



Northeast Delta Dental eBilling Portal Reference Guide

Northeast Delta Dental

[Contact Us](#) | [Frequently Asked Questions](#) | [nedelta.com](#) | [Explanation of Benefits/Benefit Lookup](#)

Welcome to Northeast Delta Dental's eBill Document Center.

If you are a first time visitor, [click here to create a new account](#) to register for eBilling.

Once registered, you will no longer receive a paper bill in the mail.

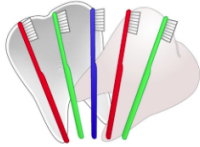
You can make an electronic payment from your bank account (ACH) on this site. Payment by credit card is not offered.

Returning users, please log in with your User ID and Password.

User ID

[Forgot your User ID?](#)

Password
 Password is case sensitive
[Forgot your Password?](#)



Access your account using these links
if you purchased your plan from:
[DeltaDentalCoversMe.com](#) or
[Healthcare.gov](#)

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ACCESSING AND REGISTERING FOR THE EBILLING PORTAL

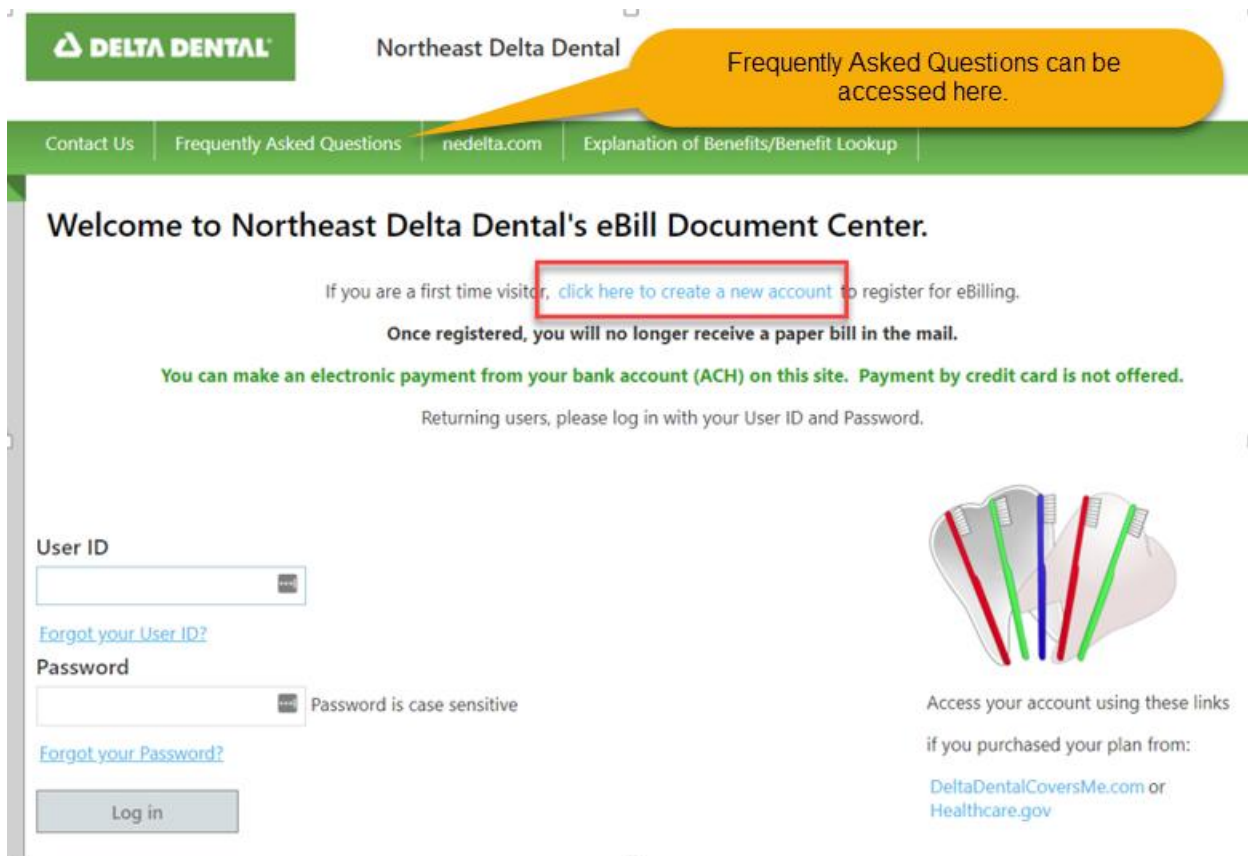
The Internet address for access to the eBilling portal is:

<https://ebilling.nedelta.com/Accounts/Login>

You will now be at the window shown below.

If you are an existing user you can log on here. Existing users with a security role of Group Admin can add other users via the User Management window. Instructions are on page 9.

If you are a new customer enrolling for eBilling for the first time, and are the first user being established, you can self-register by clicking on the “click here to create a new account” hyperlink which will require the use of the PIN number located in the upper right hand corner of the Remittance Statement of your bill. The only exception is if you are an ASO (self-funded) customer. The Accounting department registers all ASO customers. Contact the Accounting department at 603-223-1160 or by email at accountingdepartment@nedelta.com for assistance.



DELTA DENTAL Northeast Delta Dental

Frequently Asked Questions can be accessed here.

Contact Us | Frequently Asked Questions | nedelta.com | Explanation of Benefits/Benefit Lookup

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User ID

[Forgot your User ID?](#)

Password
 Password is case sensitive

[Forgot your Password?](#)

Log in

Access your account using these links if you purchased your plan from:
DeltaDentalCoversMe.com or Healthcare.gov

THE DASHBOARD

Once registered, upon logging in, you will arrive at the Dashboard.


The Dashboard will always display the most currently issued bill until it is replaced by the next issued bill, at which time the replaced bill will go to history as long as the balance owed is \$0.00. All bills are available in the portal for 18 months and can be accessed by clicking the black button “Show All Documents” or by using the “Choose Date Range” button to narrow the search. The balance of each bill as of the prior day is displayed in the last column.

Clicking the blue hyperlink in the “Billing Period” column will open that document as a PDF.

Dashboard for Premium Billed Customers

Dental eBills and Vision eBills have their own section on the Dashboard, with a clear label.


Below is a sample of the Dashboard for Dental eBills for a premium billed customer with 3 billing sublocations:

 Dental eBills		Showing documents: <i>Current</i>			Show All Documents	Show Current Documents	Choose Date Range	Documents are retained online for 18 months.	
<input type="checkbox"/>	Billing Period	Document Type	Group Number	Sublocation	Division	Group Name	Payment Due	Current Amount Billed	Balance as of 05/27/2019
<input type="checkbox"/>	06/01/2019-06/30/2019	Premium Bill	████	1000	0000	████	06/01/19	\$27,861.80	\$27,861.80
<input type="checkbox"/>	06/01/2019-06/30/2019	Premium Bill	████	1001	0000	████	06/01/19	\$100.77	\$100.77
<input type="checkbox"/>	06/01/2019-06/30/2019	Premium Bill	████	2000	0000	████	06/01/19	\$293.36	\$293.36

50 items per page
1 - 3 of 3 items

Click "View/Pay" to view, print, export or pay the selected documents.

Below is a sample of the Dashboard for Vision eBills for a premium billed customer with 2 billing sublocations:

 Vision eBills		Showing documents: <i>Current</i>			Show All Documents	Show Current Documents	Choose Date Range	Documents are retained online for 18 months.	
<input type="checkbox"/>	Billing Period	Document Type	Group Number	Sublocation	Division	Group Name	Payment Due	Current Amount Billed	Balance as of 05/27/2019
<input type="checkbox"/>	06/01/2019-06/30/2019	Premium Bill	████	1000	0000	████	06/01/19	\$2,596.94	\$2,596.94
<input type="checkbox"/>	06/01/2019-06/30/2019	Premium Bill	████	2000	0000	████	06/01/19	\$12.90	\$12.90

50 items per page
1 - 2 of 2 items

Click "View/Pay" to view, print, export or pay the selected documents.

Dashboard for Self-Funded (ASO) customers

Self-Funded (ASO) users receive reports in addition to bills. The “Document Type” column clearly indicates if the document is a bill or a report. Only the bills display dollar amounts in the last two columns.

The balance of the bill(s) as of the prior day is displayed in the last column. The Dashboard will always display the most currently issued bill/report until it is replaced by the next issued bill/report, at which time the replaced bill/report will go to history. Bills will only go to history when the next bill is issued if the balance owed is \$0.00. All bills and reports are available in the portal for 18 months and can be accessed by clicking the black button “Show All Documents” or by using the “Choose Date Range” button to narrow the search.

Below is a sample of the Dashboard for a weekly billed self-funded (ASO) user:

Dashboard
eBill Management
User Management
Payment History
My Profile
Questions
Log Out

My Dashboard - Hello, [User Name]

Welcome to Northeast Delta Dental's eBill Document Center!

The **Dashboard** displays your most recent document(s) in one easily accessible location. From here you can view, print, download, and pay your bills via ACH (an electronic payment from your bank account).

Scroll down to view your documents.
The most current document(s) are displayed. Use the black buttons to navigate to your historical documents.

Dental eBills

Showing documents: Current

Show All Documents

Show Current Documents

Choose Date Range

Documents are retained online for 18 months.

<input type="checkbox"/>	Billing Period	Document Type	Group Number	Sublocation	Division	Group Name	Payment Due	Current Amount Billed	Balance as of 02/22/2021
<input type="checkbox"/>	02/17/2021-02/19/2021	Weekly Claims Bill	[REDACTED]	99999999	0000	[REDACTED]	03/02/21	\$56,133.83	\$56,133.83
<input type="checkbox"/>	01/01/2021-01/31/2021	ASO Claims Utilization Report	[REDACTED]			[REDACTED]			
<input type="checkbox"/>	01/01/2021-01/31/2021	ASO Group Activity Report	[REDACTED]			[REDACTED]			
<input type="checkbox"/>	01/01/2021-01/31/2021	ASO Incurred Treatment Summary	[REDACTED]			[REDACTED]			
<input type="checkbox"/>	01/01/2021-01/31/2021	ASO Monthly Bill	[REDACTED]	99999999	0000	[REDACTED]	02/10/21	\$12,693.90	\$0.00

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items per page

1 - 5 of 5 items

Click 'View/Pay' to view, print, export or pay the selected documents.


View/Pay


VIEW/PAY BUTTON OPTIONS

If you click on the View/Pay button located at the bottom right of the Dashboard, an option window will open:

What do you want to do? ×

View or Export your selected document(s):

 Open selected documents in PDF format.

 Open selected documents in Excel format.

Pay your selected document(s):

Pay selected documents electronically from your bank account.

Print remittance coupon(s) for selected bill(s).
Please mail the coupon(s) and your check(s) to the remittance address on the coupon.

Sign up for recurring automatic payments.

Dental eBills: 1 record selected for a total of **\$293.36**

There are 5 options to choose from.

- Open the selected documents in PDF format
- Open selected documents in Excel format
- Pay Now (allows you to make payment for the selected documents via ACH on the portal, which is an electronic transfer directly from your bank account to ours).
- Pay by Check (allows you to print just the remittance page of the bill (instead of the entire bill) so you can clip the remittance coupon and mail it with your check.
- Set up Automatic Payment (you can obtain the ACH Authorization Form here with instructions on where to send it if you want to sign up for recurring ACH

payments). This type of ACH is not done via the eBilling portal, but through another system which puts the payment process on “auto pilot” for you.

EBILL MANAGEMENT MENU

By accessing the eBill Management menu, you can view which bills you have access to. You can click the button to “Add New Group” if you want to register for additional bills, such as when your group adds a new sublocation. Our staff proactively adds new sublocations on your behalf, so it would be a rare occasion that you would need to do this for yourself.

Dashboard **eBill Management** User Management Payment History My Profile Questions Log Out

eBill Management

- As a Registered user for eBilling the next step is to choose which bills you want to receive electronically.
- You will need the most recent Remittance Page(s) for all your bills to obtain your security PIN code(s).
- Click the **Add New Group** button to sign up for electronic delivery of your bills.

Add New Group

▼ Edit Search Criteria

Search Results

Enrollment Type	Group Number ^	Sublocation ^	Division ^	Group Name	Actions
Premium Billing	62	1000	0000		Details Unenroll
Premium Billing	62	1001	0000		Details Unenroll
Premium Billing	62	2000	0000		Details Unenroll
Premium Billing	96	1000	0000		Details Unenroll
Premium Billing	96	2000	0000		Details Unenroll

◀ ◁ 1 ▷ ▶ 50 items per page 1 - 5 of 5 items

SECURITY ROLES

A Group Admin security role allows the user to manage other users by accessing the “Actions” button. A Group Admin can edit another user’s profile, reset their password, and lock or delete their eBilling account.

Search Results							
Last Name ^	First Name ^	User ID	Email Address	Security Group	Last Login	Enrolled Groups	Actions
				Group Admin	04/01/21	1	ACTIONS

Navigation: < 1 > 50 items per page

- Edit
- Reset Password
- Lock
- Delete

Security roles defined.

Security Group

View-Only
Group Admin
View-Pay

View-Only - Allows the Group Admin to assign access to all or some of the group sublocations.

Group Admin - Every registration requires a Group Admin security role. The Group Admin has access to all of your group’s sublocations. This role also allows the user to add, delete, lock, edit and reset passwords for the other users,

View-Pay - Allows the Group Admin to assign access to all or some of your group’s sublocations and allows the user to pay invoices on the portal.

Broker - 3rd parties can have access to the portal, but can only be added by an administrator at Northeast Delta Dental, and after written permission has been provided by your group. Please contact your Account Manager to request this.

USER MANAGEMENT MENU

By accessing the User Management menu (available to only users with the Group Admin security role), you can view which users are registered and their assigned Security Group. You can click the button to “Add New User” if you want to register additional users. The instructions for doing so are above the “Add New user” button.

You can also click the ACTIONS button on the row of a user to edit another user’s profile, reset their password, lock the user, or delete the user

Dashboard | eBill Management | **User Management** | Payment History | My Profile | Questions | Log Out

Manage User Accounts

If you do not want to add other users to view or pay this account, you can go to the dashboard now.

Do you wish to add a new user?

1. Click the **ADD NEW USER** button below to add additional users.
2. When you have completed adding your NEW USER you will return to this window.

You are almost done. Now complete steps 3 and 4:

3. Click **ACTIONS** then select **EDIT** to grant eBill access to View-Pay or View-Only users (Group Admin users automatically inherit your eBill access rights).
4. Open the "Document Access Rights" section and check the box(es) to give permission(s) to the group(s) this user can view.

After all NEW USERS are added, you can exit from this screen and go to your dashboard or any of the other menu selections.

Add New User ←

▼ Edit Search Criteria

Search Results

Last Name ^	First Name ^	User ID	Email Address	Security Group	Last Login	Enrolled Groups	Actions
	John			Group Admin	06/15/21	1	ACTIONS
	Linda			Group Admin	06/01/21	1	ACTIONS

◀ ◁ 1 ▷ ▶ 50 items per page 1 - 2 of 2 items

When a new user is registered they receive an email with this wording:

Dear [USER_FIRST_NAME] [USER_LAST_NAME]:

Your eBill account registration request has been submitted. However, your account setup is not yet complete. In order to complete your registration, you must sign in and follow the instructions at ebilling.nedelta.com using your User ID and a temporary password:

Your User ID is: [USER_ID]

Your temporary password is: [USER_PASSWORD]

The temporary password will expire in 24 hours.

Copy the temporary password by clicking and dragging with your mouse and key Ctrl+C. Then click this link to log in at ebilling.nedelta.com. Key your User ID and paste the temporary password into the password field. After you Log in, the system will prompt you to update your account with a new password.

You received this email message because you signed up to receive communications electronically. To ensure emails are delivered to your inbox, please add noreply@ebilling.nedelta.com to your address book and safe sender list. If you did not authorize this request or need further assistance, please contact us at:

603-223-1230 Eligibility Department
603-223-1160 Accounting Department
800-537-1715 ask for ext 1230 or 1160

Email: eligibilitydepartment@nedelta.com or accountingdepartment@nedelta.com

PAYMENT HISTORY WINDOW

If you make payment via ACH using the ACH payment feature on the portal, you can view your payments in the Payment History menu.

DELTA DENTAL Northeast Delta Dental Current User: Jlcampbe Security Access: Group Admin

Dashboard eBill Management User Management **Payment History** My Profile Questions Log Out

Payment History

Important Information about Online Payments:

- Only payments made through this web site are recorded here and are viewable for 18 months.
- Payment "Status" is displayed as "Pending" on the day you pay and will change to "Submitted" the following business day.
- If you have a question about your payment or your balance please [contact us](#).

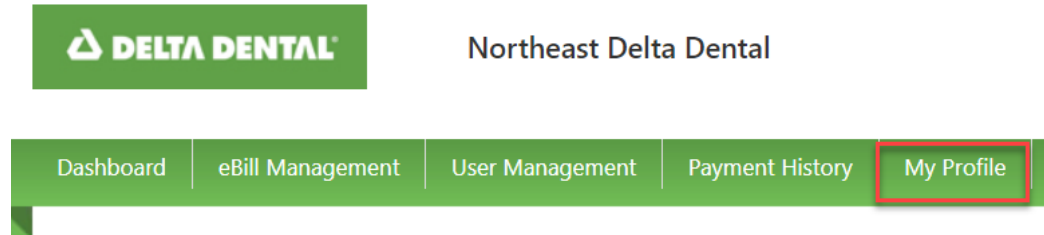
▼ Edit Search Criteria

Search Results

Date Paid ▼	Group #	Sublocation ^	Division ^	Group Name	Billing Period	Amount Paid	Auth Code	Status
02/05/18	303	99999999	0000		01/10/2018 - 01/12/2018	\$46,295.51	35268935	Submitted
02/05/18	303	99999999	0000		01/17/2018 - 01/19/2018	\$55,986.36	35268935	Submitted
01/12/18	303	99999999	0000		12/01/2017 - 12/31/2017	\$11,163.86	31768637	Submitted
01/12/18	303	99999999	0000		12/20/2017 - 12/27/2017	\$55,564.12	31768637	Submitted
01/12/18	303	99999999	0000		01/03/2018 - 01/05/2018	\$54,999.89	31768637	Submitted

CUSTOMER PROFILE

You can reference and/or change the information you used during the registration process by accessing the “My Profile” menu:



Edit My Profile

You Are Editing: [blurred]
Current User Status: Unlocked
Last Login: 10/23/2019 10:31:21 AM

^User Info

Password:

First Name

Last Name

Email Address

Confirm Email Address

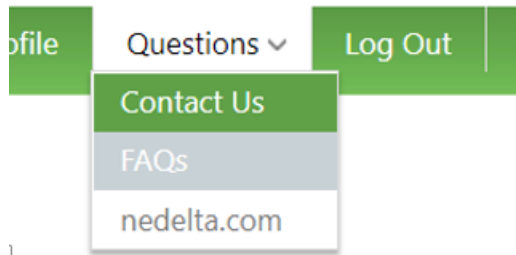
Day Time Phone Number

Security Group
Group Admin

Security Question #1
What is the middle name of your oldest child?

QUESTIONS MENU

The “Questions” menu contains 3 sub-menus: Contact Us, FAQs, and a hyperlink to our nedelta.com web site:



This is the information provided in the “Contact Us” sub-menu:

A screenshot of the 'Contact Us' sub-menu page. The page has a green navigation bar at the top with the following items: 'Dashboard', 'eBill Management', 'User Management', 'Payment History', 'My Profile', and 'Questions' (with a dropdown arrow). The main content area has a grey vertical bar on the left. The title 'Contact Us' is displayed in large, bold, black font. Below the title, the text reads: '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)'. Below this, the email addresses are listed: 'Email: eligibilitydepartment@nedelta.com or accountingdepartment@nedelta.com'. At the bottom, the business hours are stated: 'Business hours are 8:00 am – 4:45 pm EST Monday through Friday except major holidays.'

The FAQs menu contains a document with hyperlinks that can be clicked on to find the answer to a specific question you might have:



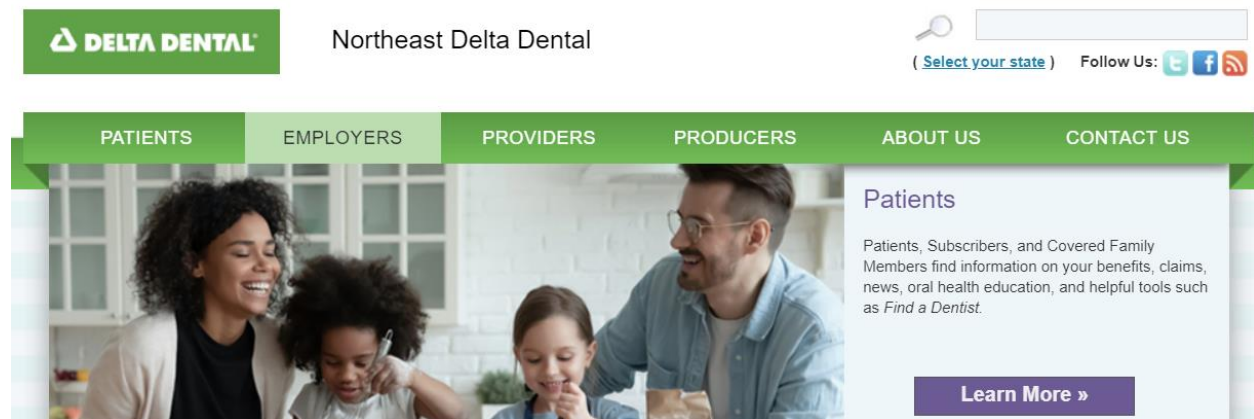
Frequently Asked Questions
Northeast Delta Dental eBill Document Center
Last Revised November 2016

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?](#)

Clicking on the nedelta.com menu choice brings you to Northeast Delta Dental's general website.



When finished using the eBilling portal, click the Log Out button on the menu, then close your browser session.

