



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 have been created to assist in taking care of your benefit administration needs quickly and efficiently.

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 the billing portal after your first invoice has been created.

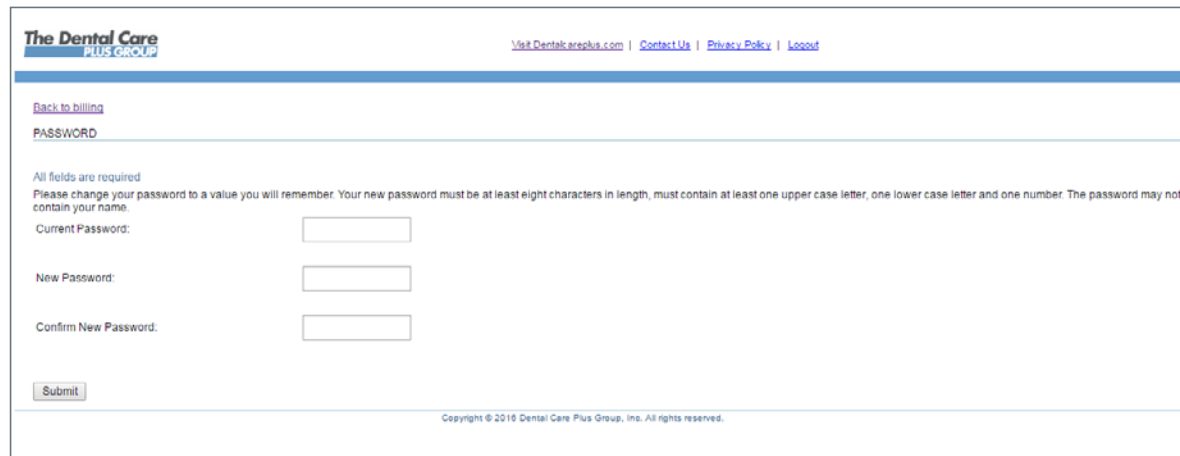
Please note: If you are signed up for the enrollment portal as well, your login information will stay the same and be verified through an email from your enrollment and billing specialist.



The screenshot shows the login page for The Dental Care Plus Group. At the top left is the logo "The Dental Care PLUS GROUP". At the top right are links for "Visit Dentalcareplus.com", "Contact Us", and "Privacy Policy". The main content area contains a "User Name:" label followed by a text input field, a "Password:" label followed by a text input field, and a "Submit" button. At the bottom of the page, there is a copyright notice: "Copyright © 2010 Dental Care Plus Group, Inc. All rights reserved."

Change password

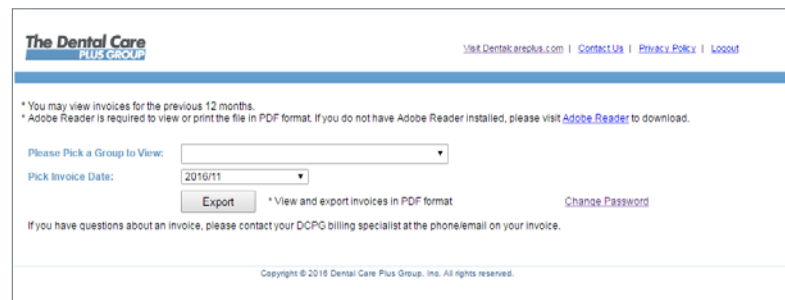
Upon logging in to the billing portal for the first time, we recommend changing your temporary password using the “Change password” option under the User Profile tab. Please keep in mind that changes made to your password via the billing portal will also apply to the enrollment portal (if you are registered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



The screenshot shows a web form for changing a password. At the top left is the logo for 'The Dental Care PLUS GROUP'. At the top right are links for 'Visit Dentekareplus.com', 'Contact Us', 'Privacy Policy', and 'Logout'. Below the header is a blue horizontal bar. Underneath is a link for 'Back to billing'. The main heading is 'PASSWORD'. A note states: 'All fields are required. 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.' There are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. A 'Submit' button is located at the bottom left of the form area. At the bottom center, there is a copyright notice: 'Copyright © 2010 Dental Care Plus Group, Inc. All rights reserved.'

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.



The screenshot shows the user interface for viewing invoices. At the top left is the logo for 'The Dental Care PLUS GROUP'. To the right of the logo are links for 'Visit.DentalCarePlus.com', 'Contact Us', 'Privacy Policy', and 'Logout'. Below the header, there are two lines of asterisked text: '* You may view invoices for the previous 12 months.' and '* Adobe Reader is required to view or print the file in PDF format. If you do not have Adobe Reader installed, please visit [Adobe Reader](#) to download.' The main content area contains a form with two dropdown menus. The first is labeled 'Please Pick a Group to View:' and the second is labeled 'Pick Invoice Date:' with '2010/11' selected. Below the date dropdown is an 'Export' button. To the right of the button is the text '* View and export invoices in PDF format' and a 'Change Password' link. At the bottom of the form area, there is a line of text: 'If you have questions about an invoice, please contact your DCPG billing specialist at the phone/email on your invoice.' At the very bottom of the page, there is a small copyright notice: 'Copyright © 2010 Dental Care Plus Group, Inc. All rights reserved.'

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

[Visit Dentalcareplus.com](#) | [Contact Us](#) | [Privacy Policy](#)

You have successfully logged out.

User Name:

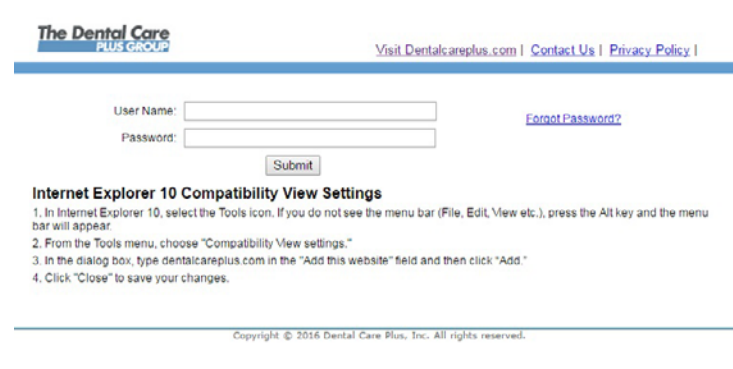
Password:

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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.



The screenshot shows the login page for 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". Below the header is a login form with "User Name:" and "Password:" labels, each followed by a text input field. A "Forgot Password?" link is positioned to the right of the password field. A "Submit" button is centered below the input fields. Below the form is a section titled "Internet Explorer 10 Compatibility View Settings" with a numbered list of four instructions. At the bottom of the page is a copyright notice: "Copyright © 2016 Dental Care Plus, Inc. All rights reserved."

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. 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 invoices. The primary authorized user also has the option of accessing online enrollment information. Additional users, including your broker, can be given access to your billing and/or enrollment information. Additional users are optional.

Once you have designated your primary (and any optional) users, we think you'll find it's easy to access your billing and enrollment information through our online system. Online billing gives the user access to current and past invoices. Online enrollment streamlines record keeping and allows the user to make real-time enrollment updates.

Internal Use Only
 Group Number: _____
 OE Date: _____
 Waiting Period: _____
 Enrollment Specialist: _____

Primary Authorized User* - Required
 This user is required and will receive invoices.

Company Name (please do not abbreviate) _____
 Primary Contact Name _____ Primary Contact Email Address _____
 Add online enrollment access? Yes No

Additional Authorized Users - Optional

User 1 Name _____ User 1 Email Address _____
 Online Billing Access Online Enrollment

User 2 Name _____ User 2 Email Address _____
 Online Billing Access Online Enrollment

Broker Authorization - Optional
 We need permission to grant your broker access to your online billing and/or enrollment information. Would you like to give your broker access to this information through the DCPG website?
 Yes, I want to allow my broker to have access to my information:
 Online Billing Access (will receive monthly billing emails) Online Enrollment
 No, I do not give permission for my broker to have access to my information.

Broker First and Last Name _____ Broker Company Name _____
 Broker Email Address _____

Authorized Signature of Company Representative (REQUIRED) _____ Date _____

The Dental Care PLUS GROUP
The plus is service.

Dental insurance plans are issued by Dental Care Plus, Inc., located at 100 Coovine Point Place, Cincinnati, OH 45241. Domestic Ohio, NAC No. 96265. REV 09-15

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: 513-123-4567 Format: 513-123-4567 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.
- Group:** A dropdown menu with "Family" and "Payroll" as visible options.
- Coverage:** A dropdown menu with "Family" and "Payroll" as visible options.
- Qualifying Event *:** A dropdown menu.
- Benefits End *:** A date input field with the format "mm/dd/yyyy".
- Buttons:** "Continue" and "Cancel".

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 form is titled "ADD DEPENDENT" and includes the following fields and options:

- Last Name ***: Text input field
- First Name ***: Text input field
- MI**: Text input field
- Relationship ***: Dropdown menu
- Sex ***: Dropdown menu
- Date of Birth ***: Text input field with format "mm/dd/yyyy"
- Qualifying Event ***: Dropdown menu
- Effective Date ***: Text input field with format "mm/dd/yyyy" and a yellow warning icon
- Other Insurance ***: Dropdown menu with "No" selected and a yellow warning icon
- Add**: Button at the bottom left

On the right side, there is a "Dependent List" table with columns for Name, Relationship, and DOB. Below the table are "Continue" and "Cancel" buttons. A note below the table states: "* indicates new member".

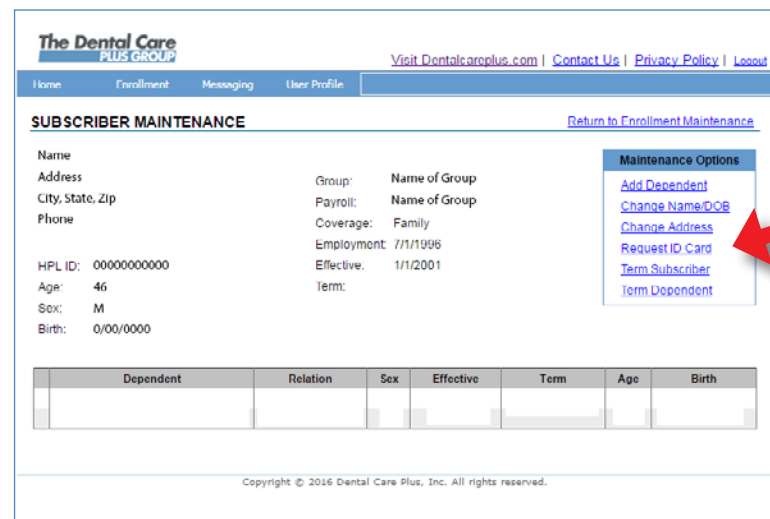
At the bottom of the page, the copyright notice reads: "Copyright © 2016 Dental Care Plus, Inc. All rights reserved."

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 'SUBSCRIBER MAINTENANCE' is displayed, along 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' menu with the following links: Add Dependent, Change Name/DOB, 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. The footer contains the copyright notice: Copyright © 2016 Dental Care Plus, Inc. All rights reserved.

Access secure messaging

While you are always welcome to email or call your DCPG enrollment and billing specialist, secure messaging is a great way to request assistance with updating enrollment information as well as the preferred method for sending Personal Health Information (PHI). Secure messaging is available through the enrollment portal by selecting “Messaging” on the navigation bar. There you can access open messages, closed messages or you can choose to send a message. Messages are typically responded to within 1-2 business days.

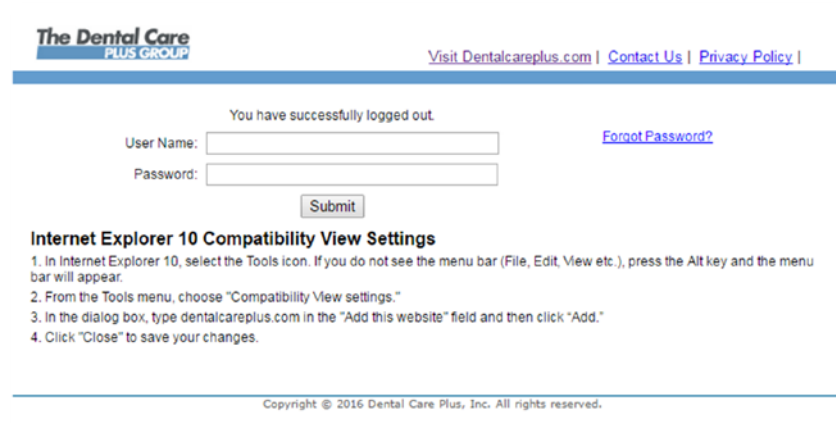
The screenshot shows the 'SEND A MESSAGE' form within the Dental Care Plus Group enrollment portal. The form includes a navigation bar with links for Home, Enrollment, Messaging, and User Profile. The 'SEND A MESSAGE' section contains the following fields and controls:

- To:** The Dental Care Plus Group
- From:** (Pre-filled)
- Category ***: A dropdown menu.
- Subject ***: A text input field.
- Message ***: A large text area for the message content.
- Attachment:** A section with instructions: "Select a file then click attach. NOTE: Excel, PDF and Text (TXT) are the only accepted files types. Files cannot exceed 5MB." It includes a "Choose File" button, a "No file chosen" status, and an "Attach" button.
- Buttons:** "Send Message" and "Cancel" buttons at the bottom of the form.

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

Logging out

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



The screenshot shows the top of the Dental Care Plus Group website. The logo is in the top left, and navigation links for 'Visit Dentalcareplus.com', 'Contact Us', and 'Privacy Policy' are in the top right. Below the navigation bar, a message reads 'You have successfully logged out.' To the left of this message are two input fields: 'User Name:' and 'Password:'. To the right of the 'User Name' field is a blue link labeled 'Forgot Password?'. Below the input fields is a 'Submit' button. Underneath the button is a section titled 'Internet Explorer 10 Compatibility View Settings' with a numbered list of four steps: 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. At the bottom of the page, a copyright notice reads 'Copyright © 2016 Dental Care Plus, Inc. All rights reserved.'

Visit DentalCarePlus.com
to access DCPG's group portals.
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