At Delta Dental of Illinois, we strive to provide smart technology solutions to make managing your group’s dental plan easier. Our Employer Connection provides group administrators secure access to view and manage plan information and access billing and reports. In addition, an employer group can give their broker access to their Employer Connection account to manage eligibility, reports and billing on the group’s behalf. We developed this user guide for our Employer Connection to help lead you every step of the way from registering for an Employer Connection account to managing your group dental plan members. Visit deltadentalil.com to get started. *Please use Google Chrome when accessing the Employer Connection.

Register for an Account

1. Please have the primary benefit administrator for your company register for an account. Once they register, the primary benefit administrator will become a “super user” and will be able to create, change and delete other employer user accounts as well as determine user access.

2. Go to deltadentalil.com, select “Group Administrator” in the “My Account Log In” box located on the right side of the homepage. On the next page, click the “New users register here.”
Create a username and password and complete the account registration form. Once you click submit, please allow a maximum of two business days for Delta Dental of Illinois to verify and validate your account information and grant you access. You will receive an email once access to your account has been granted. If you need immediate access to your account, please contact your Delta Dental of Illinois account manager.

Add Additional Employer Users

1. Once you have registered for an account and have been granted access, you can add additional employer users and set different access levels or permissions for each user.

2. To add an employer user, click on “Account Administration” on the left side or in the center of the page.

3. Select “Add New User.” You can also update or delete existing users on this page by clicking on the “Update” or “Delete” button next to the user’s name.
On the next page, enter information for the new user, indicate access level and select the locations the new user has permission to access. Once you have completed the form, click “Submit/Complete.” If you are updating an existing user, click “Apply Changes.” If you add a new user, they should be able to immediately access their account. If you update or delete an existing user, changes will occur immediately.

Check Employee Benefits and Eligibility

1. To check on an employee’s benefits and eligibility, click on “Benefits and Eligibility” on the left side or at the top of “Employer Connection” page.

2. To view an employee’s benefits and eligibility, identify the group/sublocation the employee belongs to. Please note that if your company only has one plan, only one group may be shown.

3. Click on the name of the employee to see benefits and eligibility. You can also search for a particular employee by using the search box.
Once you click on the employee’s name, you can view their benefits and eligibility for a specific date. You can scroll quickly to different benefit sections by clicking the links at the top of the page. A printable version of the employee’s benefits is also available.

In addition to accessing benefits and eligibility for a specific employee, you can download a complete employee eligibility list or group roster. To access the entire employee eligibility list, click on “Eligibility List” in the center of the “Employer Connection” screen.

Specify the date as well as other report criteria and click “Submit” to download the report.
Add, Update or Terminate Employee Coverage

1. Select “Online Enrollment” in the center of the “Employer Connection” screen.

2. To enroll a new employee, identify the correct group/sublocation and plan and click “Enroll Employee.”

3. Enter the employee’s information and click “Submit.” If you want to enroll another employee, click “Return to Group List.”

4. To update information for an existing employee, return to the “Online Enrollment” screen and enter the member number or last name in the search box.
On the next screen, you can update the employee’s information, enroll a dependent, reinstate prior coverage, terminate coverage or make additional modifications.

In addition to enrolling new employees or updating information for existing employees, you can download a maintenance log to see all the changes that have been made to your group(s) during a specified date range. Click on “Maintenance Log” at the top of the “Online Enrollment” screen.

To download a maintenance log, enter a specified date range, select the types of groups to be included, choose the sort order, select the delivery format and click “Submit.”

Order an ID Card for an Employee

1. If your group provides ID cards to its employees, you can access an ID card in the “Online Enrollment” section.

2. Search for the employee by member number or last name in the search box.
To access claims, click on “Benefits & Eligibility” on the left or at the top of the “Employer Connection” screen.

You can search claims by member number or last name. Click “Search” to access claims for a particular employee.

On the next screen verify the information is correct and click “Confirm.”

Review Claims
(available for self-funded groups or groups with applicable HIPAA permissions only)
Retrieve Billing Invoices

1. To retrieve a billing invoice, click “Billing Invoices” on the left or “Billing” at the top of the “Employer Connection” screen.

2. Select the billing invoice you would like to review.

3. On the next screen, you can view a summary of your invoice and download a PDF or Excel file. You can also view subscriber adjustments and view active subscribers.
Run Employer Reports

1. If your group is set up to access and run ad-hoc employer reports, click on “Employer Reports” on the left or at the bottom of the “Employer Connection” screen.

2. On the following page, you can access instructions for running a report. A list of available reports is listed on the page along with a description of each report.

Access Key Forms and Other Resources

1. On the Employer Connection, you can access key forms any time.

Questions?

If you have any questions or need assistance using the Employer Connection, contact your Delta Dental of Illinois account manager.