Northeast Delta Dental
eBilling Portal
Reference Guide

The information contained in this document is the exclusive property of Northeast Delta Dental and except for use by authorized individuals shall not be distributed, reproduced, or disclosed in whole or part without written permission from Northeast Delta Dental.

Pursuant to the Health Insurance Portability and Accountability Act of 1996, every effort has been made to ensure that no text or screen prints contain personal information. Wherever possible, the data used is test data and fictitious in nature. If you have any concerns about the information contained herein, please notify your Account Manager immediately.

Contents

ACCESSING AND REGISTERING FOR THE EBILLING PORTAL
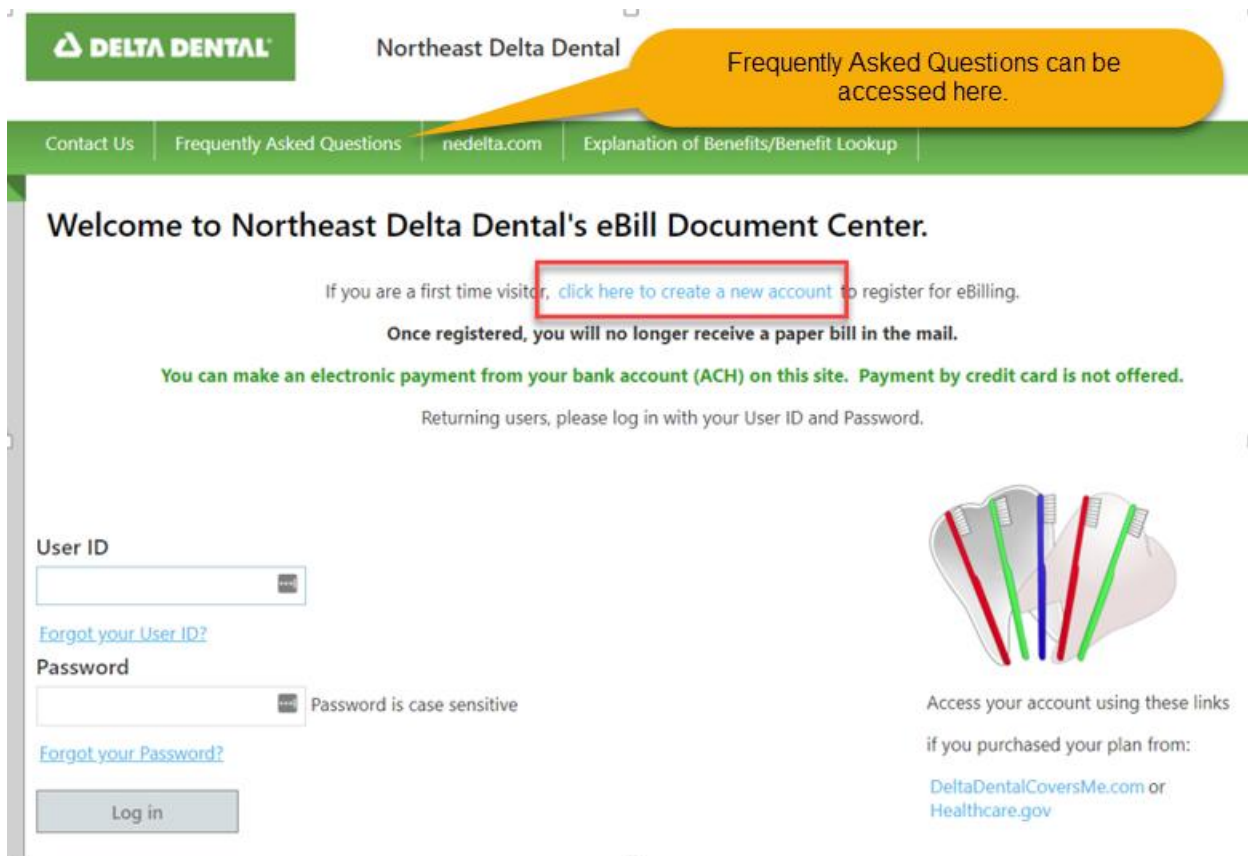
The Internet address for access to the eBilling portal is:
https://ebilling.nedelta.com/Accounts/Login

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.

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:

	Billing Period	Document Type	Group Number	Sublocation	Division	Group Name	Payment Due	Current Amount Billed	Balance as of 05/27/2019
☐	06/01/2019-06/30/2019	Premium Bill		1000	0000		06/01/19	$27,861.80	$27,861.80
☐	06/01/2019-06/30/2019	Premium Bill		1001	0000		06/01/19	$100.77	$100.77
☐	06/01/2019-06/30/2019	Premium Bill		2000	0000		06/01/19	$293.36	$293.36

Dental eBills — Showing documents: Current — Show All Documents — Show Current Documents — Choose Date Range — Documents are retained online for 18 months.

I< < 1 > >I   50 ∨ items per page   1 - 3 of 3 items

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

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

	Billing Period	Document Type	Group Number	Sublocation	Division	Group Name	Payment Due	Current Amount Billed	Balance as of 05/27/2019
☐	06/01/2019-06/30/2019	Premium Bill		1000	0000		06/01/19	$2,596.94	$2,596.94
☐	06/01/2019-06/30/2019	Premium Bill		2000	0000		06/01/19	$12.90	$12.90

Vision eBills — Showing documents: Current — Show All Documents — Show Current Documents — Choose Date Range — Documents are retained online for 18 months.

I< < 1 > >I   50 ∨ items per page   1 - 2 of 2 items

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

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,

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.

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

|< < 1 > >| 50 ⌄ 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:

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.

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.

Security roles defined.

<u>View-Only</u> – Allows the Group Admin to assign access to all or some of the group sublocations.

<u>Group Admin</u> - 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,

<u>View-Pay</u> - 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.

<u>Broker</u> – 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

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

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.

CUSTOMER PROFILE

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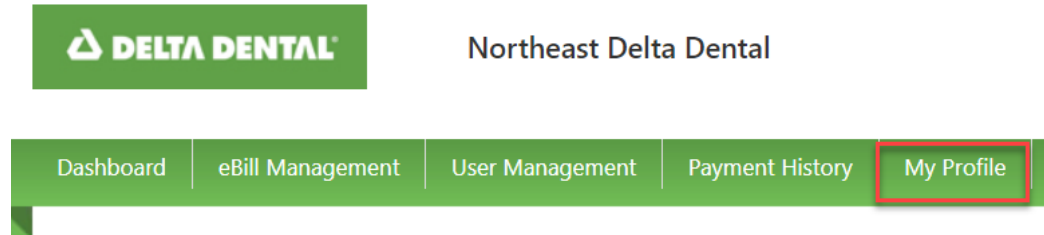
QUESTIONS MENU

The "Questions" menu contains 3 sub-menus: Contact Us, FAQs, and a hyperlink to our nedelta.com web site:
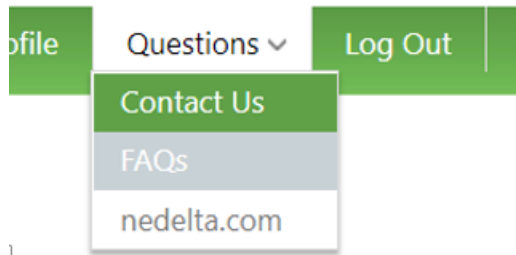
This is the information provided in the "Contact Us" sub-menu:

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 or accountingdepartment@nedelta.com

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:
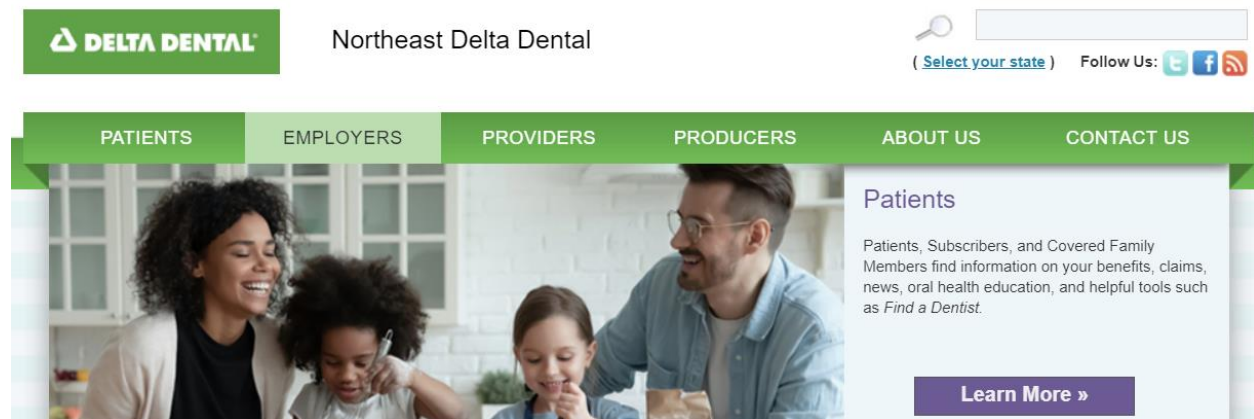

Clicking on the nedelta.com menu choice brings you to Northeast Delta Dental's general website.

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