

Dental Care Plus Group (DCPG) client portal frequently asked questions

When will the DCPG client portal be discontinued?

The DCPG client portal was discontinued on 4/1/2025.

When will I receive my final online bill?

- You received your final online bill for premium on 3/17/2025 for April premiums.
- You received your final online invoice for claims on either 3/20/25 or 3/27/25, depending on your March claim activity. (ASO clients only)

How will I receive premium bills going forward?

- Premium bills will be sent in the mail – please confirm your address for us [here](#).

How will I receive claims invoices going forward? (ASO clients only)

- We will email your claims invoices on a weekly basis – please confirm the email address you would like us to use [here](#).

How will I pay my bills starting 4/1/2025?

- Online payments are no longer available – any recurring payments scheduled after 3/31/2025 or future dated payments after 3/31/2025 will not be processed.
- For electronic payments, you will need to set them up through your bank.
 - **Bank Name:** Fifth Third Bank, 5050 Kingsley Drive, Cincinnati, OH 45263
 - **Account Name:** Fifth Third Direct
 - **Account Number:** 00070140826
 - **Banking ACH/Wire Routing #:** 042000314
 - **Type:** Checking Account
 - **Special Instructions:** Specify your company name & group number assigned by Dental Care Plus
- Fully insured clients can also mail your payments to the address on your invoice.
 - Dental Care Plus, Inc., PO Box 630114, Cincinnati, OH 45263-0114

How can I manage enrollment starting 4/1/2025?

- You can complete [this enrollment form](#) to add or change an enrollment
- You can email the [DCPG member enrollment team](#) to process terminations