

This document answers questions to many frequently asked questions about your Northeast Delta Dental eBill account. To select a topic, click the item with your mouse.

### General Information

[About Northeast Delta Dental eBill Document Center](#)

[What information do I need to set up an account?](#)

[Help! I'm having trouble creating an account. What should I do?](#)

[I forgot my password. What do I do?](#)

[I forgot my User ID. What do I do?](#)

[How can I contact you if I have questions about this site?](#)

### Questions about eBilling

[What is eBilling?](#)

[How do I view my eBills?](#)

[How do I add additional users?](#)

[How do I delete users?](#)

[What is a Group Admin?](#)

[What if I don't receive an email notification?](#)

[Can I receive both eBilling and paper delivery?](#)

[How will I know when my documents are available?](#)

[What if my email address or other personal information has changed?](#)

---

### Questions About Billing and Payment

[The balance due on my statement doesn't seem to be right. What should I do?](#)

[What are my options to pay my bill?](#)

[I make ACH payments on the site. I need to change my banking information. How do I do that?](#)

[What if I decide not to pay a bill online anymore?](#)

[Is there a charge to pay my bill online?](#)

[Do you offer recurring electronic \(ACH\) payments?](#)

[I am currently signed up for automatic withdrawal for my payments. How can I stop that process so I can use the electronic \(ACH\) payment option on this web site?](#)

[When will my electronic \(ACH\) payment appear on my Northeast Delta Dental account?](#)

[What happens if my electronic \(ACH\) payment is returned for insufficient funds?](#)

[Is it safe to pay online using your service? Can my personal information be seen by others?](#)

[What kind of access do you have to my bank account?](#)

[What if I make a mistake and pay too much? How can I get a refund?](#)

[How can I find out what my balance is?](#)

[What should I do if I have a credit invoice?](#)

---

## **Technical Issues**

[Which browsers do you support?](#)

[My Internet browser is blocking me from downloading my documents. What should I do?](#)

[Do you use cookies?](#)

---

## General Information

### About Northeast Delta Dental eBill Document Center

Welcome to the Northeast Delta Dental eBill Document Center. [My Dashboard](#) displays your recent documents from Northeast Delta Dental in one easily accessible location. From here you can view, print, download documents, pay your bills, and access important information about your account. You can also use the “Show All Documents” button to view all your documents, which accumulate for 18 months. Or, you can use the “Choose Date Range” button to filter your search to a specific date range.

**IMPORTANT:** Since email notification is the way we remind you that your documents are available to be viewed online, please ensure the email address you provide us is accurate and that you check your email on a regular basis. You can view/change your email address in the [My Profile](#) menu.

### What information do I need to set up an account?

In order to create a new account you will need the following information:

- You will need to create a User ID of your choice, containing at least 3 characters. The User ID is not case sensitive. If another user of this site has already registered using that User ID you will receive an immediate message and you will need to choose another one that has not yet been used.
- You will need to create a password with a minimum of 8 characters. Passwords are case sensitive.
- You will need to supply a valid email address. Note: your email notifications will be sent to this address.
- Optional if you wish to pay via ACH, your Business Name as it appears on your bank statement (for business accounts only), along with the address as it appears on your bank statement, and your phone number.

When your account set up is complete you are now a registered user, but will need to enroll your bill(s). In order to do this you will need to have the Remittance Page of your most current bill(s) in hand that provides the following information:

- Enrollment PIN provided by Northeast Delta Dental (located in the upper right hand corner)
- Group/Sublocation/Division Number for each bill you want to enroll.

### Help! I'm having trouble creating an account. What should I do?

If you have double-checked your information and still cannot create an account, please contact us. Our contact information is located in the Contact Us dropdown in the [Questions](#) menu.

### I forgot my password. What do I do?

Click on the [Forgot your password?](#) link located on the login page. Follow the instructions to receive a temporary password, which will be sent to the email address provided when you first created your account.

## I forgot my User ID. What do I do?

Click on the [Forgot your user ID?](#) link located on the login page. After you answer a Secret Question you will receive an email containing your User ID, which will be sent to the email address provided when you first created your account.

## How can I contact you if I have questions about this site?

Our contact information is located in the Contact Us dropdown in the [Questions](#) menu.

## Contact Us

For assistance please call one of the following numbers:

603-223-1230 Eligibility and Billing Department (for enrollment and billing questions)

603-223-1160 Accounting Department (for balance and payment inquiries)

800-537-1715 ask for ext 1230 (Eligibility and Billing) or 1160 (Balance and Payment)

Email: [eligibilitydepartment@nedelta.com](mailto:eligibilitydepartment@nedelta.com) or [accountingdepartment@nedelta.com](mailto:accountingdepartment@nedelta.com)

Business hours are 8:00 am – 4:45 pm EST Monday through Friday except major holidays.

## Questions about eBilling

### What is eBilling?

eBilling provides your documents in an electronic format, accessible online. When documents are produced for your account you will receive an email to notify you they are available. You will log in to a portal where you can view them securely.

### How do I view my eBills?

After you register for eBilling you will need to enroll each bill you wish to receive electronically. Click on the [eBill Setup](#) link on your Dashboard. Detailed instructions are provided on the screen. Once your bill(s) are enrolled, they will be available on the Dashboard where you can select them to view, print, export, and pay electronically from your bank account (ACH).

### How do I add additional users?

Click on [eBill Management](#) in the menu bar at the top of the Dashboard, and choose [User Setup](#) from the dropdown menu that appears. Detailed instructions are provided on the screen. You may set up as many additional users as you need.

## How do I delete users?

Click on [eBill Management](#) in the menu bar at the top of the Dashboard, and choose [User Setup](#) from the dropdown menu that appears. Click the ACTIONS button adjacent to the user in the Search Results grid and select Delete.

## What is a Group Admin?

A Group Administrator is a security role that has rights to enroll additional eBills and to set up and edit additional users. You can assign your additional users to a Security Group of Group Admin, View-Only, or View-Pay. If you are the first person to have registered for eBills you automatically inherit the security role of Group Administrator.

## What if I don't receive an email notification?

There are a few reasons why you may have not received your email notification:

- The email address in your profile may be old or incorrect. You can update your email address in your profile.
- Your notification may have been filtered to your spam email folder or blocked by your email server. Add the domain [ebilling.nedelta.com](mailto:ebilling.nedelta.com) to your approved senders list.

Please note: Your email notification is our way of reminding you that your documents are available to be viewed online; so please ensure your email address is accurate and that you check your email on a regular basis. If you do not receive an email containing the link to the eBilling site, you can key [ebilling.nedelta.com](http://ebilling.nedelta.com) into your browser to access the site.

## Can I receive both eBilling and paper delivery?

In the interest of being environmentally sensitive, we will not mail paper bills once you register for eBilling. You may choose to print out any of the documents you view online.

If you have elected to receive electronic documents, you can revert back to paper should you no longer wish to receive eBills. Click the eBill Management menu and select eBill Setup from the dropdown menu. The window will display a list of the eBills you have enrolled. Select the Unenroll link in the Actions column for each bill you wish to revert to paper delivery. Please allow up to 48-hours for changes to take effect.

## How will I know when my documents are available?

Once you are signed up for eBilling an email notification will be sent to your email address when new documents are available.

## What if my email address or other personal information has changed?

Click the [My Profile](#) menu located at the top of the Dashboard. Update your information and then click [Save](#).

## Questions About Billing and Payment

### The balance due on my statement doesn't seem to be right. What should I do?

The balance on the Remittance Page of your bill reflects the balance on the day the bill was printed. The balance column on [My Dashboard](#) reflects the balance of the bill as of the prior business day. If you have a question about your balance, please contact us. Our contact information is located in the Contact Us dropdown in the [Questions](#) menu.

### What are my options to pay my bill?

- Pay online: make an electronic payment from your bank account (ACH) via the Dashboard. The first time you make a payment, you will need to enter your bank routing and account number. The system will remember your bank information for all future payments unless you change bank accounts. You can set up and use multiple accounts from which to make payments.
- Pay by check or money order: Print your remittance coupon by checking the box(es) to the left of any bills on your Dashboard that you want to pay. Click the [View/Pay](#) button and click the [Pay by Check](#) button and print the remittance page. Detach and mail the coupon with a check or money order to the remit address on the coupon.
- Pay by recurring ACH via automatic withdrawal from your bank account. Obtain a form to sign up for this payment method by checking the box to the left of a bill on your Dashboard, clicking the [View/Pay](#) button, and clicking the [Set up Automatic Payment](#) button. Follow the instructions for submitting the form.

You do not have to use the same payment method each time you make a payment. You can alternate paying a bill online with paying with a paper check each time you are ready to make a payment.

### I make ACH payments on the site. I need to change my banking information. How do I do that?

During the payment process, a window will pop up to prompt you to click a radio button if you need to change any of your banking information.

### What if I decide not to pay a bill online anymore?

You are not required to pay online. Each time you make a payment you can choose to pay online or send a check.

### Is there a charge to pay my bill online?

There is no charge to pay your bill online. We offer this service free of charge for our customers' convenience.

### Do you offer recurring electronic (ACH) payments?

Yes. Recurring electronic (ACH) payments are managed by our Accounting Department. You can still receive your bills electronically and arrange for recurring ACH payments through automatic withdrawal. Obtain a form to sign up for this payment method by checking the box to the left of a bill on your Dashboard, clicking the [View/Pay](#) button, and clicking the [Set up Automatic Payment](#) button. Follow the instructions for submitting the form.

## I am currently signed up for automatic withdrawal for my payments. How can I stop that process so I can use the electronic (ACH) payment option on this web site?

Contact our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send an email to [accountingdepartment@nedelta.com](mailto:accountingdepartment@nedelta.com).

## When will my electronic (ACH) payment appear on my Northeast Delta Dental account?

Electronic (ACH) payments made through the eBill Document Center will be applied to your account on the following business day if they are submitted by 7:30 pm EST. The Dashboard will display your current balance on the day following when the ACH transaction is posted to your bank account.

## What happens if my electronic (ACH) payment is returned for insufficient funds?

When you determine that funds are available in your bank account you may remedy this by making another electronic (ACH) payment on this web site. Failure to have available funds in your bank account when making ACH payments may result in termination of your policy for nonpayment. Or you can print your remittance coupon and mail it with a check or money order to the remit address on the coupon. Otherwise, your unpaid account will be processed through our collection system.

## Is it safe to pay online using your service? Can my personal information be seen by others?

We are committed to protecting your personal information. In addition, whenever you are viewing or paying bills online, you are using a secure connection which fully encrypts your information in transit. Data you provide cannot be viewed by us or anyone else on the web. We do not share your information with anyone else. Security is maintained by industry-standard SSL (secure socket layer) encryption and decryption technology. You can do your part to protect your identity by ensuring you always log out of this system and close all browser windows, keeping your password private, and refraining from sending personal health information through email.

## What kind of access do you have to my bank account?

Payments travel through a secure gateway service and we never have access to your bank account or your bank account numbers.

## What if I make a mistake and pay too much? How can I get a refund?

Contact our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send us an email at [accountingdepartment@nedelta.com](mailto:accountingdepartment@nedelta.com) to request a refund.

## How can I find out what my balance is?

The Remittance Page of your bill contains the current amount billed as well as charges or credits due from prior periods as of the day the bill was produced. The balance column on [My Dashboard](#) reflects the balance of the bill as of the prior business day. You may contact our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send us an email at [accountingdepartment@nedelta.com](mailto:accountingdepartment@nedelta.com) for any account balance inquiries you may have.

## What should I do if I have a credit invoice?

You can let the credit carry forward at which time it will automatically apply to your next invoice in our accounting system, or you may request a refund by contacting our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send us an email at [accountingdepartment@nedelta.com](mailto:accountingdepartment@nedelta.com).

---

## Technical Issues

### Which browsers do you support?

We support Internet Explorer (IE) version 7+, FireFox version 4+, Safari version 5+ and Google Chrome because these versions support "strong" encryption. (Encryption allows us to encode your information so that no one else on the Internet can read it.)

- You must be using 128 bit encryption, and it must be turned on in your browser. (See your browser's online help for more information.)
- JavaScript must be enabled in your browser. Normally, it is turned on by default, although you can disable it. (See your browser's online help for more information.)

We also support the industry standard browser display resolution of 1024 by 768 and higher. If you're viewing this site and cannot view your documents without having to use your horizontal scrollbar, you may want to check your resolution. To do this, follow these simple instructions:

- Make sure you are at your desktop
- Right click on your desktop
- Choose Properties
- Select the Settings tab
- Adjust Screen Resolution to 1024 by 768
- Select Apply
- Select OK



## My Internet browser is blocking me from downloading my documents. What should I do?

From the Tools menu in your browser, use the security settings for internet options to make [ebilling.nedelta.com](http://ebilling.nedelta.com) a trusted site.

## Do you use cookies?

While you are using our service, we need to store some information on your computer's hard drive in the form of a cookie. (A cookie is a small file that a Web site puts on your hard drive so that it can retain information for later use.)

For this reason, the cookie functionality must be enabled in your browser in order to use this web site. However, the cookie will never read information from your hard drive or copy information about other sites that you visit.

---

For additional information or for an answer to a question not covered here, please contact us. Our contact information is located in the Contact Us dropdown in the [Questions](#) menu.