



# Benefits Manager Guide for Group Portals

Thank you for choosing The Dental Care Plus Group (DCPG) for your dental benefits needs. As your company's benefits manager, you have access to two group portals brought to you by DCPG: the **billing portal** and the **enrollment portal**. These portals help take care of your benefit administration needs quickly and efficiently and can be accessed by visiting [DentalCarePlus.com/employers/group-portals/](https://DentalCarePlus.com/employers/group-portals/).

This guide includes details about the billing and enrollment portals to help you get started as well as help you effectively navigate the portals. If you have any questions or need additional information, please contact your DCPG enrollment and billing specialist at **(800) 367-9466** or **(513) 554-1100**.

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# Billing Portal

## Overview

As part of the group implementation process, you have been enrolled in DCPG's online billing system. Expect to receive an email from your enrollment and billing specialist with a link to the billing portal, along with a unique username and temporary password. If your company has multiple locations that receive their own invoices, you will receive multiple emails, each including the same link (and the same username and password). You will be able to access to billing portal after your first invoice has been created.

**Please note:** If you are signed up for the enrollment portal as well, your login information will stay the same and be verified through an email from your enrollment and billing specialist.



The screenshot shows the login interface for The Dental Care PLUS GROUP. At the top left is the company logo. At the top right are links for 'Visit Dentalcareplus.com', 'Contact Us', and 'Privacy Policy'. The main area contains two input fields: 'User Name' and 'Password'. Below these fields is a 'Submit' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2018 Dental Care Plus Group, Inc. All rights reserved.'

## Change password

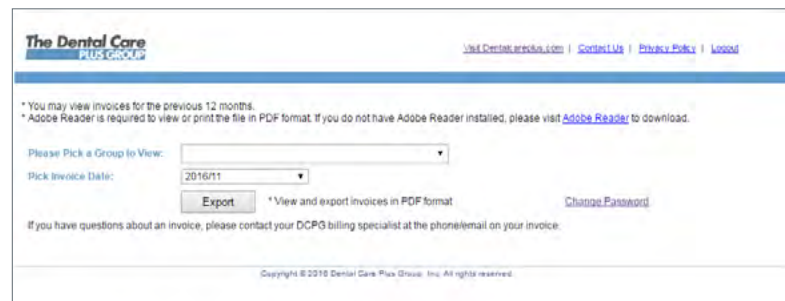
Upon logging in to the billing portal for the first time, we recommend changing your temporary password using the “Change password” option under the User Profile tab. Please keep in mind that changes made to your password via the billing portal will also apply to the enrollment portal (if you are registered for both).



The screenshot shows a web form titled "The Dental Care PLUS GROUP" with a navigation bar containing links for "Home", "DentalCarePlus.com", "Contact Us", "Privacy Policy", and "Logout". Below the navigation bar is a link for "Back to billing" and a section header "PASSWORD". A note states "All fields are required" and provides instructions: "Please change your password to a value you will remember. Your new password must be at least eight characters in length, must contain at least one upper case letter, one lower case letter and one number. The password may not contain your name." The form includes three input fields: "Current Password:", "New Password:", and "Confirm New Password:". A "Submit" button is located at the bottom left of the form area. A copyright notice "Copyright © 2018 Dental Care Plus Group, Inc. All rights reserved." is visible at the bottom center of the page.

## Invoices

**View current and past invoices** – Each month you will receive an email alerting you that a new invoice is ready for viewing (typically around the 15th of each month). Simply log in to the portal and access invoices, by date, from the drop-down menu. You can view invoices for the previous 12 months.



**Download and print invoices** – Once you have selected an invoice from the desired timeframe, click the "Export" button to download a printable PDF version.

**Invoice errors** – If you notice a potential error on an invoice or have any questions, please contact your enrollment and billing specialist at the phone or email listed on your invoice(s).

TOTAL CURRENT MONTH  
PLEASE PAY TOTAL AMOUNT DUE

CURRENT PREMIUM SUMMARY	INDIV	EMP + 1	EMP + D	EMP + S	FAMILY	TOTAL
If you notice a potential error on an invoice or have any questions, please contact your enrollment and billing specialist at the phone or email listed on your invoice(s).						

PLEASE REMIT SECTION BELOW WHEN SENDING PAYMENT

MAIL PAYMENT TO:  
DENTAL CARE PLUS, INC.  
P O BOX 630114  
CINCINNATI OH 45263-0114

INVOICE NUMBER:  
INVOICE DATE:  
COVERAGE MONTH:  
DUE DATE:  
PLEASE PAY THIS AMOUNT:

## Logging out

Please remember to log out of the billing portal when you are done to help ensure your sessions are secure.

**The Dental Care**  
**PLUS GROUP**

[View Dental Care Plus, Inc. | Contact Us | Privacy Policy](#)

You have successfully logged out

User Name:

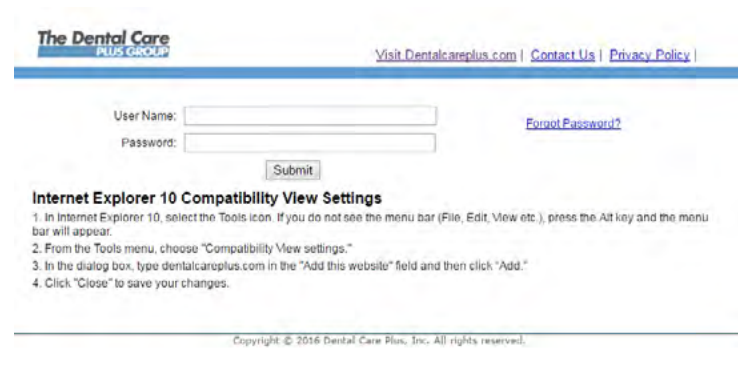
Password:

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# Enrollment Portal

## Overview

DCPG's enrollment portal allows for simple, quick changes and updates to your group's enrollment information. Since designated group administrators can access the enrollment portal online at any time, updates are in real time and can be made immediately. This guide highlights several tasks available in the enrollment portal including adding or terminating subscribers, making address changes and requesting ID cards.





## Access to the portal

Unlike the billing portal, DCPG's enrollment portal is optional and users must sign up for access. To enroll, you need to complete and submit DCPG's Online Account Access Application.

This form can be found on DCPG's website at [DentalCarePlus.com/employers/group-information](http://DentalCarePlus.com/employers/group-information).

In addition, you may also contact your enrollment and billing specialist to request a copy. Any new enrollment portal user who is not the current group administrator will require written permission from the company through the form.

**Online Account Access Application**

DCPG requires one person to be designated as the primary authorized user for online billing access. This person will receive benefits. The primary authorized user will be the holder of all online user and/or primary insurance, additional dental, vision, and dental care for the group access to the billing portal website at [DentalCarePlus.com](http://DentalCarePlus.com).

Have you been designated your primary billing specialist?  Yes  No

Primary Authorized User - Required

This user is required and will receive benefits.

Company Name (from your contract): \_\_\_\_\_

Primary Contact Name: \_\_\_\_\_ Primary Contact Email Address: \_\_\_\_\_

Add online enrollment access?  Yes  No

Additional Authorized Users - Optional

User Name: \_\_\_\_\_ User Email Address: \_\_\_\_\_

Online Billing Access  Online Enrollment

User Name: \_\_\_\_\_ User Email Address: \_\_\_\_\_

Online Billing Access  Online Enrollment

Broker Authorization - Optional

We are permitted to send your broker access to your online billing portal website information. Please provide to you your broker access if the information through the DCPG website.

Yes, I want to allow my broker to have access to my information

Online Billing Access will receive my billing information  Online Enrollment

No, I do not give permission for my broker to have access to my information.

Broker Name and Contact Name: \_\_\_\_\_ Broker Company Name: \_\_\_\_\_

Event User Address: \_\_\_\_\_

Authorizes signature of Company Representative (Print Name): \_\_\_\_\_

The Dental Care PLUS GROUP  
 The plus is service.

The completed form can be submitted to your enrollment and billing specialist. Once processed, new enrollment portal users should expect to receive an email from their enrollment and billing specialist with a link to the enrollment portal, along with a username and temporary password. Important to keep in mind: If the user is already signed up for the billing portal, their login information will be the same and the temporary password will not be included. Otherwise, they will be directed to change this temporary password upon first login.

**Please note:** Any changes to enrollment cannot be made until your group's effective date.

## Add a new subscriber

**The Dental Care PLUS GROUP** Visit [Dentalcareplus.com](#) | [Contact Us](#) | [Privacy Policy](#) | [Logout](#)

Home Enrollment Messaging User Profile **ADD SUBSCRIBER** Subscriber > Dependents > Verify > Confirmation

The following steps will take you through the process of adding a new subscriber along with any eligible dependents. Single coverage subscribers will bypass the dependent entry page and go immediately to the verification page.  
\* Indicates required field

Group:  Payroll Office \*

Social Security Number \*  Qualifying Event \*   
Format: 123-45-6789

Last Name \*  First Name \*  MI

Address \*

City \*  State \*  Zip \*   
Format: 45001-1234

Home Phone \*  Work Phone  Sex \*  Date of Birth \*   
Format: 613-123-4567 Format: 613-123-4567 Format: mm/dd/yyyy

Employment Date \*  Coverage \*   
Format: mm/dd/yyyy

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From the home page, select your group name. Or you can select the “Enrollment” heading in the navigation bar. Once you are on the page with your subscriber list, click on the “Add Subscriber” box and follow the steps listed. You will need the newly added subscriber’s Social Security number, employment date, date of birth, home address and other basic information. If the subscriber has dependents, you will be able to add them as well by filling out the required information.

**Note:** COBRA members and over-age dependents cannot be verified through the enrollment portal and will result in an error message. Copies of completed forms through COBRA or completed DCPG enrollment forms with “COBRA” indicated at the bottom can be faxed to (513) 618-3882.

## Edit an existing subscriber

From your subscriber list, simply click on the desired subscriber's name and make any necessary changes to their enrollment status (including adding or terminating dependents), name, date of birth, address and more.

## Terminate an existing subscriber

From your subscriber list, place a check next to the name of the subscriber(s) you wish to terminate and select "Terminate Checked Subscribers." You will need to select the qualifying event for the termination and the benefits end date, then verify the termination. Keep in mind that when you terminate a subscriber, you will also be terminating their dependents. You will still be able to see terminated members and termination dates for future reference.

**Note:** While COBRA members cannot be added through the enrollment portal, they can be terminated.

The screenshot shows a web form titled "TERM SUBSCRIBER" with a breadcrumb trail "Term > Verify > Confirmation". The form includes the following fields and options:

- Name:** A text input field.
- HPL ID:** A text input field.
- Coverage:** A dropdown menu with "Family" selected.
- Group:** A dropdown menu with "Payroll" selected.
- Qualifying Event:** A dropdown menu with a downward arrow.
- Benefits End:** A date input field with the format "mm/yyyy".
- Buttons:** "Continue" and "Cancel" buttons.

At the bottom of the form, there is a copyright notice: "Copyright © 2016 Dental Care Plus, Inc. All rights reserved."

## Add or terminate a dependent

From your subscriber list, simply click on the desired subscriber's name. From there you can select "Add Dependent" or "Term Dependent," among other things. To add a dependent, you will need some basic information including the dependent's name, date of birth, effective date and relationship to the subscriber. You will also need to select the qualifying event for the addition. To terminate a dependent, you will be asked to select the qualifying event for the termination as well as the benefits end date.

The screenshot shows a web interface for adding a dependent. The page title is "ADD DEPENDENT" and it includes navigation links for "Enrollment", "Messaging", and "User Profile". The main content area contains a form with the following fields: Last Name, First Name, MI, Relationship (dropdown), Sex (dropdown), Date of Birth, Qualifying Event (dropdown), Effective Date, and Other Insurance (dropdown). There are "Add", "Continue", and "Cancel" buttons. A "Dependent List" table is visible on the right side of the form, with columns for Name, Relationship, and DOB. The footer of the page reads "Copyright © 2016 Dental Care Plus, Inc. All rights reserved."

## Reinstate a terminated subscriber

To reinstate a terminated subscriber, please contact your DCPG enrollment and billing specialist. They will be able to help reinstate the subscriber, as well as any dependents.

## Request ID cards

From your subscriber list, click on the name of the subscriber for whom you wish to request ID cards. Select "Request ID Card" in the maintenance options box. You will need to verify the subscriber's home address before submitting the request. Once submitted, you will see a message confirming DCPG's receipt of your request. Subscribers should expect to receive their new ID card in the mail within 7-10 business days.

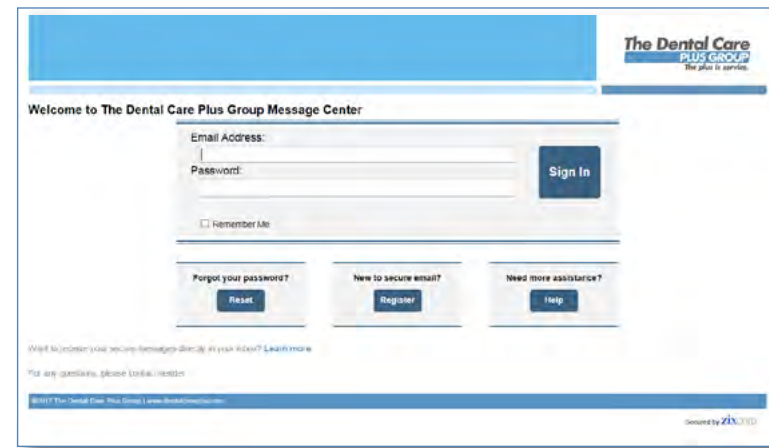


The screenshot shows the 'SUBSCRIBER MAINTENANCE' page. At the top, there is a navigation bar with links for Home, Enrollment, Messaging, and User Profile. Below this, the page title is 'SUBSCRIBER MAINTENANCE' with a 'Return to Enrollment Maintenance' link. The main content area is divided into two columns. The left column contains personal information: Name, Address (City, State, Zip), Phone, HPL ID (0000000000), Age (46), Sex (M), and Birth (0/00/0000). The right column contains group and coverage information: Group (Name of Group), Payroll (Name of Group), Coverage (Family), Employment (7/1/1996), Effective (1/1/2001), and Term. To the right of this information is a 'Maintenance Options' box with a blue header and several links: Add Dependent, Change Name/ID#, Change Address, Request ID Card, Term Subscriber, and Term Dependent. A red arrow points to the 'Request ID Card' link. Below the information is a table with columns for Dependent, Relation, Sex, Effective, Term, Age, and Birth, which is currently empty. At the bottom of the page, there is a copyright notice: Copyright © 2016 Dental Care Plus, Inc. All rights reserved.

## Secure email

DCPG utilizes Zix secure email to communicate sensitive employee and group information including anything that contains Personal Health Information (PHI). To register for a Zix account, visit <https://web1.zixmail.net/s/login?b=dentalcareplus>. Once registered, you will be able to securely communicate to and receive messages from DCPG with just a click of a button. Emails are typically responded to within 1-2 business days.

You may also access Zix through the enrollment portal by selecting “Messaging” on the navigation bar. This link will take you directly to the Zix login page where you can securely send your enrollment data and other PHI-related information.



## Logging out

Please remember to log out of the enrollment portal to help ensure your sessions are secure.



The screenshot shows the login page of The Dental Care PLUS GROUP. At the top left is the logo, and at the top right are links for [Visit Dentalcareplus.com](#), [Contact Us](#), and [Privacy Policy](#). The main content area displays the message "You have successfully logged out." Below this are input fields for "User Name:" and "Password:", a "Submit" button, and a [Forgot Password?](#) link. A section titled "Internet Explorer 10 Compatibility View Settings" provides instructions for users of Internet Explorer 10. At the bottom, a copyright notice reads "Copyright © 2016 Dental Care Plus, Inc. All rights reserved."

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You have successfully logged out.

User Name:

Password:

[Forgot Password?](#)

**Internet Explorer 10 Compatibility View Settings**

1. In Internet Explorer 10, select the Tools icon. If you do not see the menu bar (File, Edit, View etc.), press the Alt key and the menu bar will appear.
2. From the Tools menu, choose "Compatibility View settings."
3. In the dialog box, type dentalcareplus.com in the "Add this website" field and then click "Add."
4. Click "Close" to save your changes.

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Visit [DentalCarePlus.com](https://DentalCarePlus.com)  
to access DCPG's group portals.  
For more information or assistance with the portals,  
contact your enrollment and billing specialist at  
**(800) 367-9466** or **(513) 554-1100.**