The Dental Care
PLUS GROUP
A DentaQuest Company

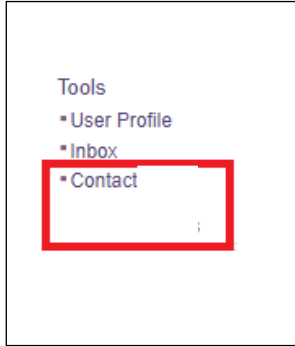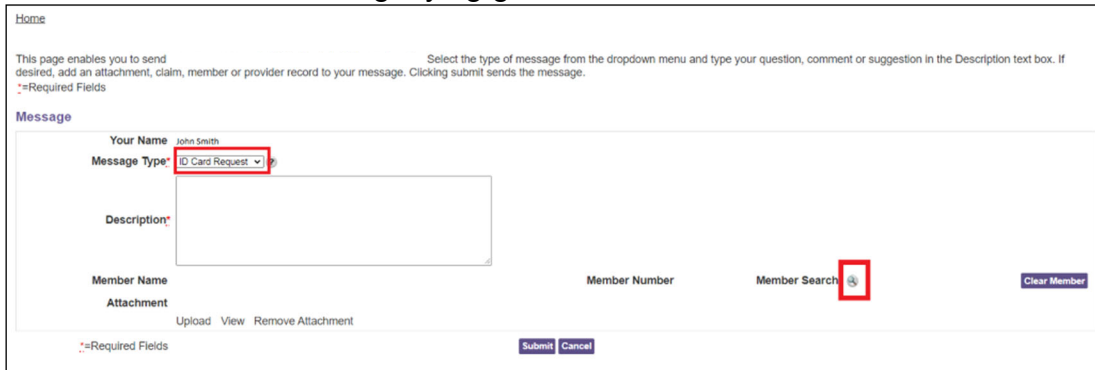### Job Aid – Request an ID Card
From the Employer Portal Home Page:
1. Click **Tools**.
2. Click **Contact DentaQuest**.

Tools
- User Profile
- Inbox
- Contact

3. Select **ID Card Request** from the **Message Type** dropdown.
4. Click the **Member Search** magnifying glass icon**.**

Home

This page enables you to send desired, add an attachment, claim, member or provider record to your message. Clicking submit sends the message.
*=Required Fields

Select the type of message from the dropdown menu and type your question, comment or suggestion in the Description text box. If

Message

Your Name	John Smith
Message Type*	ID Card Request
Description*	

Member Name		Member Number	Member Search	Clear Member
Attachment	Upload View Remove Attachment
*=Required Fields	Submit Cancel

5. Search for the subscriber you wish to request a card for. Cards are only sent with the name of the subscriber. All required fields are marked with a red asterisk (*).
   a. You must enter either:
      • The **DOB** (date of birth) **or** *
      • The **Social Security Number** *
   b. To narrow your results, you may enter the following:
      • **Service Date**. The results will default to today's date if a specific date is not entered.
      • **Member Number**.
      • **Member First Name**.
      • **Member Last Name**.

6. Click **Search**.

7. Click **Select** next to the name of the member. The member information will appear.

8. Type "Please send card" in the **Description** box.
9. Click **Submit.** The member will receive a card within 7-10 days.

Request an ID Card Job Aid, Rev 01-19-21