

Welcome to Delta Dental's eBillPay Frequently Asked Questions

To find the answers to many commonly asked questions, select a topic and then click the hyperlink to read more or watch a how to video

User tips

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Viewing invoices

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Group Reconciliation: Submitting enrollee additions, changes, or terminations

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Viewing payment history

- [How can I view my payment history?](#)

Need further assistance?

Customer Service

Please contact your Delta Dental billing representative for assistance with all billing and eBillPay related issues.

Hours of Operation

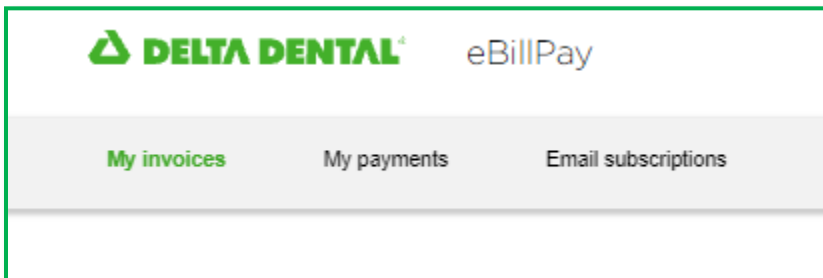
Delta Dental's hours of operation are Monday through Friday, 8:00 AM to 5:00 PM in your local time zone, excluding holidays.

User tips

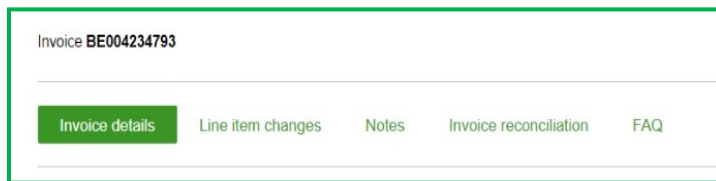
Page navigation

Delta Dental's eBillPay is a Web-based application in which you can navigate as you would any online tool. There are several types of links available on pages throughout the application and navigating via these links is the best way to quickly reach the locations within the tool where you want to do your work.

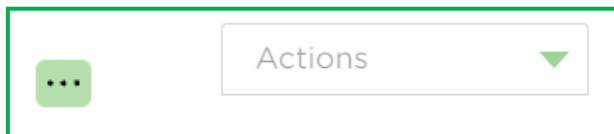
Primary navigation links. At the top of many pages in eBillPay, you will find the following primary links displayed from left to right: My invoices, My payments and Email subscriptions.



Second navigation links. Once you click an invoice hyperlink, you will find a second layer of navigation links displayed from left to right: Invoice details, Line-Item changes, Notes, Invoice reconciliation, and FAQ. Links of this type enable you to navigate to pages where you can perform tasks within the system or view information in a separate window.



Icons below allows for more transactional options throughout the portal.

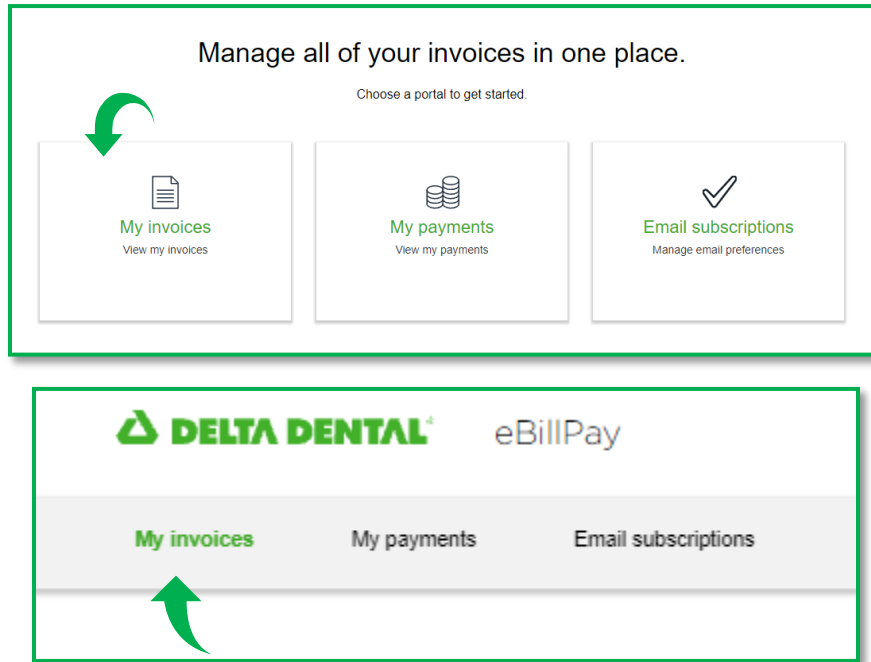


Viewing invoices

How can I view my invoices?

[Click here for: How to view my invoice video](#)

The easiest way to view your invoice is to click "My Invoices" Portal icon from the landing page or from the navigation bar at the top of your eBillPay window.



The system then displays my Invoices page where you can search for, view and export selected invoices.

DELTA DENTAL eBillPay

My invoices My payments Payment management Email subscriptions

My invoices

Invoices

Search invoice number

<input type="checkbox"/>	Invoice Date	Invoice Number	Coverage period	Bill To ID	Invoice Amount	Invoice Balance	Invoice Status	Notes
<input type="checkbox"/>	01/01/2021	BE0042	01/01/2021 - 01/31/2021	123450000	\$6,994.66	\$0.00	Closed	View
<input type="checkbox"/>	01/01/2021	BE0042	01/01/2021 - 01/31/2021	123450000	-\$10,824.00	\$0.00	Open	View
<input type="checkbox"/>	01/01/2021	BE0042	01/01/2021 - 01/31/2021	123450000	\$8,866.28	\$0.00	Open	View
<input type="checkbox"/>	02/01/2021	BE0042	02/01/2021 - 02/28/2021	123450000	\$6,946.19	\$0.00	Open	View

To sort the list of invoices: Click the column header region of any of the following columns to sort the list of invoices in ascending or descending order:

- Invoice Date
- Invoice Number
- Coverage period
- Bill To ID
- Invoice Amount
- Invoice Balance
- Invoice Status

A little black arrow will appear pointing ▲ or ▼ to help indicate which column and order you are using to sort. To Search for a specific invoice, type the invoice number into the search bar and hit enter or the search button.

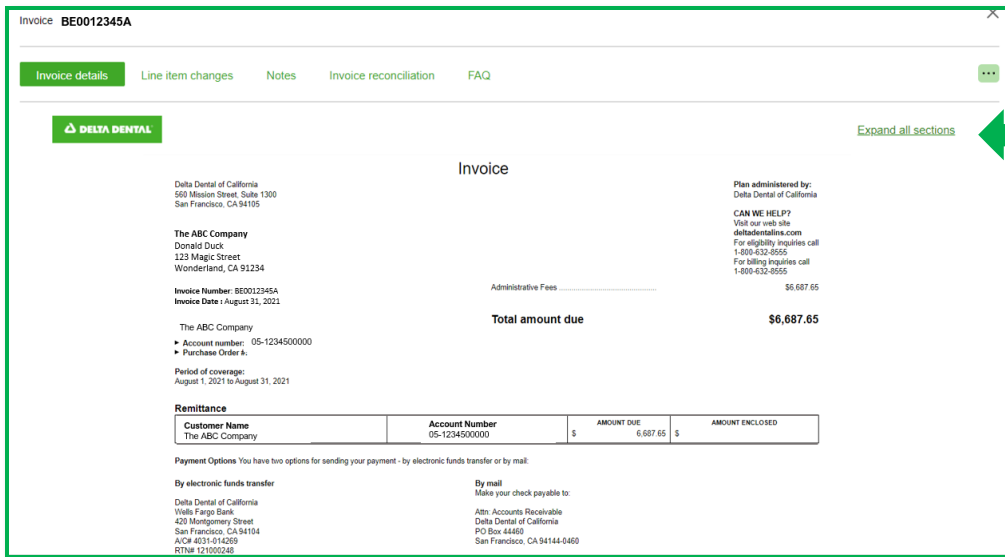
The image shows a 'Filters' dialog box with a close button (X) in the top right corner. It is divided into three main sections. The first section, 'Invoice status', has 'Select all' and 'Clear' links on the right. It contains two rows: 'Open' with a green toggle switch, and 'Closed' with a green toggle switch. The second section, 'Invoice date range', has a 'Clear' link on the right. It contains two date input fields labeled 'Start' and 'End', both with a '24' icon. The third section, 'Bill To ID', has 'Select all' and 'Clear' links on the right. It contains a search input field with a magnifying glass icon and a list of three items: '0225300000', '0225400000', and '0225500000', each with a green checkmark to its left. At the bottom, there are three buttons: 'Clear filters', 'Cancel', and 'Apply filters'.

To filter the information that displays on the results page, select an option from the Filter drop-down list. You are able to filter by :

- Invoice status (Open, close)
- Invoice date range
- Bill to ID (if you have access to multiple)

To view an invoice:

Click on the hyperlinked invoice number of the Invoice you want to view.



How do I navigate my invoice?



[Click here for: How to navigate my invoice video](#)

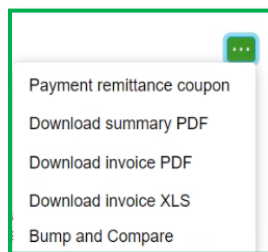
Delta Dental's invoices are initially presented in a summarized format containing the invoice summary and remittance options and group summary section(s) that can be expanded or collapsed as needed.

Use the hyperlink, [Expand all sections](#), at top right corner to expand or collapse as needed. You could also click on the + and - button next to each section(s) to only expand or collapse that specific section(s).

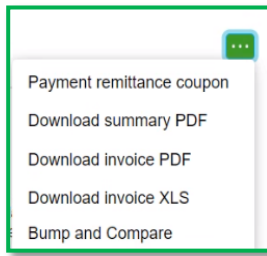
The cover page of the invoice provides important Delta Dental information.

- Delta Dental's address
- Plan underwritten and administered
- Methods to contact us.


How can I save a PDF copy of this invoice for my records?



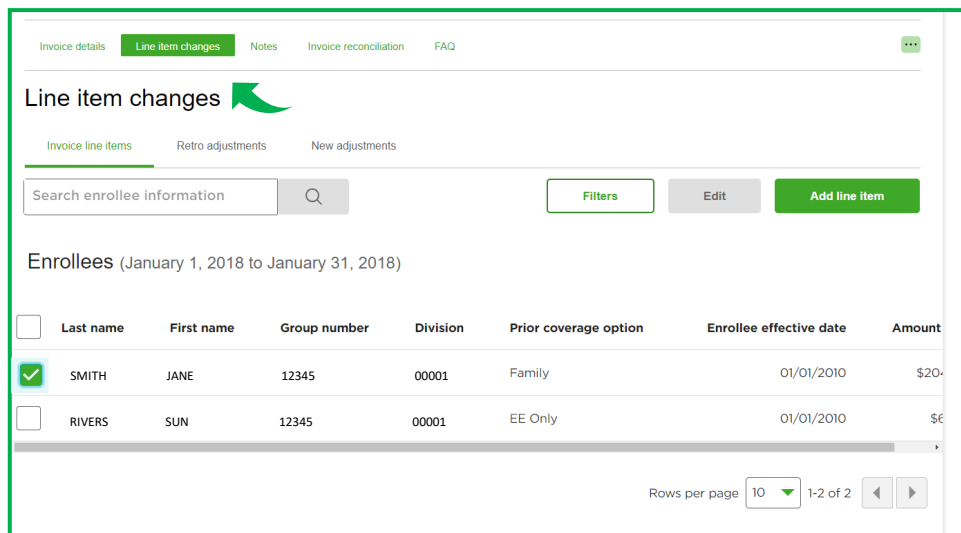
To download a PDF copy of your invoice, locate the more icon at top right-hand side of the invoice detail screen. Click on icon for drop down menu. Base on your contract type you may have more than one type of PDF version available to you. Select the PDF version you would like to download.



How can I download this invoice in excel format?

To download a copy of your invoice in excel format, locate the more icon  at top right-hand side of the invoice detail screen. Click on icon for drop down menu. Select "Download invoice XLS".

Group Reconciliation: Submitting enrollee additions, changes, or terminations



How can I edit enrollee details on a current invoice?

To edit enrollee details on an invoice you will have to first select the invoice from results screen and click on "line-item changes" from the top of the invoice detail screen.

You will be presented with a new screen with three additional tabs:

- Invoice line items: list of all current enrollees
- Retro adjustments: list of all retro activities (additions, terminations, and coverage changes)
- New Adjustments: list of all changes submitted for current invoice

Select the tab you wish to use to initiate line-item change.

Click on box next to member(s) you want to initiate change.

Click on edit

<input checked="" type="checkbox"/>	Last name	First name	Group number	Division	Adjustment reason	Prior coverage option
<input checked="" type="checkbox"/>	SMITH	Jane	12345	00001	Termination Termination Change of Status Coverage Change Member Rate Change Membership Change Other Adj Effective Date Change Lapse in Coverage Rate Change Age Change Coverage/Rate Change Billing Update Other Changes	FAMILY

You will be brought to a new screen with the member(s) you have selected.
 Under adjustment reason, click on green drop down arrow to select from available adjustment reasons.
 Scroll to the right for more edit fields

Coverage option	Enrollee effective date	↑ Change effective date	Amount due	Adjusted amount
EE Only EE + Spouse Family Supercomposite EE + 1 Child EE + Children EE + 1 Children Only Spouse Only EE + 2 EE + 2 to 4 EE + 2 or More EE + 3 or More EE + 5 or More Per Member EE + 1 or More EE + 3 EE + 4 EE + 5 EE + 6	01/01/2010	<input type="text" value="mm/dd/yyyy"/> <small>The changeEffectiveDate field is required.</small>	\$46.45	<input type="text" value="0.0"/>

Rows per page: 1-1 of 1

[Cancel](#)

If coverage change related option is selected for change reason, under “coverage option” select the new appropriate coverage.

If coverage change related option is not selected, leave coverage option as is with no changes.

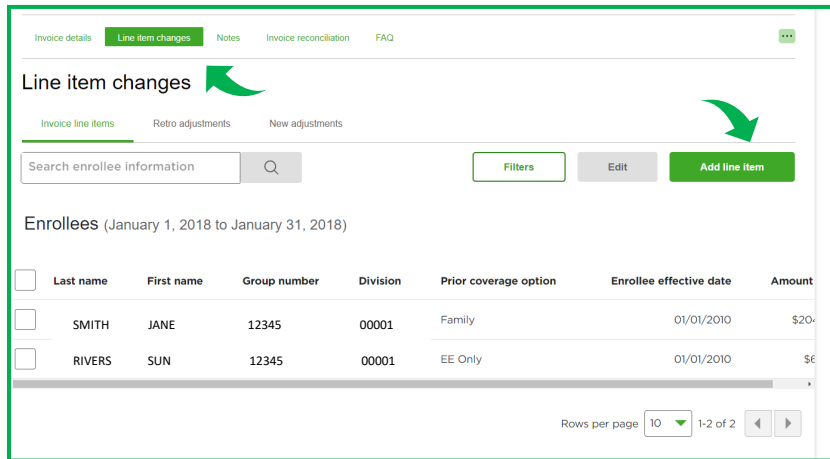
Enter in effective date of change.

Enter in adjusted amount applicable to your change and click on save.

Click on **Cancel** if you need to start over



Please note standard 90 retro applies. If you need to go beyond 90-day retro, please reach out to your Account manager and/or Billing representative. Also, any changes made here are for reconciliation purposes only. Ensure your eligibility system of record is also updated.



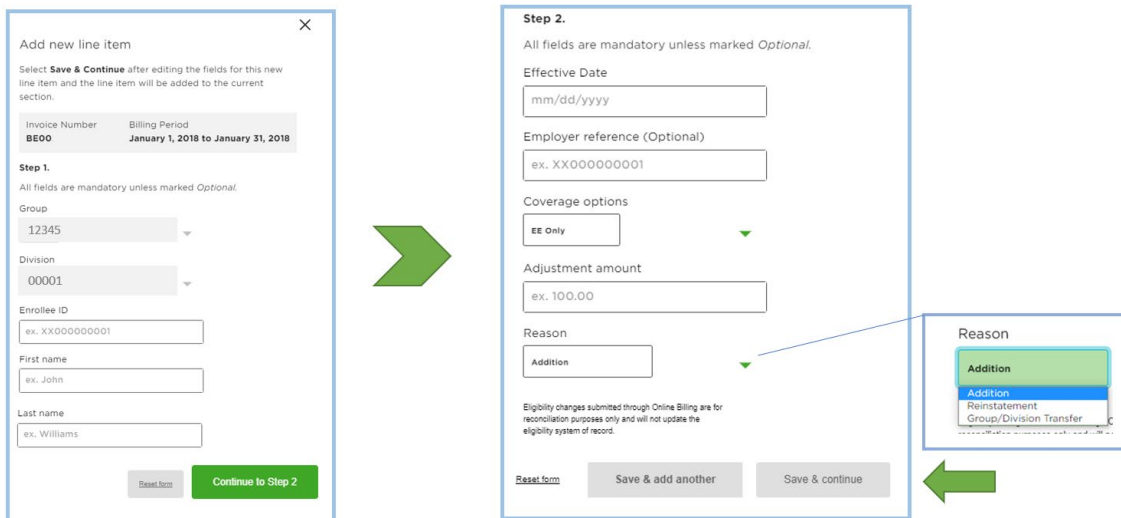
How can I add enrollee details on a current invoice?

To add an enrollee detail on an invoice you will have to first select the invoice from results screen and click on “line-item changes” from the top of the invoice detail screen.

You will be presented with a new screen with three additional tabs:

- Invoice line items: list of all current enrollees
- Retro adjustments: list of all retro activities (additions, terminations, and coverage changes)
- New Adjustments: list of all changes submitted for current invoice

Click on Add Line item.



New pop-up window will appear.

Follow the prompts to add new enrollee (enrollee ID, First name, Last Name) and click on **continue to step 2**

Follow the prompts again for second page (Effective date, Employer Ref, pick a coverage option, adjustment amount, and select reason for adding new enrollee)

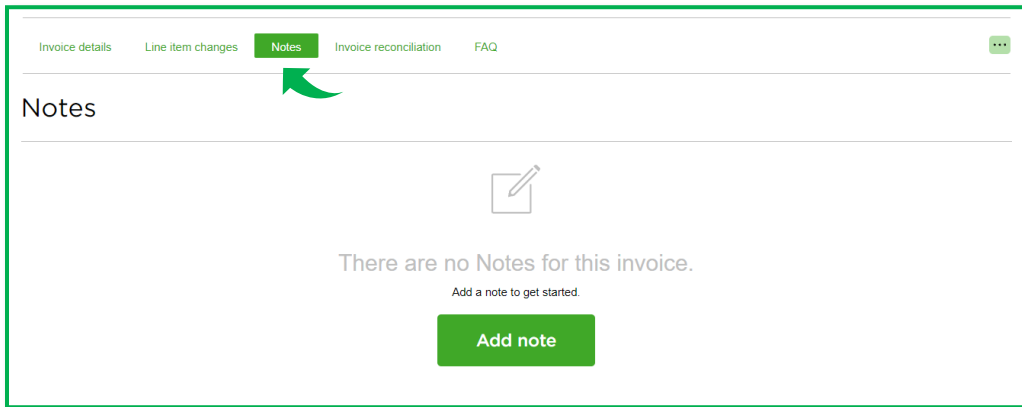
Click on **Save & add another** or **Save & continue**

Click on **Reset form** if you need to start over



Please note standard 90 retro applies. If you need to go beyond 90-day retro, please reach out to your Account manager and/or Billing representative. Also, any changes made here are for reconciliation purposes only. Ensure your eligibility system of record is also updated.

How can I view and add notes associated with this invoice?



Click on **Notes** from the top panel from invoice screen.

If there are no notes available, click on **Add note** and complete the pop-up form.

Once complete, click on **Add note** to save or **reset form** to clear and start over.

✕

Add note

Enter your notes to document relevant additional information. Please be specific so other analysts can point to them for reference.

Invoice

Subject *

Body *

[Reset form](#)

NOVEMBER 9 4:53 PM PST • TestUser1 BE00123456

test 2 long

test test...

[View more](#)

NOVEMBER 9 4:53 PM PST • TestUser1 BE00123456

test

test1

If you have existing notes or recently just added notes you will see them listed as above.

Click on **View more** if you would like to see beyond preview text display.

Invoice details Line item changes Notes **Invoice reconciliation** ...

INVOICE RECONCILIATION

DELTA DENTAL

Delta Dental of California
550 Mission Street, Suite 1300
San Francisco, CA 94105

ABC Inc.
123 Made up St.
Sunny, CA 12345

Group Number: 01234
Account number: 01-0123400000
Invoice date: March 1, 2021
Invoice number: BE00123456
Coverage period: March 1, 2021 – March 31, 2021

ORIGINAL INVOICE AMOUNT:	\$90.31
TOTAL LINE ITEM CHANGES:	-\$40.31
ADJUSTED INVOICE AMOUNT:	\$50.00

GROUP: 0123456 DIVISION: 0123456 ORIGINAL DIVISION AMOUNT: \$0.00

CHANGES OF ORIGINAL DIVISION AMOUNT

Enrollee ID	Change effective date	Entry date	Prior coverage option	Current coverage option	Change reason	Amount due	Adjustments
Sand, Rivers	03/01/2021	<u>11/10/2021</u>	EE + Spouse	EE + Spouse	Termination	\$90.31	-\$90.31
SMITH, JOHN	03/01/2021	<u>11/10/2021</u>		EE Only	Addition		\$50.00

DIVISION LINE ITEM CHANGES:	-\$40.31
ADJUSTED DIVISION AMOUNT:	-\$40.31

ACTIVITY SUMMARY

ORIGINAL INVOICE AMOUNT:	\$90.31
PAYMENTS:	\$90.31
ADJUSTMENTS:	\$0.00
BALANCE DUE:	\$0.00

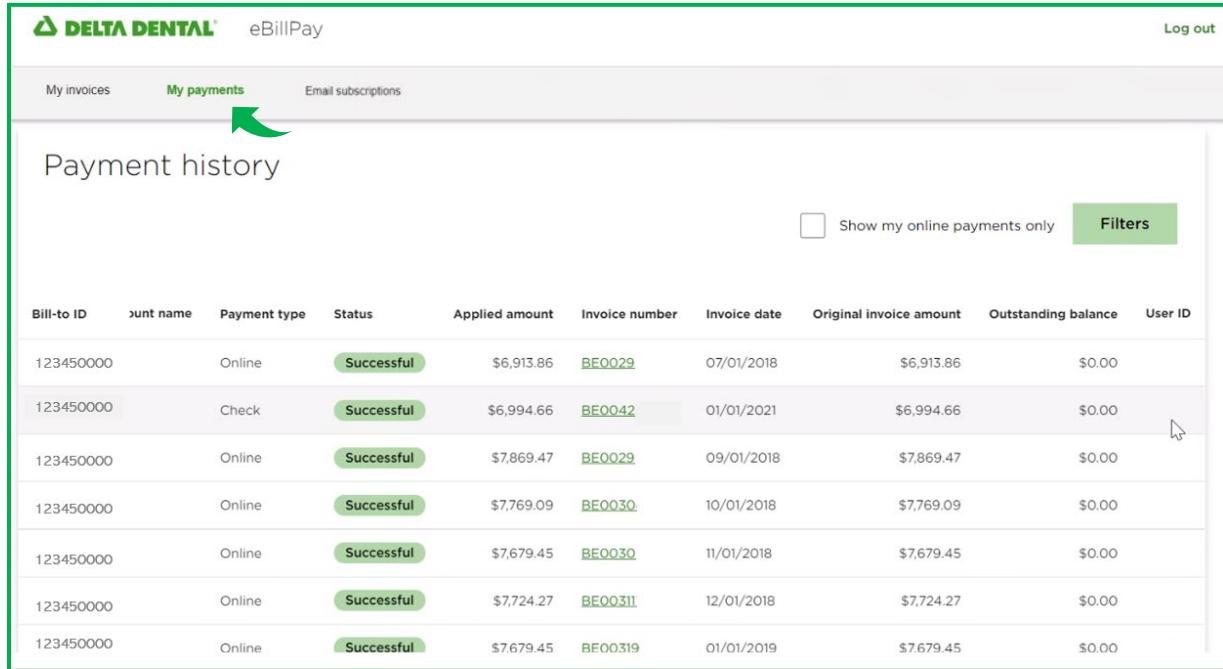
How can I view the Invoice Reconciliation page?

Click on **Invoice Reconciliation** from the top panel from invoice screen.

If you have not entered any line-item adjustments only Invoice information will appear with no details.

If you have already entered in line-item adjustments, all changes will appear under the appropriate division listing.

Viewing Payments



The screenshot shows the Delta Dental eBillPay interface. At the top, there is a navigation bar with 'My invoices', 'My payments' (highlighted with a green arrow), and 'Email subscriptions'. Below this is a 'Payment history' section with a checkbox for 'Show my online payments only' and a 'Filters' button. The main content is a table with the following columns: Bill-to ID, Account name, Payment type, Status, Applied amount, Invoice number, Invoice date, Original invoice amount, Outstanding balance, and User ID. The table contains eight rows of payment records, all with a 'Successful' status.

Bill-to ID	Account name	Payment type	Status	Applied amount	Invoice number	Invoice date	Original invoice amount	Outstanding balance	User ID
123450000		Online	Successful	\$6,913.86	BE0029	07/01/2018	\$6,913.86	\$0.00	
123450000		Check	Successful	\$6,994.66	BE0042	01/01/2021	\$6,994.66	\$0.00	
123450000		Online	Successful	\$7,869.47	BE0029	09/01/2018	\$7,869.47	\$0.00	
123450000		Online	Successful	\$7,769.09	BE0030	10/01/2018	\$7,769.09	\$0.00	
123450000		Online	Successful	\$7,679.45	BE0030	11/01/2018	\$7,679.45	\$0.00	
123450000		Online	Successful	\$7,724.27	BE0031I	12/01/2018	\$7,724.27	\$0.00	
123450000		Online	Successful	\$7,679.45	BE00319	01/01/2019	\$7,679.45	\$0.00	

How can I view my payment history?

To view your payment history, click on **My payments** at the top of navigation screen or at first log in click on **My payments** icon.

To sort the list of payments: Click the column header region of any of the following columns to sort the list of payments in ascending or descending order:

- Bill-to-ID
- Account name
- Payment type (Check, EFT, Online etc)
- Status (Successful, Processed, Pending, Rejected, Unsuccessful)
- Applied amount
- Invoice number
- Invoice date
- Original invoice amount
- Outstanding balance
- User ID if online payment

A little black arrow will appear pointing ▲ or ▼ to help indicate which column and order you are using to sort.

Click on Invoice Hyperlink to view invoice details.

Click on **filter** button to help refine your payment results page

Filters ✕

Payment Type Select all Clear

- ACH credit
- ACH debit
- Check
- Online ACH

Payment Date Range Clear

Start 📅 End 📅

Status Select all Clear

- Successful
- Rejected
- Submitted

[Clear filters](#) [Cancel](#) [Apply filters](#)