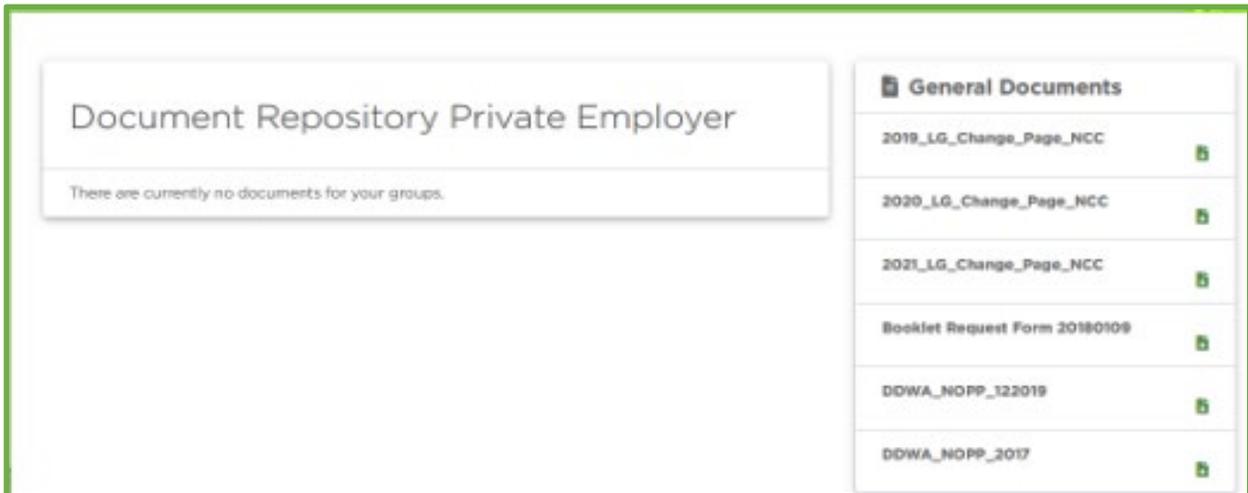
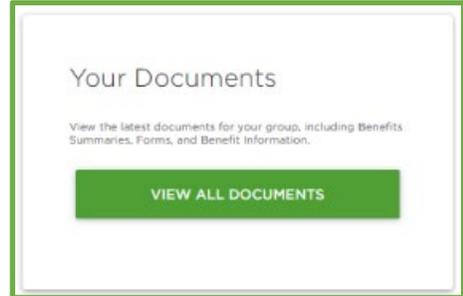
- Group level invoices show group & subgroup information.
- Subgroup level invoices show only subgroup information.
- You have access to invoices for the past 24 months.

TIP: If you get an error message stating: “No invoice reprints available”, clear the subgroup drop-down box to continue.

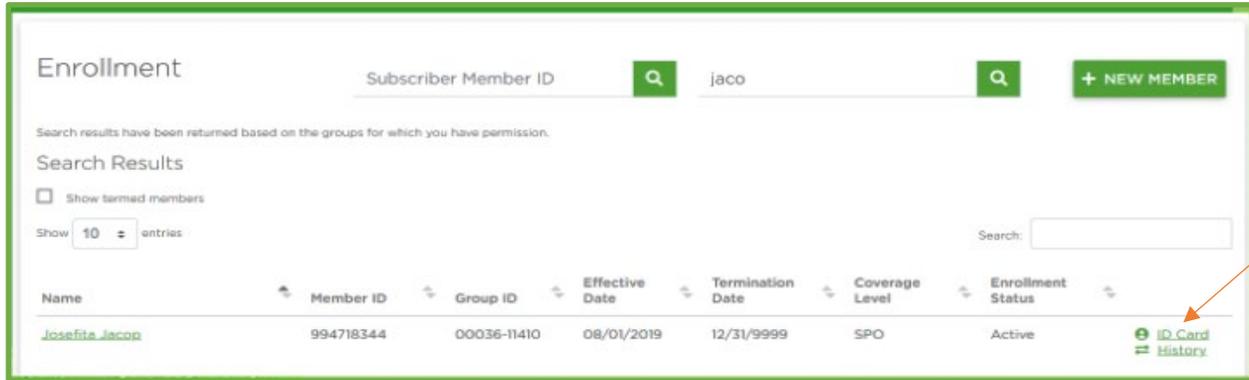
Your Documents

To access your documents, click on “view all documents” on the dashboard.

The document repository contains documents such as the group’s contract, booklet request forms and more. The repository is supported by the client management team.



ID Card



To view or order ID Cards, start by doing a member search.

Click the green link on the far right of the item you wish to open.

Clicking the ID Card link will download a PDF document with the member information.

ID Cards can also be accessed on the subscriber's page by clicking the green ID Card link on the top right-hand corner of the screen.



History

To view history, start by doing a member search by ID number, UID or name (see above). Click the green link on the far right of the item you wish to open.

Enrollment

Subscriber Member ID

Search results have been returned based on the groups for which you have permission.

Search Results

Show terminated members

Show entries

Name	Member ID	Group ID	Effective Date	Termination Date	Coverage Level	Enrollment Status	
Josefita Jacop	994718344	00036-11410	08/01/2019	12/31/9999	SPO	Active	ID Card History

The history link will redirect the user to a new screen that will show all the changes that have been made to the member's record.

nick mahoney - Member History

Enrollment history is available for the past 18 months.

Subscriber enrollment submitted on 06/06/2022 by feduat03.

Show entries

Username	Field Changed	Original Value	Submitted Changes	Submitted on	Processed on
feduat03	Field_Subscriber_CoverageEffectiveDate	06/01/2022	03/01/2022	06/06/2022 11:01	06/06/2022 11:01
feduat03	Field_Subscriber_CoverageTerminationDate	12/31/9999		06/06/2022 11:01	06/06/2022 11:01
feduat03	Field_CoverageCode	Employee + Spouse/DP	Employee Only	06/06/2022 11:01	06/06/2022 11:01
feduat03	Field_Subscriber_CoverageEffectiveDate	03/01/2022	06/01/2022	06/06/2022 10:56	06/06/2022 10:56
feduat03	Field_Subscriber_CoverageTerminationDate	12/31/9999		06/06/2022 10:56	06/06/2022 10:56
feduat03	Field_CoverageCode	Employee Only	Employee + Spouse/DP	06/06/2022 10:56	06/06/2022 10:56

Changes to the technology of our portal will limit the history download. If the view is limited this pop-up will show:

Currently there is no history data or you do not have permissions to view history data for the selected subscriber.

Questions on online enrollment eligibility and billing?

Contact your Delta Dental of Washington Group Administration Representative at (800) 403-6101.

DeltaDentalWA.com

Western Washington
400 Fairview Ave North, Suite 800
Seattle, WA 98109
(206) 522-1300 | (800) 367-4104
GroupSales@DeltaDentalWA.com

Eastern Washington
611 N Iron Bridge Way, Suite 200
Spokane, WA 99202
(509) 535-1080 | (800) 564-8832
Spokane@DeltaDentalWA.com