



DELTA DENTAL OF COLORADO SYSTEM UPGRADE

Employer Guide



Changes to Smile About



This guide will help you navigate the employer portal and additional changes related to our system upgrade.



There are additional materials available on our resource library:
<https://www.deltadentalco.com/resourcelibrary/>



Throughout this guide, you will see this icon to note where there is a supplemental video available.

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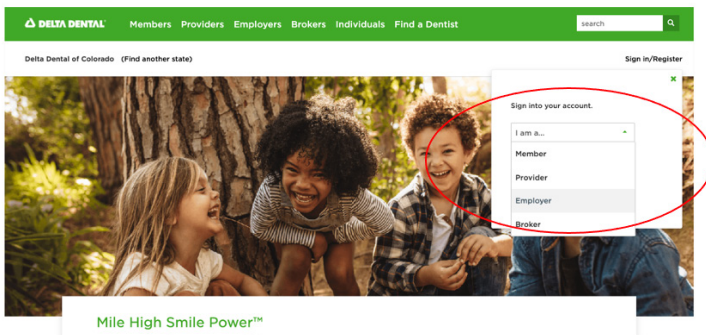
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Logging in to the Employer Portal

Creating an Account

- Go to **DeltaDentalCO.com**. Click on the **Employers** link at the top of the home page and scroll down to **Create an Account** on the employer landing page. Click **Create an Account** and follow the instructions to complete your registration.



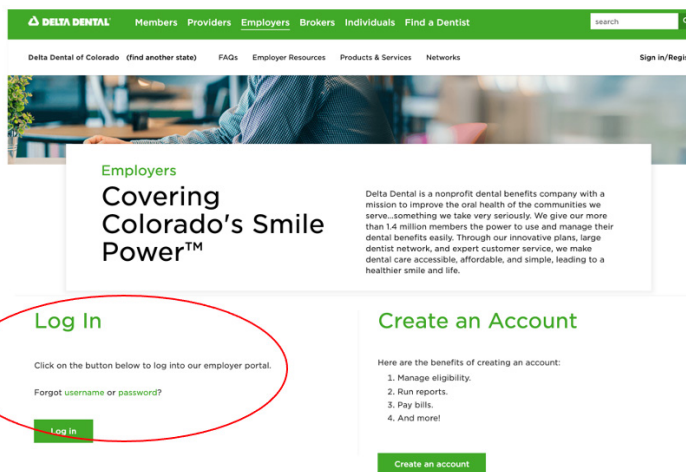
Logging On

There are two ways to log in:

1. Click on the **Sign in/Register** link on the top right-hand part of the page and select **Employer** from the I am a... dropdown menu, and click the green **Go** button. Enter your username and password and click **Log In**

OR

2. Click on the **Employers** link at the top of the site and scroll down to Log In on the employer landing page, click **Log In**. Enter your username and password and then click **Sign In**



- If you forget your username or password, go to the Employer Log In page and click **Forgot Username or Password** to retrieve your information.
- If you have access to more than one sub-account (or billing entity), you will need to select the one you want by clicking on the drop-down arrow next to your group name in the upper right-hand corner of the page.

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Reset Password

- To reset your password, look in the upper right-hand corner of the login page and click on the drop-down arrow next to your group name.
- Select **Edit Account**
- Enter your first and last name and email associated with your employer portal account and hit **Reset Password**.

The screenshot shows the Delta Dental Employer Portal interface. At the top left is the Delta Dental logo. A navigation menu includes Dashboard, Benefits, Employees, Bills, Forms & Docs, and Reports. In the top right corner, a user profile is displayed as 'Welcome Employer' with a dropdown arrow, which is circled in red. The main content area features an 'Edit Account' form. Under the 'Personal Information' section, there are input fields for 'FIRST NAME' and 'LAST NAME', and an 'EMAIL ADDRESS' field containing 'mcobos@ddpco.com'. At the bottom of the form, there are two buttons: a grey 'UPDATE' button and a green 'RESET PASSWORD' button, both of which are circled in red.

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Managing Employee Eligibility

Enroll an Employee

Enroll new employees by entering their information on the **Enroll New Employee** section of the dashboard or click **Employees** and click **Enroll New Employee**.

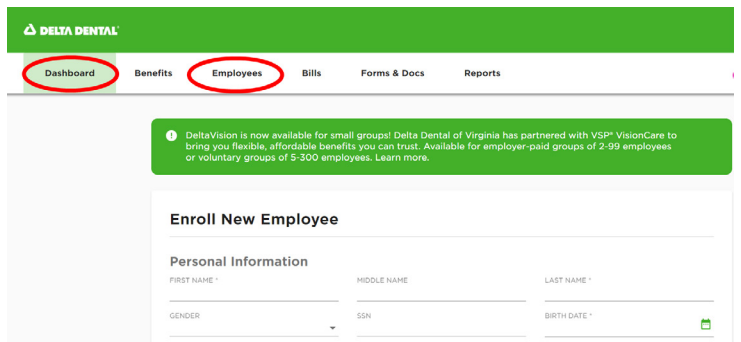


Tip: All required fields are noted with an asterisk.

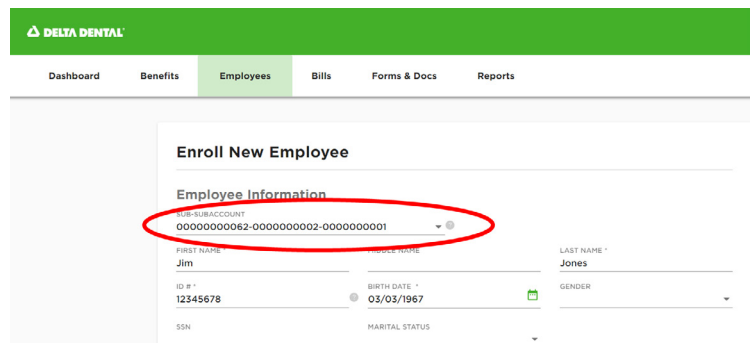
On the next screen, select the correct **sub-subaccount** for this employee and complete the rest of the personal information and attributes for the employee.

Check the **Enroll in Dental Coverage** box.

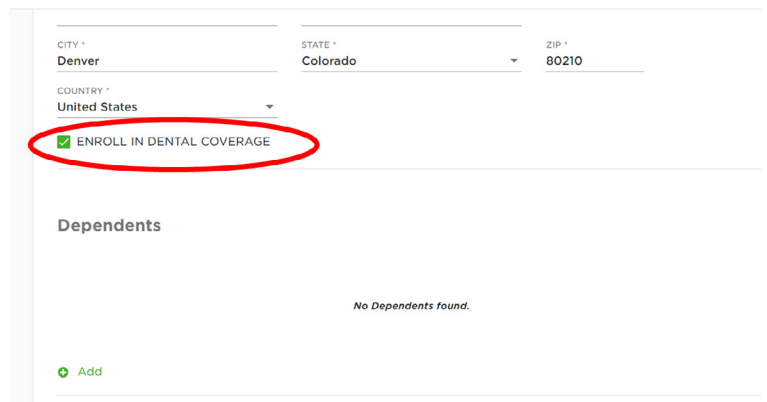
If the employee is eligible for dependent coverage, click **Add** under the Dependents section and complete the dependent information. To add additional dependents, click **Add** and fill in the information for each dependent.



The screenshot shows the Delta Dental dashboard with the 'Employees' tab selected. The 'Enroll New Employee' section is visible, showing the 'Personal Information' fields: FIRST NAME *, MIDDLE NAME, LAST NAME *, GENDER, SSN, and BIRTH DATE *. A red circle highlights the 'Employees' tab in the navigation menu.



The screenshot shows the 'Enroll New Employee' form with the 'Employee Information' section. The 'SUB-SUBACCOUNT' field is circled in red, showing the value '0000000062-000000002-000000001'. Other fields include FIRST NAME (Jim), MIDDLE NAME, LAST NAME (Jones), ID # (12345678), BIRTH DATE (03/03/1967), GENDER, SSN, and MARITAL STATUS.



The screenshot shows the 'Enroll New Employee' form with the 'ENROLL IN DENTAL COVERAGE' checkbox checked and circled in red. Other fields include CITY (Denver), STATE (Colorado), ZIP (80210), and COUNTRY (United States). The 'Dependents' section is visible below, showing 'No Dependents found.' and an 'Add' button.

(Continued on next page)

Under Plan Information, confirm the subaccount information, enter the effective date and click **Enroll Employee**.

No Dependents found.

[Add](#)

Plan Information

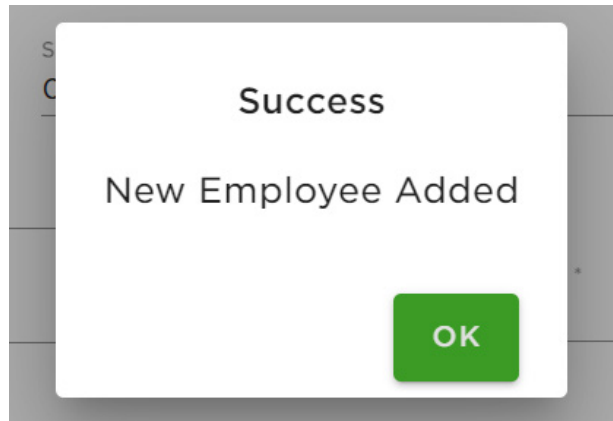
SUBACCOUNT NAME * XYZ Industries - Lakewood (Billing) SUBACCOUNT NUMBER * 0000000062-000000002

DENTAL BENEFIT PLAN * XYZ Industries Low Plan

EFFECTIVE ON * 10/01/2021 QUALIFYING EVENT * Group Request

ENROLL EMPLOYEE **CANCEL**

You should see a **Success New Employee Added** message to confirm the employee has been enrolled.



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Managing Employee Eligibility

Update an Employee



Begin by clicking on Employees tab.

- Search for any employee by typing their name in the Employee Name Field and hit Enter. You can also search by their Member ID or SSN.
- If they have a future effective date or have been terminated, click there to see that list.

EMPLOYEE NAME	EFFECTIVE DATE	MEMBER ID	MEMBER SSN
Brown, James	02/01/2021	0800000000693-01	XXX-XX-6789




Tip: You can enter both first and last name or just one or the other.

Select **pencil icon** beside the name to edit the record.

You can edit the employee's personal information, employee's effective date, add dependents, or change the plan they're enrolled into.

You will need to select an effective date before saving your edits. If the effective date hasn't changed, you must enter the original date.

Click **Save**.

James Brown 

Status: Active

COVERAGE AS OF (Select Date): 04/12/2021

Julie Anderson

Status: Active

COVERAGE AS OF (Select Date): 04/20/2021

NEW EFFECTIVE DATE *

SAVE

CANCEL

Delta Dental of Colorado System Upgrade: Employer Guide

Managing Employee Eligibility

Terminate an Employee

Click **Employees** and search **Active Employees** by entering the employee name, member ID and/or Social Security Number.

Click on the employee name and then click **Manage Coverage**.

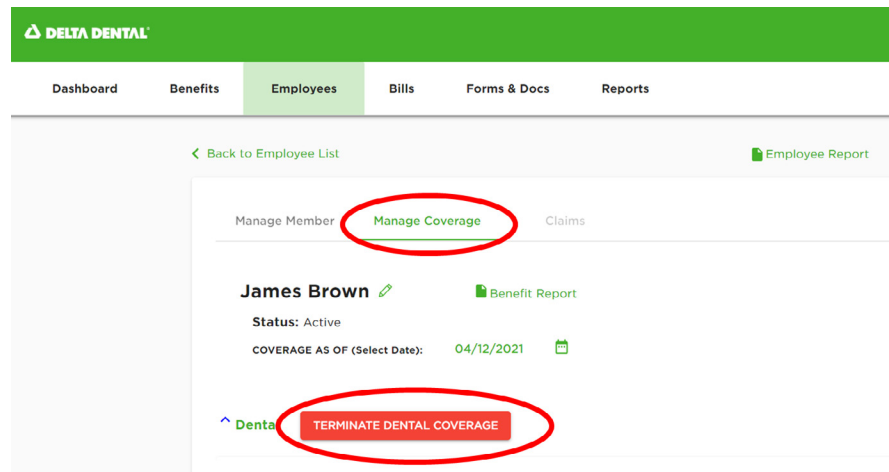
Click the red **Terminate** button next to the employee's name.

A confirmation window will appear. Enter the termination date and click **Yes** to confirm termination of the employee.

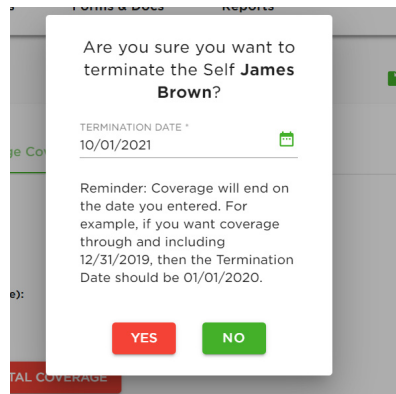


Tip: Coverage will end on the termination date you enter. For example, if you want the employee to be covered through September, the termination date entered should be October 1. Terminating an employee will automatically terminate any dependent coverage as well.

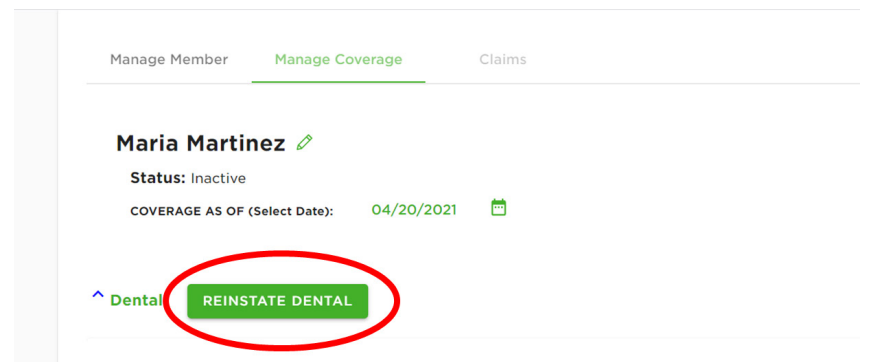
To reinstate an employee, from the employee record, click **Manage Coverage** and then **Reinstate Dental**.



The screenshot shows the Delta Dental system interface. The top navigation bar includes 'Dashboard', 'Benefits', 'Employees', 'Bills', 'Forms & Docs', and 'Reports'. The 'Employees' tab is selected. Below the navigation bar, there are links for 'Back to Employee List' and 'Employee Report'. The main content area shows the 'Manage Member' page for James Brown. The 'Manage Coverage' link is circled in red. Below the employee name, the status is 'Active' and the 'COVERAGE AS OF (Select Date)' is '04/12/2021'. At the bottom, the 'Dental' section has a red button labeled 'TERMINATE DENTAL COVERAGE' circled in red.



The screenshot shows a confirmation window with the text: 'Are you sure you want to terminate the Self James Brown?'. Below this, there is a 'TERMINATION DATE' field with the value '10/01/2021'. A reminder message states: 'Reminder: Coverage will end on the date you entered. For example, if you want coverage through and including 12/31/2019, then the Termination Date should be 01/01/2020.' At the bottom, there are two buttons: 'YES' (red) and 'NO' (green).



The screenshot shows the Delta Dental system interface for Maria Martinez. The 'Manage Coverage' link is selected. The status is 'Inactive' and the 'COVERAGE AS OF (Select Date)' is '04/20/2021'. At the bottom, the 'Dental' section has a green button labeled 'REINSTATE DENTAL' circled in red.

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Billing for Fully Insured



On the Bills tab, you are able to download current bills and access previous bills.

Depending on your portal access, you may also be able to make changes to employee records and these changes will be reflected on your bill in real time.



Tip: You can only adjust or approve the bill during the billing review period. Once the bill review period closes, you can no longer make changes or approve, therefore the CALCULATE/APPROVE BILL button is no longer available.

When you download your bill, you can choose either a PDF or Excel file.

With both versions, you will first see the bill summary and remittance, followed by the bill detail and rate summary.



Tip: Within the Excel file, use the tabs to see additional detail.

Current Bills ? Recent Bills ? Historical Bills ?

May 2021 bill. It is closed and cannot be adjusted. Explore your bill below. Any changes you make to employee records will flow through to this bill and may change the amount owed.

SUBACCOUNT
ABC Industries (Billing)
0000000061-000000001

To view your online bill, please select "Download Bill" link. If you would like information on our online bill process, please click [here](#) to turn on/off help text.

Download Bill Download Remittance

Rate Summary

Don't have automatic draft of monthly premium? Sign up now.

CALCULATE/APPROVE BILL

Choose File Format

PDF EXCEL



Delta Dental of Colorado
PO Box 912148
Denver, CO 80291-2148

Bill Number: 6220
Account Number: 0000000062-000000001
Due Date: 04/13/2021 - 04/13/2021
Claims Paid Thru: 04/13/2021 - 04/13/2021

XYZ Industries - Denver (Billing)
Julie Sitz
122 Main St
Denver, CO 80229

Billing Summary		
	Number of Claims	Amount
Claims Reimbursement	1	\$0.00
Balance Forward		\$683.20
Manual Adjustments		\$0.00
Total Amount Due		\$683.20

If your payment is not received in full by the due date, claims may be placed on hold. Eligibility changes submitted with payment will not be accepted and processed.
Thank you for your business.



Include the account number on your check and make payable to:
Delta Dental of Colorado
PO Box 912148
Denver, CO 80291-2148

Total Due:	Amount Enclosed:
\$683.20	

One advantage of the Excel version is it allows you to sort and filter data about your membership.

	A	B	C	D	E	F	G	H	I	J	K
1	Subscriber Id	Last Name	First Name	Department	Status	Type	Union	Benefit Plan Name	Rate Code	Billing Mo	Total Premium
2		Anderson	Jason	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
3		Anderson	Jason	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
4		Anderson	Lori	Fields	Active	Full-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
5		Anderson	Lori	Fields	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
6		Anderson	Lori	Fields	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
7		Bodart	Carissa	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
8		Brown	James	Sales	Active	Part-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
9		Brown	James	Sales	Active	Part-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
10		Brown	James	Sales	Active	Part-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
11		Johnson	Haley	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
12		Johnson	Haley	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
13		Johnson	Haley	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
14		Johnson	Lucas	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
15		Johnson	Lucas	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
16		Jones	Bob		Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
17		Jones	Bob		Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
18		Jones	Joe		COBRA	Full-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
19		Jones	Joe		COBRA	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
20		Jones	Joe		COBRA	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
21		Martinez	Maria	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
22		Nelson	Chris		Continuation	Part-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
23		Nelson	Chris		Continuation	Part-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
24		Shepperd	Derek		Disability/LTD	Part-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
25		Shepperd	Derek		Disability/LTD	Part-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23

If you do not pay by automatic draft, you may download your remittance and submit it with your payment.

From the main page, you can also set up automatic draft or change your account information.

SUBACCOUNT
ABC Industries (Billing)
0000000061-000000001

To view your online bill, please select "Download Bill" link. If you would like information on our online bill process, please click [here](#) to turn on/off help text.

[Download Bill](#) [Download Remittance](#) [Rate Summary](#)

CALCULATE/APPROVE BILL **Don't have automatic draft of monthly premium? Sign up now.**

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Billing for Self-Funded Groups



On the Bills tab, you are able to download current claims and admin fee bills and access previous bills.



Tip: : If you receive your bill by email, your bill will no longer be an attachment within the email. The email will include a link for you to download it.

Date Due	Bill
04/13/2021	Download

You can choose either a PDF or Excel file.

Choose File Format

[PDF](#)

[EXCEL](#)

With both versions, you will first see the bill summary.

DELTA DENTAL
Delta Dental of Colorado
PO Box 912148
Denver, CO 80291-2148

Bill Number: 6220
Account Number: 0000000062-000000001
Due Date: 04/13/2021 - 04/13/2021
Claims Paid Thru: 04/13/2021 - 04/13/2021

XYZ Industries - Denver (Billing)
Julie Sitz
123 Main St
Denver, CO 80229

Billing Summary		
	Number of Claims	Amount
Claims Reimbursement	1	\$0.00
Balance Forward		\$683.20
Manual Adjustments		\$0.00
Total Amount Due		\$683.20

If your payment is not received in full by the due date, claims may be placed on hold. Eligibility changes submitted with payment will not be accepted and processed.
Thank you for your business.

Then, the Eligibility Recap Report, followed by the Group Activity Report (GAR).



Eligibility Recap Report

Billing Period: 01/01/2021 - 04/01/2021
 Product Line: Dental
 Group Number: 0000000062-000000001
 Group Name: XYZ Industries - Denver (Billing)

Status		Type	
A	Active	R	Retired/Retiree
C	COBRA	S	Severance
ER	Early Retiree	SLD	FMLA/Short-Term Disability
LTD	Line of Duty	U	Unspecified
LTD	Long-Term Disability		
		NSL	Non-Service Contract Act
		P	Part-Time
		S	Salaried
		SC	Service Contract Act
		U	Unspecified
		10	10 Month
		12	12 Month

Subscriber ID	Subscriber First Name	Subscriber Last Name	Department	Employment Status	Employment Type	Union	Benefit Plan	Rate	Effective Date	Termination Date
08000000000021	Chris	Billings		A	F	N	XYZ Indus	SUBSCRIBER	01/01/2021	
08000000000021	Chris	Billings		A	F	N	XYZ Indus	SUBSCRIBER	01/01/2021	
08000000000021	Chris	Billings		A	F	N	XYZ Indus	SUBSCRIBER	01/01/2021	
08000000000002	Dave	Johnson		A	F	N	XYZ Indus	SUBSCRIBER/SPOUSE	01/01/2021	
08000000000007	Dave	Johnson		A	F	N	XYZ Indus	SUBSCRIBER/SPOUSE	01/01/2021	
08000000000002	Dave	Johnson		A	F	N	XYZ Indus	SUBSCRIBER/SPOUSE	01/01/2021	
123456	Harry	Potter		A	F	N	XYZ Indus	SUBSCRIBER	01/01/2021	
123456	Harry	Potter		A	F	N	XYZ Indus	SUBSCRIBER	01/01/2021	
123456	Harry	Potter		A	F	N	XYZ Indus	SUBSCRIBER	01/01/2021	

Eligibility Summary Report	
Rate Descriptions	Count
SUBSCRIBER	6

One advantage of the Excel version is it allows you to sort and filter data about your membership.



Tip: Within the Excel file, use the tabs to see additional detail.

	A	B	C	D	E	F	G	H	I	J	K
	Subscriber ID	Last Name	First Name	Department	Status	Type	Union	Benefit Plan Name	Rate Code	Billing Mo	Total Premium
1		Anderson	Jason	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
2		Anderson	Jason	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
3		Anderson	Lori	Fields	Active	Full-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
4		Anderson	Lori	Fields	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
5		Anderson	Lori	Fields	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
6		Bodart	Carissa	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
7		Brown	James	Sales	Active	Part-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
8		Brown	James	Sales	Active	Part-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
9		Brown	James	Sales	Active	Part-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
10		Johnson	Haley	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
11		Johnson	Haley	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
12		Johnson	Haley	Sales	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
13		Johnson	Lucas	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
14		Johnson	Lucas	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
15		Jones	Bob		Active	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
16		Jones	Bob		Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
17		Jones	Joe		COBRA	Full-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
18		Jones	Joe		COBRA	Full-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
19		Jones	Joe		COBRA	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
20		Martinez	Maria	Office	Active	Full-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
21		Nelson	Chris		Continuation	Part-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23
22		Nelson	Chris		Continuation	Part-Time	N	ABC Industries	SUBSCRIBI04-01-202		\$28.23
23		Shepperd	Derek		Disability/LTD	Part-Time	N	ABC Industries	SUBSCRIBI02-01-202		\$28.23
24		Shepperd	Derek		Disability/LTD	Part-Time	N	ABC Industries	SUBSCRIBI03-01-202		\$28.23



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Reporting

From the reports tab, you will have access to all of your group's reports.

Select your report and fill out the dates and details from the dropdown menu and click **Generate Report**.

Reports should be run using the first and last day of the data that you are trying to export. For example, 09/01/2021-09/30/2021.

You can select the file type you'd like.



Tip: Selecting Excel allows you to sort your data in different ways

The report will generate and then a message will pop up indicating it has run. In most cases, reports will be emailed to the email that is associated with the portal account. The email should be received almost instantaneously.

Enrollment By Member Type

The Enrollment by Member Type report reflects a count of each member type per month (e.g. subscriber, spouse, dependent) for the current reporting period.

START DATE	04/01/2021	END DATE	04-21-2021
TOP ACCOUNT	ABC Industries	SUB ACCOUNT	ABC Industries (Billing)
SUB SUB ACCOUNT	ABC Industries Manual (Membership)	DEPARTMENT	
EMPLOYMENT STATUS		EMPLOYMENT TYPE	
UNION STATUS		BENEFIT PLAN	

GENERATE REPORT

Summary

Summary report provides detailed information on claims submitted (e.g. number of claims, average cost per employee/member) for the current and prior reporting periods.

**Your report is in process and
will be sent via email to**

OK

The email with the report attachment will come from No_Reply@ddpco.com with the subject: Delta dental Report Generation: (Group Name) – (Report Name)

From: "No_Reply@ddpco.com" <No_Reply@ddpco.com>
Date: Tuesday, April 6, 2021 at 10:06 AM
To:
Subject: ENC: ENC: Delta Dental Report Generation: ABC Industries - Enrollment By Member Type

Enrollment By Member Type

The first page is a summary, and the second (tab in Excel) contains the detail.

ABC Industries (Billing)

Enrollment by Member Type
 Period: 04/06/2020 to 04/06/2021
 Product Line: IDental

Month	Members	Subscribers	Spouses	Dependents
February, 2021	5	5	0	0
March, 2021	11	11	0	0
April, 2021	12	12	0	0
Total	28	28	0	0
Average	9	9	0	0

Report Date: 04/06/2021
 Sub-Account: 0000000001-0000000001



Other Changes Impacting Employer Groups

Questions about the employer portal can be directed to your account manager. There are additional resources, including video tutorials, available on the [resource library](#).

Account Structure Changes

One of the biggest changes you'll see is how your account is structured, which will be highlighted by group number(s) going into **one top account**.

- With this change, you will be able to track and report new details (called attributes) about your members, such as their status, type, and what department they work in.
- This change will provide you with more robust tracking and reporting on your membership.
- This new functionality will impact enrollment, billing, and reports.

**** If you submit eligibility electronically, you will continue to send your files in the same format you currently do, so there will be no changes to submitting EE files.**

- We will be mapping your current account number into the new account structure.
- After the upgrade is completed, the way in which you view billing, reporting, etc. will be under the top account.

Within the new structure, every group will have three account numbers: Top Account, Sub-Account, and Sub-Sub Account.

- For simplicity, top-account is your group number preceded by zeros.
- Sub-account is your billing account. If you don't have multiple billing contacts; you will only have one sub-account.
- Sub-sub account is where your membership resides.

This chart breaks it down further and shows examples:

New Term	Definition	How it is Represented	Example
Top Account	This is the legal name of your business.	The Top Account number is your group number preceded by zeros to compose an 11-digit number.	00000123456 ABC Company, Inc
Sub-Account	Groups are billed at the Sub-Account level. Multiple Sub-Accounts are only necessary if you require multiple bills (e.g., there are different billing contacts for certain populations, bills are sent to multiple addresses or there is more than one billing cycle).	The Sub-Account is your Top Account number followed by a separate ten-digit number unique to a billing address.	
Sub-Sub Account	<p>You will only have more than one Sub-Sub-Account if you have multiple eligibility sources (e.g., your active population is sent electronically but COBRA is submitted manually).</p> <p>Membership resides at the Sub-Sub-Account level. Subscriber attribute information (department, COBRA, union, etc.) no longer define the number of sublocations that a group will have. These are now kept within the subscriber records.</p>	The Sub-Sub-Account number will include your Top Account and Sub-Account numbers followed by 10-digits ending in the number of eligibility sources you use — electronic, manual, or both.	<p>00000123456-0000000001-0000000001 ABC Company, Inc Foundation Manual (Membership)</p> <p>00000123456-0000000001-0000000002 ABC Company, Inc Foundation EDI (Membership)</p> <p>00000123456-0000000001-0000000001 ABC Company, Inc Foundation Grantees Manual (Membership)</p> <p>00000123456-0000000001-0000000002 ABC Company, Inc Foundation Grantees EDI (Membership)</p>

Note: To make it easier, if you are filling out paper forms or talking to any of our representatives about your account, you don't need all the zeros!

Your account manager has provided you with a digital copy of your account structure. You will need these details when you enroll employees or make eligibility changes. Contact your account manager with any questions regarding your account structure.

Other Changes Impacting Employer Groups

Enrollment Attributes

- There will be five new attributes for members to be enrolled in: employment status, employee type, union status, department, and benefit plan.
- This will allow you more detailed sorting and tracking of your membership, and you will no longer track employees by separate locations.

Enrollment Process

If you currently submit eligibility electronically, you will not need to adjust your file to the new structure at this time. We are mapping your sub-locations to the new structure.

If you use paper enrollment forms, you will need to use the updated form, found under **Forms & Docs** on the portal, to reflect the new account structure.

Termination Dates



The format of termination dates is changing from “through date” to “to date”. So currently, coverage is active through a particular date.

- For example: 1/1/2021 THROUGH 12/31/2021. Last day of coverage is 12/31/2021.

The new format will require you to enter the date AFTER the last date of coverage or date up to which coverage was active.

- For example: 1/1/2021 TO (but not including) 1/1/2022. Last day of coverage is still 12/31/2021.
 - Another way of looking at it is the termination date is now the first day **without** coverage

The period that the member was covered has NOT changed, but you will see it on reports and when entering termination dates for members and/or accounts.

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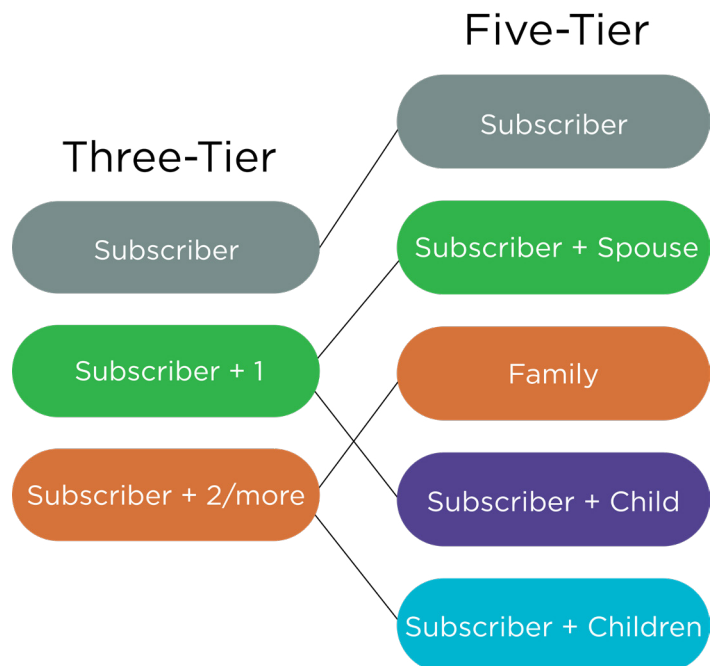
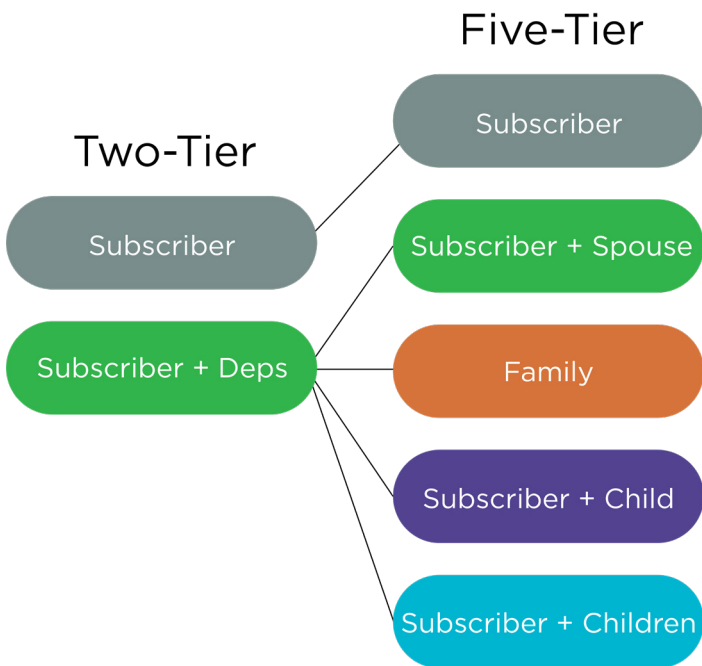
Other Changes Impacting Employer Groups

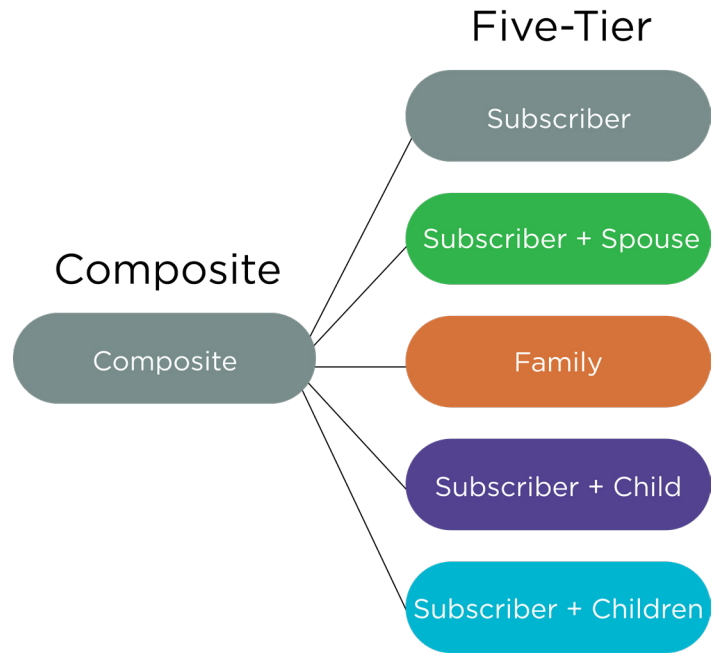
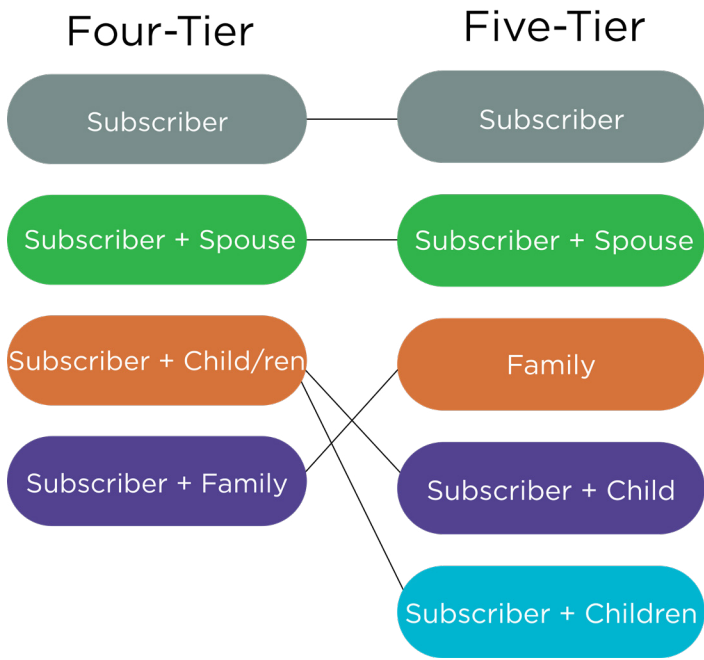
Tier Rates

One of the changes groups will see is a shift to a standard five-tier rate structure. The new structure will give you more flexibility in your rate and coverage options, if you need it.

If you currently submit eligibility electronically, **you will not need to adjust your file to the new tier rate structure at this time.** We are mapping them to the new structure. If you manually enroll or make manual modifications to your current enrollment, you will need your new attributes.

Below please find a detailed outline of how DDCO will map commonly used current structures to the new structure.






It's also important to note that **the change in tier rate structure will not result in a different monthly or annual billed amount.** Please see the example below of a monthly bill being calculated using a standard four-tier rate structure vs. the five-tier rate structure:

Four-Tier Name	Four-Tier Enrollment	Four-Tier Rate
Subscriber	25	\$25
Subscriber + Spouse	10	\$50
Subscriber + Child/ren	5	\$65
Subscriber + Family	8	\$110
Billed Amount: \$2,330		

Five-Tier Name	Five-Tier Enrollment	Five-Tier Rate
Subscriber	25	\$25
Subscriber + Spouse	10	\$50
Family	8	\$110
Subscriber + Child	3	\$65
Subscriber + Children	2	\$65
Billed Amount: \$2,330		



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Other Changes Impacting Employer Groups

Billing

For many of our groups, there will be some adjustments to billing cycles which will impact both when invoices are generated and when payments are due. We have outlined the changes below to show the invoicing and payment due dates. The calendars that follow offer a sample of scheduling. Be sure to refer to the titles for each calendar to determine which applies to your type of group.

If you have any questions regarding these billing changes, please feel free to reach out to our billing department at billing@ddpco.com or 303-889-8618.

Fully insured groups:

- If you receive a monthly invoice, there is no change to your billing cycle. Payment is due by the first of the month being billed.
- If your payment is made via draft on a monthly basis, that will now occur only on the first business day of the month. There will no longer be an option to have your payment draft at any time.
- Monthly premiums for the upcoming month will be invoiced on the 7th business day of the month.

Self-funded groups:

- There will be changes to when your bills will be generated and they will be due upon receipt.
- Bills will no longer be included as attachments on your billing email notice. You will need to log in to the secure employer portal to view your bill.
- The calendars below will help guide you through the new dates.

Weekly:

- Claims will be invoiced every Tuesday and drafted every Wednesday.
- Final claims will be invoiced the last business day of the month and are due upon receipt.
- If your payment is made via draft, that will occur on the first business day of the following month. (If the last Tuesday of the month falls within the same week as the last business day, the final claims invoice will include all claims filed since the prior Tuesday.)
- Admin fees will be invoiced on the last business day of the month, and drafted on the 15th of the following month.

Monthly:

- Claims and admin fees will be invoiced the last business day of the month and are due on the 15th of the following month.
- If your payment is made via draft, that will occur on the 15th of the following month.

All groups:

- If the first day of the month or the 15th falls on a holiday or weekend, invoicing/drafting will default to the next business day.
- If the last day of the month falls on a holiday or weekend, invoicing/drafting will default to the previous business day.
- All groups will now be charged and credited for any retro eligibility changes incurred in that billing cycle.

Fully Insured Sample Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 First business day ACH draft generated	2	3
4	5	6	7	8	9 Seventh business day Pre-bill month premiums invoiced	10
11	12	14	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Self-Funded Weekly Sample Calendar


	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July					1 Prior month final claims drafted	2	3
	4	5	6 Claims invoiced	7 Claims drafted	8	9	10
	11	12	13 Claims invoiced	14 Claims drafted	15 Prior month admin fee drafted	16	17
	18	19	20 Claims invoiced	21 Claims drafted	22	23	24
	25	26	27	28	29	30 Last business day Final claims invoiced Admin fee invoiced	31

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
August	1	2 Prior month final claims drafted	3 Claims invoiced	4 Claims drafted	5	6	7
	8	9	10 Claims invoiced	11 Claims drafted	12	13	14
	15	16 Prior month admin fee drafted	17 Claims invoiced	18 Claims drafted	19	20	21
	22	23	24 Claims invoiced	25 Claims drafted	26	27	28
	29	30	31 Last business day Final claims invoiced Admin fee invoiced				

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
September				1 Prior month final claims drafted	2	3	4
	5	6	7 Claims invoiced	8 Claims drafted	9	10	11
	12	13	14 Claims invoiced	15 Prior month admin fee drafted Claims drafted	16	17	18
	19	20	21 Claims invoiced	22 Claims drafted	23	24	25
	26	27	28	29	30 Last business day Final claims invoiced Admin fee invoiced		

Self-Funded Monthly Sample Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	14	14	15 Prior month claims and admin fee drafted	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30 Last business day Claims and admin fee invoiced	31



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Other Changes Impacting Employer Groups

Reporting

Reports will include the new account structure, tier-rates and enrollment attributes. You will still access reporting through the employer portal.

You will be able to view reports either as a PDF or Excel file. Selecting Excel allows you to sort your data in different ways leveraging the new employee attributes. For example, you can view all employees in a particular department or employment status.

Once the report is processed, it will be emailed to the email associated with the portal account. Reports will generate and email almost instantaneously.