## **A DELTA DENTAL**<sup>®</sup>

## Employer Services Portal Quick Guide

## How to terminate a subscriber (member)

- 1. Click on eligibility on the left navigation menu.
- 2. Search for the intended subscriber on the subscriber search tab by name or ID.
- 3. Select the active subscriber from the results table.
- 4. The subscriber overview page will open.
- 5. Select the term button just below the subscriber's contact information. (*Image 1*)
- 6. The termination window will open. Enter required information and click submit. *(Image 2)*
- 7. Requesting a termination date in the past will be enabled according to your group's contract – the calendar will only allow date selection within those contract rules.
- 8. Entering a future dated termination will prompt an acknowledgment. The termination request can be viewed on the subscriber's history tab.
- 9. Any active dependents associated with the subscriber are listed in the window and will also be terminated with the same effective date.
- 10. Click cancel to return to the subscriber overview without termination.
- 11. The subscriber will be displayed as inactive status on subscriber overview. (*Image 3*)
- 12. The subscriber will also be reflected as inactive in search results. (*Image 4*)



Subscriber Overvie	w				Edit Info
Plan Information					
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Contact Information					
Address 123 Main Street St Paul, MN 55105	Work Phone N/A	Cell Phone N/A	Fax N/A	Email N/A	
>2 Transfer • Term					

3	Eligibility	/ / New Sub	oscriber						
ß	Subscriber Information	History							
Ö Donking	Subscribe Plan Information	er Overview							
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Reports	substent Coverage Type Subscriber Only	<b>Effe</b> 08/07	ctive Date 3/2020						
Users	Subscriber Information Subscriber Name	Subscriber ID	Birth Date 01/05/1992	Gender Main	Altern	ate ID			
4	Eligibility								
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Example for a contract of the second									
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