

The Dental Care
PLUS GROUP
A DentaQuest Company



EMPLOYER PORTAL USER GUIDE

Revised: April 2023

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INTRODUCTION

This guide covers the client portal features for clients and their staff.

NOTE: The office administrators, or whoever is set up as the client super user by DentaQuest, should refer to the [Client Administration Guide for creating and managing your employee user accounts](#).

DentaQuest is committed to providing excellent customer service to its clients. To that end, we have implemented this client portal to give our clients the ability to conduct online activities using a standard computer and internet connection.

The client portal allows you to perform the following tasks:

- Search member eligibility
- Search claim/pre-authorization status
- Perform secure, private and safe transactions with DentaQuest.
- View specific subgroup information you have been given user rights to
- Search for enrolled members
- Search for a dentist
- Your super users can add, edit, lock and delete user accounts. See the Client Administration Guide for additional information on editing user accounts

This guide walks you through these tasks and shows you how to conduct them.

User Account and Group Overview

There are two types of user accounts (security roles). The type of user accounts you are assigned determines what functions you are able to perform:

- **Client User** – these users can perform normal client tasks, such as member eligibility, claim/pre-authorization status and dentist searches.
- **Client Super User** – these users can perform all the functions of a regular **Client User** and also add, lock, delete and edit user accounts.

NOTE: Subgroup Client Super Users can only edit and add users for that sub-group.

The system provides two tiers for your groups:

- Tier one is your main group, most likely your corporate headquarters. Your main group is the only tier one group in the system.
- Tier two contains all your sub-groups.
- A user account (both **Client User** and **Client Super User**) can be created for your main group or any sub-group:
 - A user account created under your main group has access to information for the main group and all sub-groups.
 - A user created under a sub-group only has access to information for that sub-group.

Guide Conventions

The following conventions are used throughout this training guide:

- Notes
NOTE: All notes providing you with additional information appear in a grey box.
- The names of fields, buttons, menus, and other elements in the portal appear in **Bold**.

Portal Fields

The tab key allows you to move from field to field, minimizing mouse use.

NOTE: Required fields are marked with a red asterisk (*).

Enter Information into a Field

1. Move your mouse pointer over the field and click once.

NOTE: The term “click” in this guide refers to a left-click using your mouse. The term “right-click” is used when a right-click is necessary.

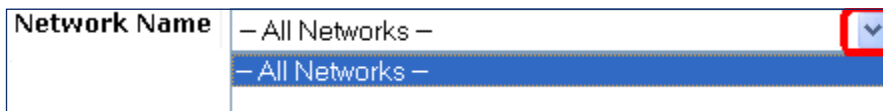
2. Once the cursor is flashing in the field, begin entering data.

NOTE: Only use the Enter key after you enter all the information for the current page. Hitting the Enter key submits the page. Use the Tab key or your mouse to move to the next field

Use a Drop-down List

Many fields are configured as drop-down lists that allow you to select from a list of options.

1. Click the arrow in the field () to display the drop-down list.
2. Click the option you want with your mouse.



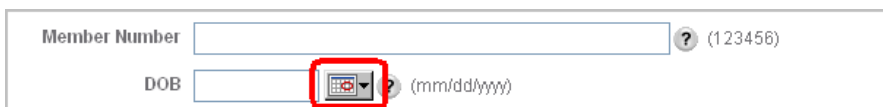
NOTE: You can use the Down-Arrow key to highlight the option you want, and then hit the Tab key to select it. You can also type the first letter of the name to move the cursor to the beginning of names that begin with that letter and then scroll from there.

Enter a Date

Enter dates in the following format: MMDDYYYY. For example, enter 08292011 for August 29, 2011.

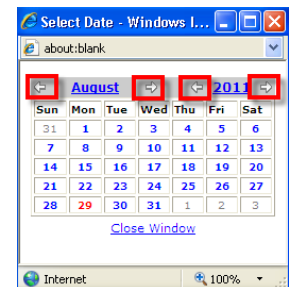
Select a Date Using the Pop-up Calendar

1. Click the **Calendar** icon next to the date field for which you are selecting a date.



2. In the pop-up Calendar that appears, navigate to the date you want to select:
 - a. Click on the left or right arrow to select a month
 - b. Click on the left or right arrow to select a year
 - c. Click the number for the day of the month you want to select on the calendar to enter that date in the **Date** field

The calendar closes and the **Date** field is populated with the date you selected.



View Help Text for a Field

Fields that have associated help text appear with a help icon displayed next to the field. Move your mouse pointer over the help icon to display the help text.



Result Column Headings

Many of the pages in this portal have the following structure:

1. A **Search** section
2. A **Results** section

Whenever you see a **Results** section in this portal, you can sort the information by clicking on one of the column headings. The data is sorted in alphabetical or numeric order depending on the type of data in the column.

NOTE: To reverse the order of the sort, click the column heading a second time.

The screenshot shows a web interface titled "Document List". At the top, there is a "Home" link and a description: "This page allows you to access the documents related to your user type. You can sort the list by document name and description. Clicking the document name displays the document." Below this is a "Search" section with a red "1" next to it. It contains input fields for "Title", "Description", "File Detail Category" (a dropdown menu), and "Date Range From" to "Date Range To" (with calendar icons). A "Search" button is at the bottom of this section. Below the search section is a "Results" section with a red "2" next to it. It features a table with columns: "File Title", "Date", "File Detail Category", and "Description". A "Download File" link is visible on the right side of the table.

Breadcrumb Trail

The breadcrumb trail in the upper-left corner of your page lists all of the previous pages that you have navigated through to reach the current page. Use the breadcrumb trail to return to any previous page by clicking the link for the page to which you want to return.

WARNING: Do not use your browser's **Back** button. The portal does not support the use of a browser's back button, which is why the breadcrumb trail is available for you to return to a previous page.

The screenshot shows a breadcrumb trail: "Home > Claim/Pre-Authorization Status Search > Claim/Pre-Authorization Status List". Below the trail is the page title "Claim/Pre-Authorization Status Detail" and a description: "This page displays the selected claim's detail."

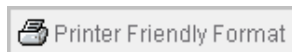
Common Tools

There are common tools you can use on various pages throughout the portal when available.

1. The **Download File** link allows you to download tables of information in a comma separated value (.csv) text file. Use Excel or another application that can handle (.csv) text files to view the file
 - a. Click the **Download File** link.



- b. In the **File Download** dialog window that appears, click **Save**.
 - c. In the **Save As** dialog window that appears, select the location where you want to save the file, change the file name if necessary, and then click **Save**.
2. The **Printer Friendly Format** link allows you to print the information on the current page in a printer friendly format.
 - a. Click the **Printer Friendly Format** link.



- b. **Click File > Print** from the new browser window menu to print the page on your configured printer.
3. There are navigation arrows beneath the **Results** section when the results of a search do not fit on a single page. To navigate between pages for multi-page search results, use the left and right arrows:



WEB PORTAL LOGIN PAGE

The Login Page allows to login to the client portal.

Logging Into Your Portal

To login to the portal, you must have a unique username and password, which you receive from your supervisor. If you are the super user you will receive your logon information from DentaQuest.

Log Into Your Portal

1. On the portal login page that appears, enter your username in the **Username** field, your password in the **Password** field, and then click the Login button.

NOTE: If you do not have or remember your password, you can request your password from DentaQuest with the **Forgot Password** link.

2. The first time you log in, you are prompted to accept the Terms of Use:
 - a. If you accept the term, select the **Yes, I agree with the statement** option.
 - b. Click the **Next** button.Your **Homepage** appears after a successful login.

RETRIEVING YOUR PASSWORD

If you do not know your password, you can request it by clicking the **Forgot Password?** Link.

1. Click the **Forgot Password?** link from the **Login** page.

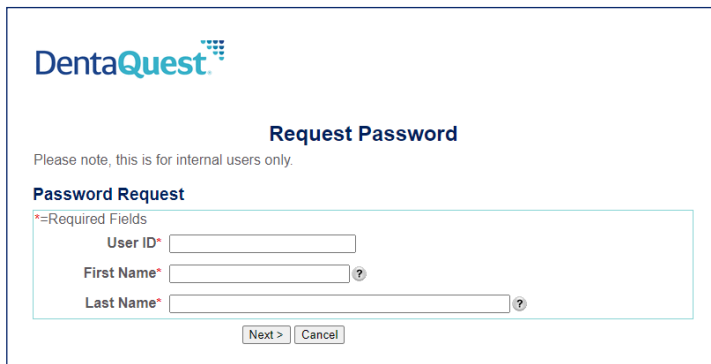


The screenshot shows a login form with a text input field labeled "Password". Below the field is a red "Login" button and a blue "Forgot Password?" link. The "Forgot Password?" link is highlighted with a red rectangular box.

The **Request Password** page appears.

2. Type your User ID (Username) into the **User ID** field.
3. Type your first name into the **First Name** field.
4. Type your last name into the **Last Name** field.
5. Click the **Next** button.

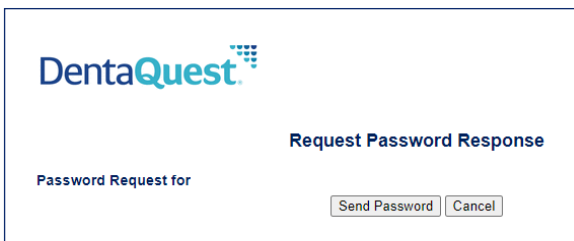
If **Username**, **User Last Name**, and **First Name** match the records, the **Request Password Response** page appears.



The screenshot shows the "Request Password" page. At the top left is the DentaQuest logo. The title "Request Password" is centered. Below it is a note: "Please note, this is for internal users only." Underneath is the "Password Request" section, which includes a legend "*=Required Fields" and three input fields: "User ID*", "First Name*", and "Last Name*", each with a question mark icon. At the bottom of the form are "Next >" and "Cancel" buttons.

NOTE: If this does not work or you do not know your User ID, you need to contact DentaQuest to have your password reset.

6. Click the **Next**.
7. If you successfully answered your security questions, click **Send Password** and a temporary password will be sent to the e-mail account entered when you were enrolled.



The screenshot shows the "Request Password Response" page. At the top left is the DentaQuest logo. The title "Request Password Response" is centered. Below it is the text "Password Request for". At the bottom of the page are "Send Password" and "Cancel" buttons.

CLIENT HOMEPAGE

The **Homepage** has the following elements:

The screenshot shows the DentaQuest Client Homepage. The layout includes a top navigation bar with 'Welcome', 'Home', and 'Sign Out' links. A left sidebar contains menu items: Administration, Online Enrollment, Billing & Payment, and Tools. The main content area is divided into sections: a 'Welcome' message with an important notice about invoice issues, a 'My Health Tools / Resources' section with an 'E-Billing' link, and a 'Contact' section with a table of contact information. A 'Message Center' is visible at the bottom, showing a message from DentaQuest. On the right side, there is a 'Client' profile picture and links for 'Event Calendar' and 'Related Documents'.

For Questions Regarding:	Contact	DCPG Contact Information
Password Resets, General Inquiries	Customer Service	Phone: 513-554-1100 Toll Free: 800-367-9466 Monday - Friday 8:00 a.m. to 4:30 p.m. EST
Portal Account Support, User Access	Employer Portal Support	EmployerPortalSupport@dentalcareplus.com
Member Coverage Effective Dates, Enrolling a Member, Member Demographics	Online Enrollment Support	EmployerPortalSupport@dentalcareplus.com
Invoice Inquiries, Refunds	Billing	Fin-Com-Workflow@greatdentalplans.com Phone: 800-460-5120
Payment, Collections, Previous Balances	Accounts Receivable	Fin-Com-Workflow@greatdentalplans.com Phone: 800-460-5120
General Sales Inquiries	Sales	Contact your DCPG Sales Representative or Account Manager

- Portal Menus** – Administration (only available to super users), Online Enrollment, Billing & Payment, and Tools menus are displayed along the left side of the Client portal.
- Welcome** – This section contains the DentaQuest welcome message.
- My Health Tools/Resources** – Provides quick links to resources such as finding a dentist.
- Contact** – This section contains DentaQuest’s contact information.
- Message Center** – This section contains secure messages sent to you from DentaQuest.
NOTE: The Message Center only appears on your Homepage if there are messages in your Inbox.
- Home** – This link returns you to the Homepage.
- Sign Out** – This link signs you out of the portal.
- Event Calendar** – This link opens the Event Calendar.
- Related Documents** – This link opens the Document List page.

Portal Menus

The Portal Menus are where you access the functional areas of the portal:

- **Administration**
This menu only displays if you are a Super User and allows you access to add and maintain other users for your group:
 - **User List** – view, edit and/or delete users in your office.
- **Online Enrollment**
This menu allows you to view member information:
 - **Member Search** – This functionality will allow you to search for a specific member.
 - **Add Member** – This feature is the same as member search as you must search for a member to generate the Add member function (top right).
 - **Request List** – This page will display all requests made by your group.
 - **Eligibility Listing** – This page allows you to sort the members or dependents of each or all subgroups by their eligibility status.

- **Billing & Payment**

This menu allows you to access the view and pay invoice:

- **View Invoice**
- **Pay Invoice**

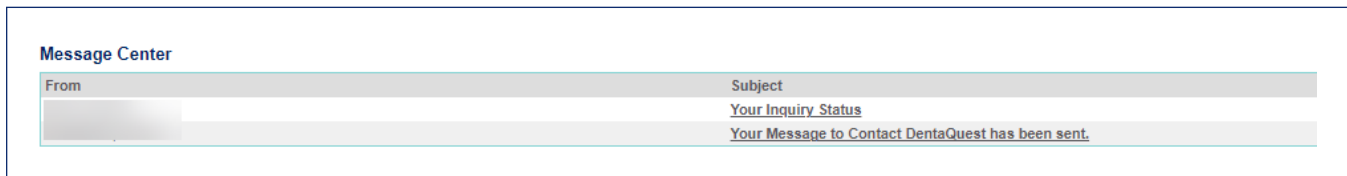
- **Tools**

This menu allows you to access the other available portal tools:

- **User Profile** – edit your user account.
- **Inbox** – view secure messages sent to you from DentaQuest.
*NOTE: Also available via the **Message Center** section of your **Homepage**.*
- **Contact DCPG** – send secure messages to DentaQuest.

Using the Message Center

The **Message Center** appears on your **Homepage** when you have messages in your **Inbox**. You can view a specific message by clicking its **Subject** link or you can click the **Inbox** link to go to your **Inbox**. For more information, see “Using Your Inbox”.



ONLINE ENROLLMENT MENU

Use the **Online Enrollment** menu to view detailed member information, eligibility, and other health coverage information. You can perform an eligibility check on multiple members at once.

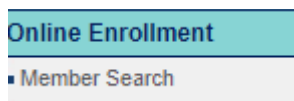
Performing a Member Eligibility Search

To check eligibility, you need information about the member and the anticipated service date. If you feel a member is eligible for service but the results of a search indicate the member is ineligible, please contact a customer service representative. Due to the changing nature of eligibility, the eligibility status does not guarantee payment and is subject to change without notice.

You can perform an eligibility check on multiple members at once. The members you can search for are limited to the members in any subgroup where you have been given user rights.

NOTE: All required fields are marked with a red asterisk ().*

1. Click the **Online Enrollment > Member Search** menu item from the Portal Menus on the left side of the page to display the **Member Eligibility List** page.



2. Enter the member or dependent for whom you want to perform an eligibility search:

NOTE: All required fields are marked with a red asterisk (*).

- a. Enter the service date or select it from the pop-up calendar in the **Service Date** field.
- b. Enter the DOB (date of birth) or select it from the pop-up calendar in the **DOB** field.
- c. Enter either:
 - The **Member Number** in the Member Number field **or**
 - The member's last name and at least a partial first name in the **Member Last Name** and **Member First name** fields.

Service Date (MM/DD/YYYY)

Date Of Birth (MM/DD/YYYY)

SSN

Member Number

Member First Name

Member Last Name

d. Repeat this step for each member record you wish to access.

NOTE: If you enter criteria that brings up more than 1 member match, you will be prompted with the message to Search Again and enter more information until it finds a unique member. If you are unable to find a unique member, please call Customer Service for help.

The **Member Eligibility List** page appears with the **Active** and **Ineligible** sections displaying the member or dependent you entered. There will also be a **Not Found** section when necessary.

There are three sections on this page – each member will appear in the section that is appropriate for the service date entered:

1. **Active** (Eligible): the coverage is active for the service date entered.
2. **Ineligible** (Not Eligible): the coverage is not active for the service date entered.
3. **Not Found** (Member Not Found): a matching member could not be identified. **This section only appears if one of the members searched for is not found.**

The **Member Eligibility List** page contains general member eligibility information. Click **Search Again** to redisplay the **Member Eligibility Search** page and repeat the search process.

Home > Member Search

Member Eligibility List

This page displays the Members meeting the search criteria. You can conduct another search by clicking search again, view Member detail by clicking a Member name link, and print the results by using the Printer Friendly Format button.
Please note this information does not guarantee or imply payment and is contingent upon other factors, including but not limited to eligibility changes, covered services and benefit limitations.

Results are for members who are/were eligible as of 01/13/2023

[Download File](#) [Printer Friendly Format](#) [Add New Member](#)

Active										
Member Number	Date Of Birth	Member Name	Effective Dates	Subgroup	Benefit	Client Number	Network Name	Paid Through Date	Dentist/Office Name	Dentist Effective Date
No Results Found										

Ineligible				
Member Number	Date Of Birth	Member Name	Eligibility Effective Date	Eligibility Expiration Date
No Results Found				

Not Found				
Member Number	Date Of Birth	Member First Name	Member Last Name	Error Message
No Results Found				

Note: If you wish to search again, the information you originally entered for these members will be retained allowing you to correct any information you previously entered.

View Member Details

On the **Member Eligibility List** page, click a **Member Name** link to display the **Member Detail** page for that member.

Home > Member Search

Member Eligibility List

This page displays the Members meeting the search criteria. You can conduct another search by clicking search again, view Member detail by clicking a Member name link, and print the results by using the Printer Friendly Format. Please note this information does not guarantee or imply payment and is contingent upon other factors, including but not limited to eligibility changes, covered services and benefit limitations.

Results are for members who are/were eligible as of 01/13/2023

Member Number	Date Of Birth	Member Name	Effective Dates	Subgroup	Benefit	Client Number	Network Name
		BRIAN					

There are four sections on this page:

1. **Member** section – lists the member and dependent information and has links to view additional information in the upper-right corner.
2. **Eligibility Information** section – lists the plan for this member.
3. **Primary Care Dentist** section – lists the Primary Care Dentist for the member on Capitation Plans.
Other Coverage section – lists out any coordination of benefit information.
4. **User Account Information** section – user information listed if they are a portal user.

Client: [REDACTED]

Members

Select Member Name Relationship Member Number

BRIAN

BRIAN

Benefit Maintenance View Benefit Maximums View Provider Directory

Member Number
Date Of Birth
Gender
Address

Eligibility Information

View Eligibility History

Subgroup	Coverage Level Code	Benefit Effective Date	Termination Date	Paid Through Date	Print Temporary ID Card
	Enrollee Only	01/01/2020			Print Temporary ID Card

Primary Care Dentist

Dentist's Office Name	Provider Type	Network Name	Dentist Effective Date
No Results Found			

Other Coverage

LOB Coverage Type	COB Code	Effective Dates	Insurer Name	Insurer Payment Order	ID Number	Policy No
No Results Found						

User Account Information

View Requests

Confirmation Number	Date Submitted
No Results Found	

View a Member's Benefit Maximum

If a member has benefit maximums the Benefit Maximum section of the portal allows you to:

- View a member's maximum limit
- View the amount of dollars that have accumulated and been applied toward a member's maximum
- View the benefit maximum remaining balance for a member

NOTE: This section will be blank if the member does not have a maximum.

To view a member's benefit maximum, you must be at the **Member Detail** page. The **Member Detail** page can be accessed from any menu option that allows a member search.

1. Access the Member Detail page by searching for the member through any menu option that performs a member search (i.e. Member Eligibility Search).
2. From the Member Detail page, click **View Benefit Maximums**. The **Benefit Maximums** page will display.

Client: [REDACTED]

Members

Select Member Name Relationship Member Number

BRIAN

BRIAN

Benefit Maintenance View Benefit Maximums

Member Number
Date Of Birth
Gender
Address

The Benefit Maximum page has three sections:

- Search
- Member Information
- Accumulator

The screenshot shows the 'Benefit Maximum' page. It is divided into three main sections: 'Search', 'Member Information', and 'Accumulator'. The 'Search' section contains fields for 'Service Date' (01/13/2023), 'Client Name', and 'Benefit', along with a 'Search' button. The 'Member Information' section displays the 'Member Name' as 'BRIAN'. The 'Accumulator' section shows a table of benefit maximums for a member with ID HPL00843486.

Type	Level	Network	Benefit Period	Period	Unit	Limit	Applied	Remaining
Deductible - 02 - Basic,03 - Major,Alveoloplasty,Consultations,	Individual		Years	-	Dollars	\$50.00	\$ 0.00	\$50.00
Deductible - 02 - Basic,03 - Major,Alveoloplasty,Consultations,	Family		Years	-	Dollars	\$150.00	\$ 0.00	\$150.00
Maximum - 01 - Preventive,02 - Basic,03 - Major,Alveoloplast	Individual		Years	-	Dollars	\$1,000.00	\$ 0.00	\$1,000.00

The Search section allows you to perform a search on this member if the member is in more than one plan with a benefit maximum. To search for additional maximums/accumulator information for this member in another plan:

1. In the **Service Date** field, enter the date of service which you would like to see the member's benefit maximum information. You can enter the information or click on to use the calendar feature.
2. In the **Client Name** field, use the drop-down arrow to select the members additional plan name.
3. In the **Benefit** field, use the drop-down arrow to select the members benefit accumulator.
4. Click . The **Accumulator** section will show the information provided for the member's additional plan.

This close-up shows the 'Search' section with the following fields: 'Service Date' (01/13/2023) with a calendar icon, 'Client Name' (dropdown), and 'Benefit' (dropdown). A 'Search' button is located at the bottom left of the section.

The Member Information section shows the member name.

This close-up shows the 'Member Information' section with the text 'Member Name BRIAN' displayed in a light blue box.

The **Accumulator** section provides all the plan benefit maximum information.

This close-up shows the 'Accumulator' section with a table of benefit maximums for member HPL00843486. The table includes columns for Type, Level, Network, Benefit Period, Period, Unit, Limit, Applied, and Remaining.

Type	Level	Network	Benefit Period	Period	Unit	Limit	Applied	Remaining
Deductible - 02 - Basic,03 - Major,Alveoloplasty,Consultations,	Individual		Years	-	Dollars	\$50.00	\$ 0.00	\$50.00
Deductible - 02 - Basic,03 - Major,Alveoloplasty,Consultations,	Family		Years	-	Dollars	\$150.00	\$ 0.00	\$150.00
Maximum - 01 - Preventive,02 - Basic,03 - Major,Alveoloplast	Individual		Years	-	Dollars	\$1,000.00	\$ 0.00	\$1,000.00

Column Heading	Description
Type	The type of benefit: <ul style="list-style-type: none"> • Out of Pocket Maximum • Lifetime Maximum • Deductable
Level	Level of member coverage: <ul style="list-style-type: none"> • Individual • Family
Network	The network where the benefit type is applied: <ul style="list-style-type: none"> • In Network • Out of Network • All Networks
Benefit Period	Time period for the maximum benefit: <ul style="list-style-type: none"> • Annual • Quarterly • Lifetime based on time period
Period	The date range for the benefit maximum/accumulator.
Unit	The form of currency.
Limit	The total amount the member is entitled to per period qualifier.
Applied	The total amount used against the benefit limit amount from the current period.
Remaining	The amount of maximum rolled over from the previous period.

5. When you have finished viewing the benefit maximum information for the member, click **Done** to return to the **Member Detail** page.

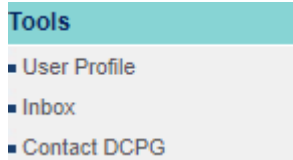
Find a Dentist for This Member

1. In the **Member** section of the **Member Detail** page, click the **View Provider Directory** link. The **Find a Dentist** page appears with the information for this member pre-populated. For more information on finding a dentist, see “Finding a Dentist”.

The screenshot shows the 'Member Detail' page for a client. At the top, there is a 'Client:' field. Below it, the 'Members' section is active, showing a list of members with columns for 'Select Member Name', 'Relationship', and 'Member Number'. The member 'BRIAN' is selected. To the right of the member name, there are three links: 'Benefit Maintenance', 'View Benefit Maximums', and 'View Provider Directory'. The 'View Provider Directory' link is highlighted with a red rectangular box. Below the member information, there are sections for 'Eligibility Information', 'Primary Care Dentist', 'Other Coverage', and 'User Account Information'. The 'Primary Care Dentist' section shows 'No Results Found'. The 'User Account Information' section also shows 'No Results Found'.

Tools Menu

The **Tools** menu on the left side of the page contains the following menu items:



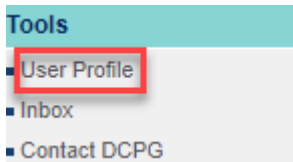
- **User Profile**
This menu item allows you to view your user information and change your name, password, security question, and email address.
- **Inbox**
This menu item opens your **Inbox** page where you can view any messages sent to you.
- **Contact DCPG**
This menu item opens the **Contact DCPG** page where you can send secure messages to DentaQuest.

Viewing the User Profile

The **Tools > User Profile** menu item allows you to access your **User Profile** page and view and update your user information. You can change your name, password and email address on this page

Edit Your User Profile

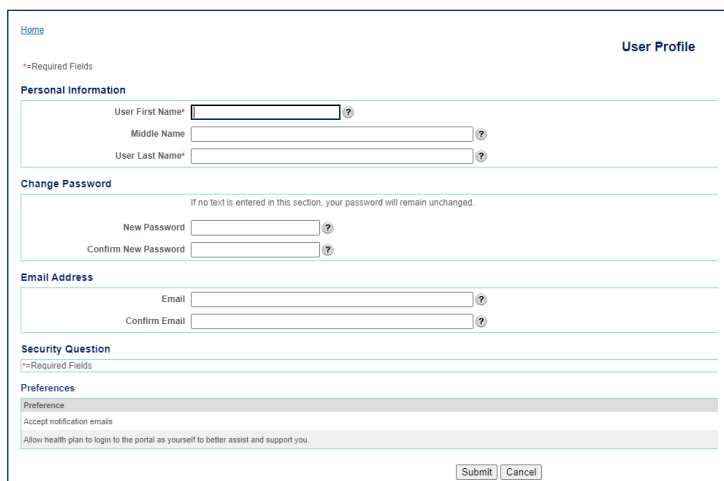
1. Click the **Tools > User Profile** menu item.



2. Edit any information you want to update:
 - To update your name, edit the name fields in the Personal Information section.
 - To change your password, type the old password into the **Old Password** field in the **Change Password** section, type a new password into the **New Password** field, and then type the new password into the **Confirm New Password** field.

NOTE: Your password needs to be at least 10 characters and contain at least one upper case, one lower case and one number and one special character. You cannot use the following special characters: (; \ { } [] " % ~ * : .). You are prompted to change your password every 60 days and cannot re-use any of the last ten passwords you have used.

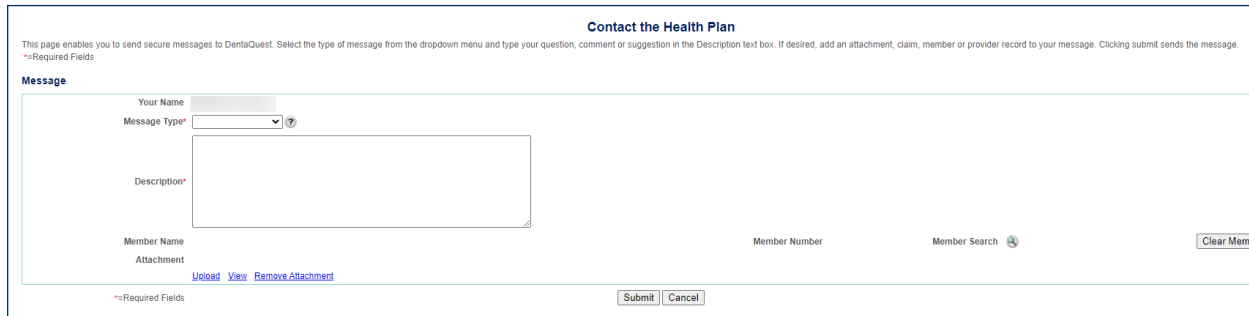
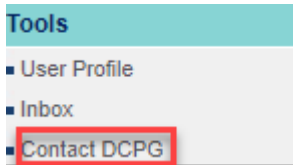
- To change your email address, type your new email address into the **Email** field in the **Email Address** section.
3. To save your changes and return to the **Homepage**, click the **Submit** button.

A screenshot of the 'User Profile' page. The page has a teal header with 'Home' on the left and 'User Profile' on the right. Below the header is a legend: '*--Required Fields'. The page is divided into several sections: 'Personal Information' with fields for 'User First Name*', 'Middle Name', and 'User Last Name*'; 'Change Password' with a note 'If no text is entered in this section, your password will remain unchanged.' and fields for 'New Password*' and 'Confirm New Password*'; 'Email Address' with fields for 'Email*' and 'Confirm Email*'; 'Security Question' with a legend '*--Required Fields'; and 'Preferences' with a checkbox for 'Accept notification emails' and a note 'Allow health plan to login to the portal as yourself to better assist and support you.' At the bottom right are 'Submit' and 'Cancel' buttons.

Contacting DCPG

The **Tools > Contact DCPG** menu item allows you to view the **Contact DCPG** page and send secure messages to DentaQuest.

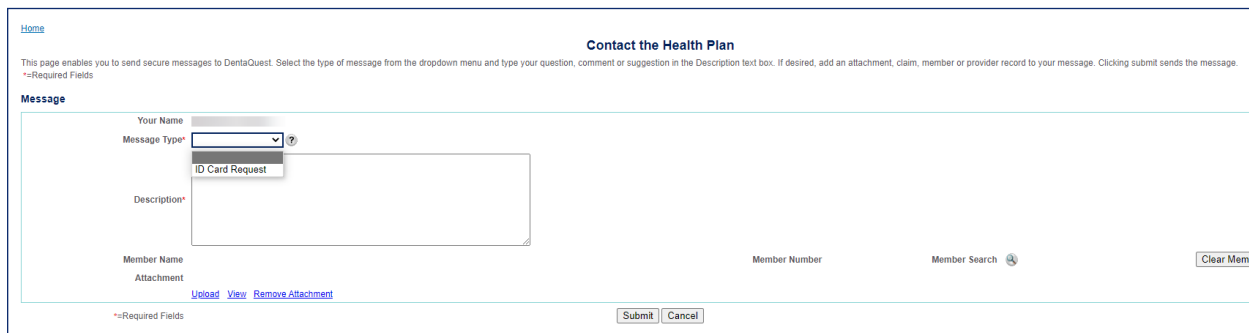
NOTE: All communication via the portal is secure from a HIPAA/PHI standpoint.

A screenshot of the 'Contact the Health Plan' form. The form title is 'Contact the Health Plan'. Below the title is a brief instruction: 'This page enables you to send secure messages to DentaQuest. Select the type of message from the dropdown menu and type your question, comment or suggestion in the Description text box. If desired, add an attachment, claim, member or provider record to your message. Clicking submit sends the message.' Below this is a 'Message' section with the following fields: 'Your Name' (text input), 'Message Type*' (dropdown menu), 'Description*' (text area), 'Member Name' (text input), 'Attachment' (text input), 'Member Number' (text input), 'Member Search' (text input with a magnifying glass icon), and 'Clear Member' (button). At the bottom of the form are 'Upload', 'View', and 'Remove Attachment' links, and 'Submit' and 'Cancel' buttons. A red asterisk (*) indicates required fields.

Send a Secure Message to DCPG

NOTE: Required fields are marked with a red asterisk (*).

1. Select the type of inquiry you want to make from the **Message Type** drop-down list.

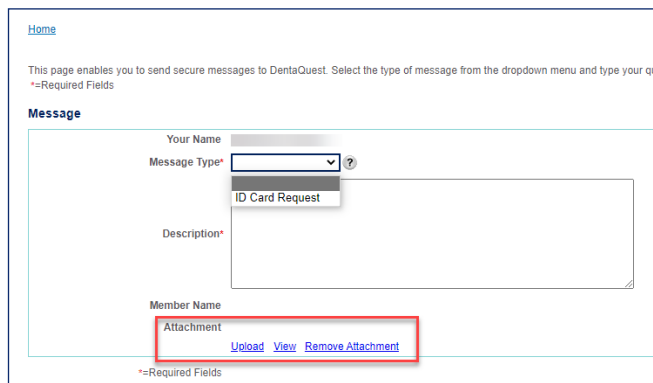
A screenshot of the 'Contact the Health Plan' form, similar to the previous one, but with the 'Message Type*' dropdown menu open. The dropdown menu shows 'ID Card Request' as the selected option. The rest of the form fields and buttons are the same as in the previous screenshot.

2. Type your question or comment in the Description text box.
3. You can add an attachment, a claim/pre-authorization, a member or a provider record to your message.

To add a file attachment:

NOTE: You can only have one file attachment per message.

- a. Click the **Upload** link in the **Attachment** section.

A screenshot of the 'Contact the Health Plan' form, similar to the previous ones, but with the 'Attachment' section highlighted by a red rectangular box. The 'Attachment' section contains the 'Upload', 'View', and 'Remove Attachment' links. The 'Message Type*' dropdown menu is also open, showing 'ID Card Request' as the selected option.

- b. In the **Upload Attachment** page that appears, click **Browse**.

Home Upload Attachment

- Click "Browse" to locate and select an attachment from your computer files. Then click "Submit".
- These types of attachment formats are compatible for uploading:
 - Images (.jpeg, .jpg, .bmp, .gif, and .png)
 - PDF (.pdf)
 - Word Documents (.doc)
 - Orthocad (.3dm)
 - Excel (.xls)
 - Zipped Files (.zip)
 - Text (.txt and .rtf)
 - PowerPoint (.ppt)
 - Comma Separated File (.csv)
- Attachments cannot be larger than 50MB
- Attachment names cannot be longer than 60 characters
- Attachment names cannot include any special characters such as * & ^ % \$ # @ !
- Attachments in either Word DOCX (.docx) and Excel X (.xlsx) are not compatible

*=Required Fields

Upload

File Name* No file chosen

- c. Click the **Submit** button to upload the file you selected. You can click the **View** link to view the attachment or click the **Remove Attachment** link to remove the attachment.

To add a member:

NOTE: You can only add one member per message.

- a. Click the **Search** magnifier icon in the **Member Number** section.

Member Number Member Search

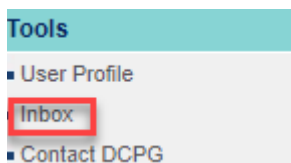
- b. On the **Member Eligibility Search** page that appears, search for and select the member you want to add to this message.
- c. To remove a member, click the **Clear Member** button.

4. Click the **Submit** button to send the message.

NOTE: DCPG routes your message to the appropriate department based on the **Message Type**.

Using Your Inbox

The **Tools > Inbox** menu item on the left side of the page allows you to open the **Inbox** page and to view any messages sent to you by DentaQuest.



NOTE: Most messages sent to you from DentaQuest are in response to messages you sent to DCPG using the Contact DCPG page. For more information, see "Contacting DCPG" on page 13.

If you have new messages in your Inbox, you can also click the Inbox link in the upper-right corner of the Message Center that appears on your Homepage to open the Inbox page.

NOTE: All communication via the portal is secure from a HIPAA/PHI standpoint.

[Home](#) **Inbox**

This page allows you to view a list of messages in your inbox. Click the message subject link to display the actual message. To narrow the list, enter a subject and/or date range and click search. To view a list of sent messages, click the sent messages link. To view a list of deleted messages, click the deleted messages link. To create a new message, click the new message link. To view the list of defined contacts, click the view contacts link. To delete a message click its delete link.

Search [Sent Items](#) [Deleted Items](#)

Subject

Date Range to (MM/DD/YYYY)

Results

Entry User	Subject	Entry Date	Delete
No Results Found			

Use your **Inbox** to read and manage your messages. You can navigate between the **Inbox**, **Sent Items**, and **Deleted Items** using the links in the upper-right corner of the **Search** section.

- To display a message, click the **Subject** link for that message.
- To delete a message, click the **Delete** link for that message.
- To display the messages you have sent, click the **Sent Items** link.
- To display the messages you have deleted, click the **Deleted Items** link.

NOTE: Do not delete messages from the **Deleted Items**. This will permanently delete them so that they are un-retrievable.

Search Your Messages

1. Type a subject into the **Subject** field in the **Search** section, or type a date range into **Date Range** fields (or use the pop-up calendars).
 2. Click the **Search** button.
- The messages in the **Results** section are narrowed down according to your search criteria.

Search

Subject

Date Range to (MM/DD/YYYY)

Results

Entry User	Subject	Entry Date	Delete
No Results Found			

View and/or Delete a Message

1. Click **Inbox** under the Tools menu to view your messages.
2. If necessary, use the **Search** section on your **Inbox** page to find the message you want to view.
3. Click the **Subject** link for the message you want to view. The **View Message** page appears.
 - To view details related to the message you sent to DentaQuest, click the **View Detail** link.
 - To view an attachment, click the **Download** link for that attachment.
 - To remove the selected message, click **Delete**.
 - In the dialog that appears, click **OK** to delete the message or **Cancel** to return to the **View Message** page for that message.

DentaQuest **Client**

View Message

This page allows you to enter a quick summary of the message.

Subject Information

From: [Redacted]
To: [Redacted]
Date: 03/09/2023 10:22:55 AM
Subject: Your Inquiry Status
[View Detail](#)

Inquiry 7527 has been Received
Entry Date: 03/09/2023 10:16:29 AM
Inquiry Type: ID Card Request
Description: need of card for 123456789

Message DentaQuest
Thank you for your inquiry. We are unable to process the request with the information given. Please include the member number and name of employee or name and date of birth for the employee needing the card. Thank you, DQCS Best Service Support

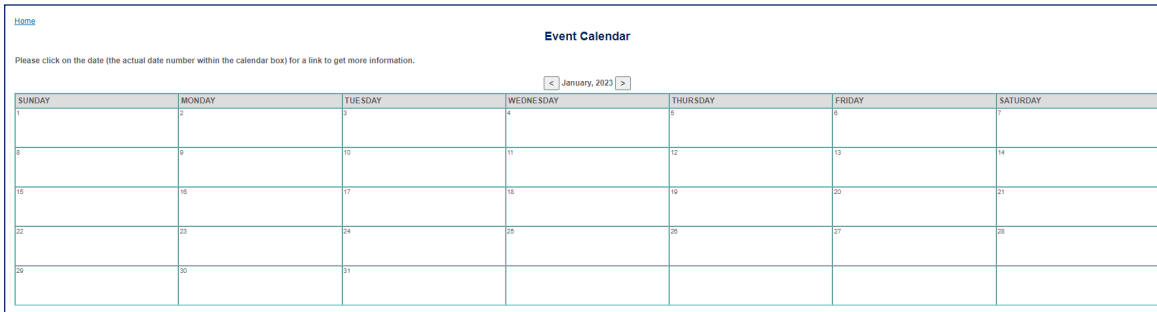
Attachments
File Name:

- Use the breadcrumb trail to return to your **Inbox**.

OTHER HOMEPAGE ITEMS

Using the Event Calendar



1. Click the **Event Calendar** link on the right side of your **Homepage** to display the Event Calendar and view any upcoming event information that DentaQuest has posted.
2. To view details for an event, click the **Day Number** link to open the **Day Events** page, which lists the details for any events that DentaQuest has set up.



3. Use the breadcrumb trail to return to the **Event Calendar**.

Viewing Related Documents

NOTE: You can have DentaQuest post secure documents or external URL links to information that you want your users to be able to access. Client and Administration user manuals can also be found in the Related Documents section.

1. Click the **Related Documents** link on the right side of your **Homepage** to display the **Document List** page. This list contains any client documents or URL links that DentaQuest has posted. It will also include user manuals for the web
 -  Items with this symbol are secure documents that you can download and save.
 -  Items with this symbol are URL links to documents (or information) on external sites. The document or website opens in a new browser window.
2. To search for a document, enter the **Title** or **Description**, select a file type from the **File Detail Category** drop-down list, and then click the **Search** button.
3. To download and display a document or open a URL link, click the title for that document or link.

