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 help take care of your benefit administration needs quickly and efficiently and can be accessed by visiting [DentalCarePlus.com/employers/group-portals/](DentalCarePlus.com/employers/group-portals/).

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 to 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.
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).
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.

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).

**Logging out**

Please remember to log out of the billing portal when you are done to help ensure your sessions are secure.
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.
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.

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

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.
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.

Reinstall a terminated subscriber

To reinstall a terminated subscriber, please contact your DCPG enrollment and billing specialist. They will be able to help reinstall 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.
Secure email

DCPG utilizes Zix secure email to communicate sensitive employee and group information including anything that contains Personal Health Information (PHI). To register for a Zix account, visit https://web1.zixmail.net/s/login?b=dentalcareplus. Once registered, you will be able to securely communicate to and receive messages from DCPG with just a click of a button. Emails are typically responded to within 1-2 business days.

You may also access Zix through the enrollment portal by selecting “Messaging” on the navigation bar. This link will take you directly to the Zix login page where you can securely send your enrollment data and other PHI-related information.
Logging out

Please remember to log out of the enrollment portal to help ensure your sessions are secure.
Visit DentalCarePlus.com to access DCPG’s group portals. For more information or assistance with the portals, contact your enrollment and billing specialist at (800) 367-9466 or (513) 554-1100.