



HDS
Hawaii Dental Service

Employer Portal Reference Guide



Live Well, Smile More.

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LOGIN

The login page is the first thing you will see when accessing the new Employer Portal.

All groups will be prompted to Create a new password* once receiving login credentials from HDS.

- Enter the required (*) information
- Click “Update Information”

Looking for a different state? →

Members Providers Employers Brokers

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Our Plans Find a Dentist Oral Health & Wellness About HDS

User Login Alerts

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Welcome to the new HDS Online for employer groups!

In order to provide enhanced security for your user account and group information, please update your profile below.

Create a new password *

.....

▲ Password is required and must be 14-30 characters long with at least one capital letter, one lower case letter, and one number. Only the following special characters are allowed: ! @ \$ %

Re-enter new password *

.....

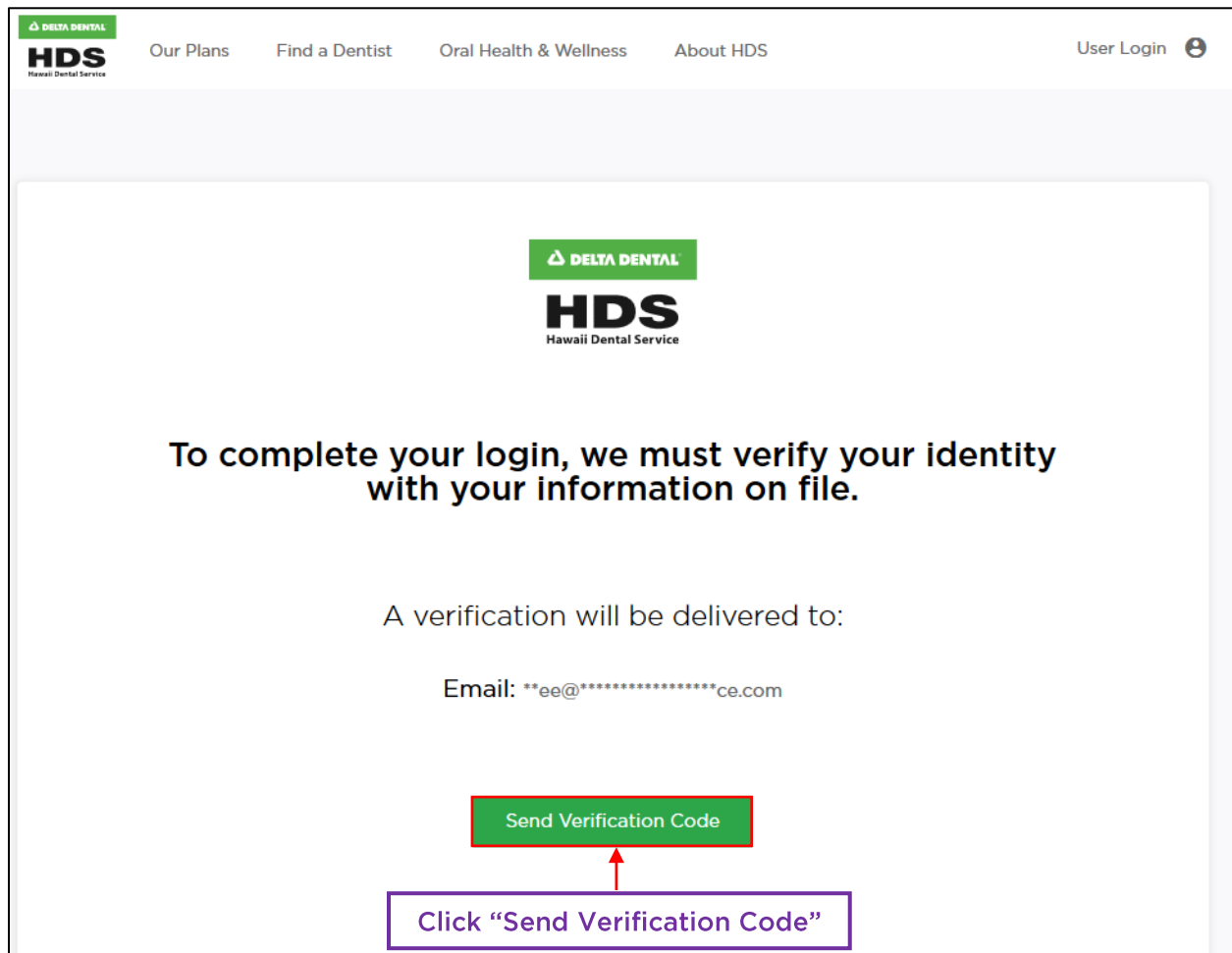
Create a 6-digit PIN code *

.....

Numeric only

Enter the required (*) information

After changing your password, you will be prompted to click on the “Send Verification Code” button that will send a verification code to the email address on file.



Enter the verification code provided from your email and click on the “[Complete My Login](#).”

Reply Reply All Forward

HD Hawaii Dental Service 8:52 AM

Hawaii Dental Service Authentication Number

Retention Policy 6 Month Delete - Permanent (6 months) Expires 7/25/2020

Your verification code is: **6-digit code will appear**

Please do not reply to this e-mail, as we are not able to respond to messages sent to this address.

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✓

Your verification code has been sent.

Enter Verification Code *
Your code **Enter Verification Code ***

Click “Complete My Login”

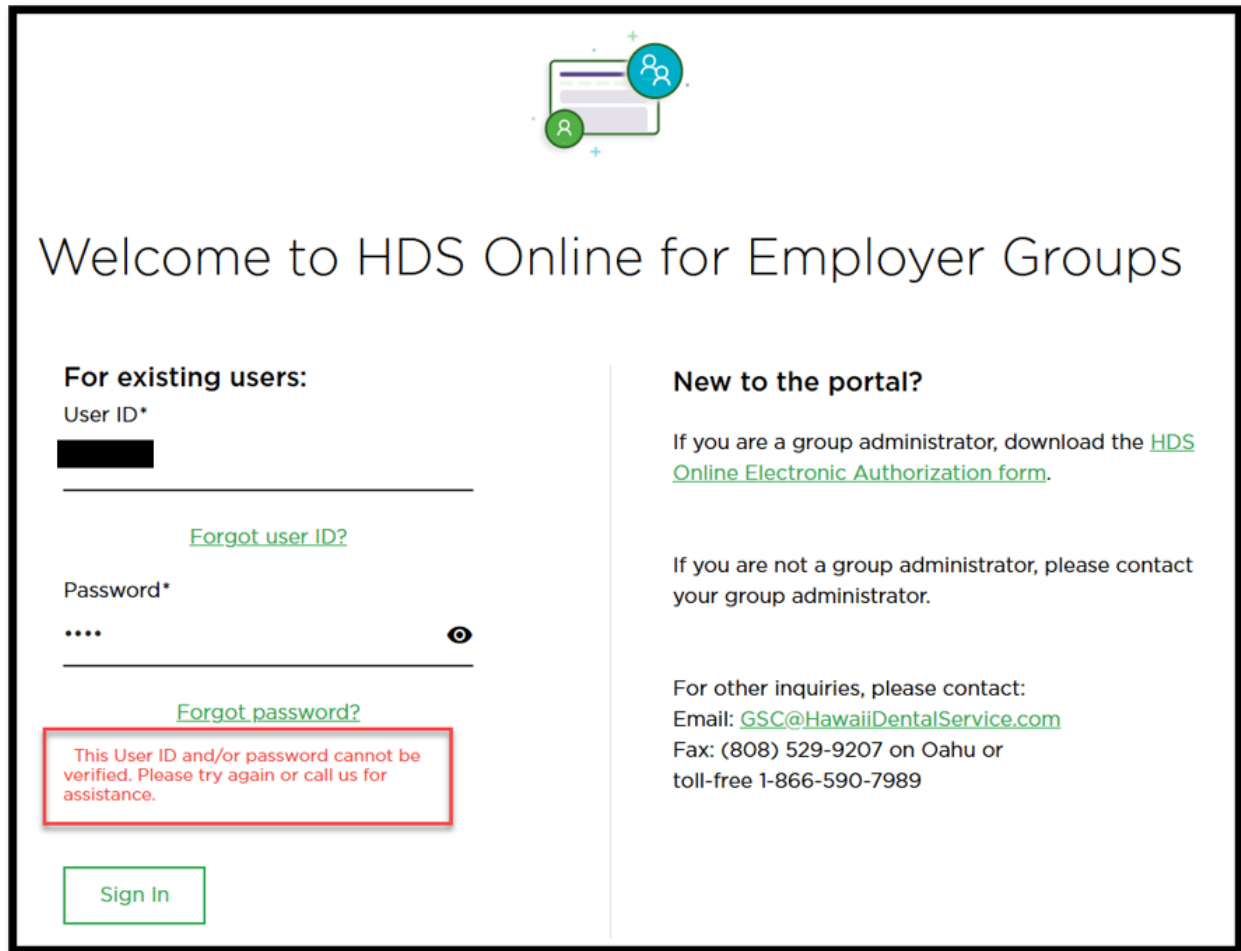
Complete My Login

[Resend Code](#)

Locked Out of Your Account

If you have an employer group account, but cannot sign in to your account please contact:

- **Group Service Center**
Oahu: 808-529-9230
Toll-Free: 1-844-829-3256
Email: GSC@HawaiiDentalService.com
- **Billing & COBRA**
Oahu: 808-529-9285
Toll-Free: 1-844-379-4326
Email: HDSBilling@HawaiiDentalService.com



The image shows a screenshot of the HDS Online for Employer Groups login page. At the top center is a logo featuring a green circle with a white person icon, a blue circle with a white person icon, and a green circle with a white person icon. Below the logo is the heading "Welcome to HDS Online for Employer Groups". The page is divided into two main sections: "For existing users:" and "New to the portal?". The "For existing users:" section contains a "User ID*" field with a blacked-out input, a "Forgot user ID?" link, a "Password*" field with a masked input and an eye icon, a "Forgot password?" link, and a red-bordered box with the message "This User ID and/or password cannot be verified. Please try again or call us for assistance." Below this is a "Sign In" button. The "New to the portal?" section contains instructions for group administrators to download the "HDS Online Electronic Authorization form" and for non-administrators to contact their group administrator. It also provides contact information for other inquiries: Email: GSC@HawaiiDentalService.com, Fax: (808) 529-9207 on Oahu or toll-free 1-866-590-7989.

For existing users:

User ID*

Forgot user ID?

Password*

Forgot password?

This User ID and/or password cannot be verified. Please try again or call us for assistance.

Sign In

New to the portal?

If you are a group administrator, download the [HDS Online Electronic Authorization form](#).

If you are not a group administrator, please contact your group administrator.

For other inquiries, please contact:
Email: GSC@HawaiiDentalService.com
Fax: (808) 529-9207 on Oahu or toll-free 1-866-590-7989

Forgot User ID

If you have an employer group account, but forgot your User ID, click “[Forgot user ID?](#)” on the employer portal login screen.

NOTE: This function only works AFTER you have updated your profile.

The screenshot shows the employer portal login interface. On the left, under the heading "For existing users:", there are two input fields. The first is labeled "User ID*" in red text, followed by a masked input field containing "#####". Below this is a red-bordered box containing the link "Forgot user ID?". The second input field is labeled "Password*" in red text, followed by a masked input field containing "Your password". Below this is a green-bordered box containing the link "Forgot password?". At the bottom left is a green "Sign In" button. On the right, under the heading "New to the portal?", there is text for group administrators to download the "HDS Online Electronic Authorization form" and for others to contact their group administrator. At the bottom right, contact information is provided: "For other inquiries, please contact: Email: GSC@HawaiiDentalService.com Fax: (808) 529-9207 on Oahu or toll-free 1-866-590-7989". A red dashed arrow points from a purple-bordered box containing the text "Click on 'Forgot user ID?'" to the "Forgot user ID?" link.

For existing users:

User ID*

#####

[Forgot user ID?](#)

Password*

Your password

[Forgot password?](#)

[Sign In](#)

New to the portal?

If you are a group administrator, download the [HDS Online Electronic Authorization form](#).

If you are not a group administrator, please contact your group administrator.

For other inquiries, please contact:
Email: GSC@HawaiiDentalService.com
Fax: (808) 529-9207 on Oahu or toll-free 1-866-590-7989

- Enter the required (*) information
- Enter the PIN Code* that was originally set up with your account.
If you don't know your PIN Code, contact:
 - **Group Service Center**
Oahu: 808-529-9230
Toll-Free: 1-844-829-3256
Email: GSC@HawaiiDentalService.com
 - **Billing & COBRA**
Oahu: 808-529-9285
Toll-Free: 1-844-379-4326
Email: HDSBilling@HawaiiDentalService.com
- Click "Continue"

Forgot User ID

1

User
Verification

2

User ID
Recovery

First Name *

Last Name *

PIN Code *

Enter the required (*)
information

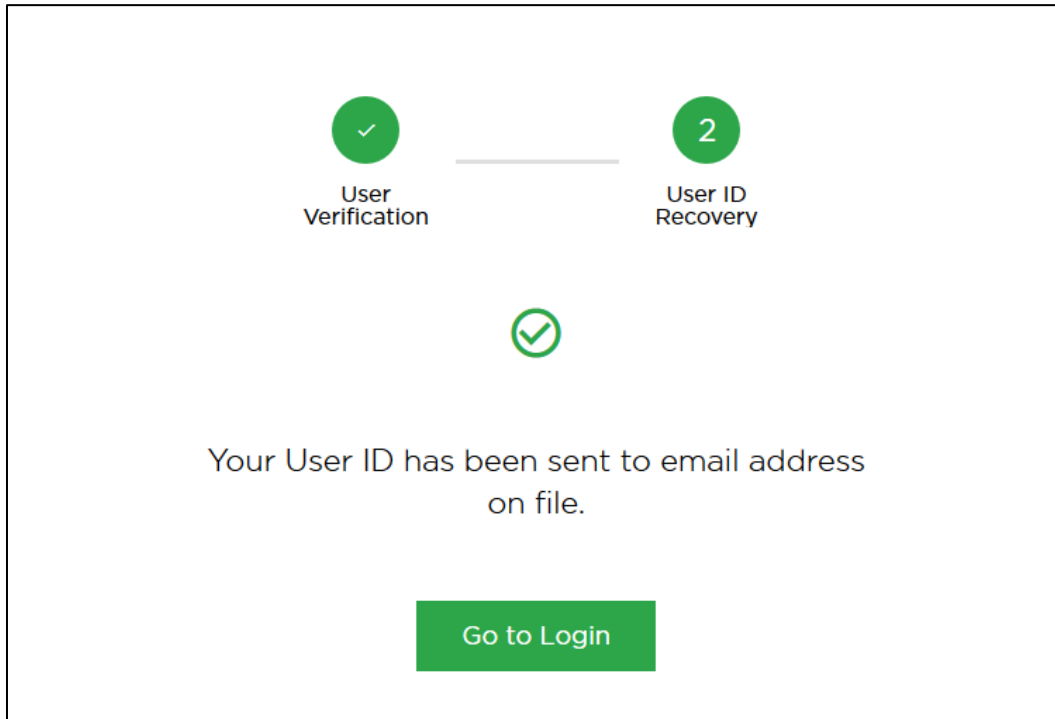
Click "Continue"

↓

Continue

Please contact us for assistance if you haven't yet set up a PIN Code or are having difficulty retrieving your user ID or password

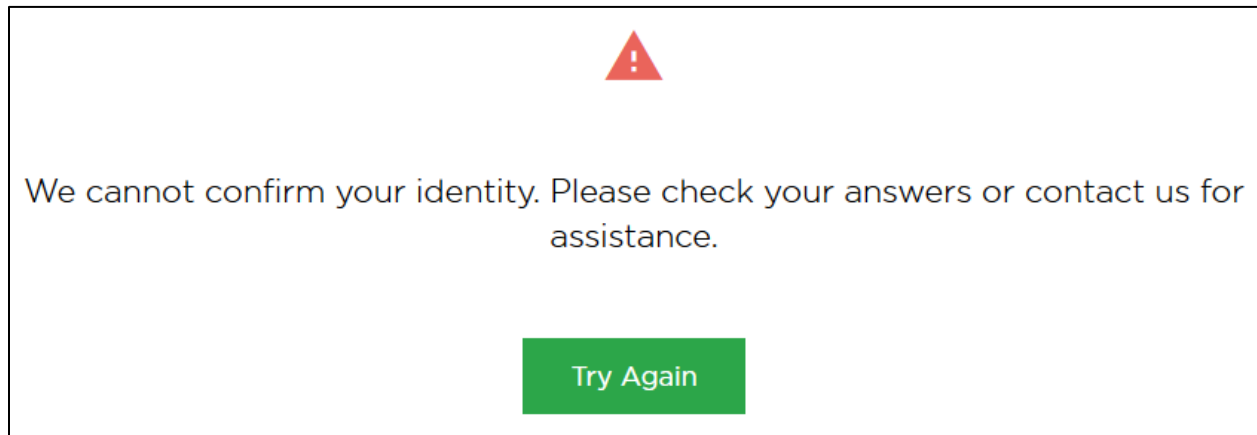
<p><small>Group Service Center</small></p> <p><small>Oahu: 529-9230</small></p> <p><small>Toll-Free: 1-844-829-3256</small></p> <p><small>Email: GSC@HawaiiDentalService.com</small></p>	<p><small>Billing & COBRA</small></p> <p><small>Oahu: 529-9285</small></p> <p><small>Toll-Free: 1-844-379-4325</small></p> <p><small>Email: HDSBilling@HawaiiDentalService.com</small></p>
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After successfully completing the required (*) information, your User ID will be sent to the email address on file.

If you did NOT update your profile and forgot your User ID, clicking on the “Forgot user ID?” will take you only through step 1 and once you click on the “Continue” button, an error message will appear.

This error message appears because your account has not gone through the proper update process. Please contact Group Service Center for assistance.



Forgot Password

If you forgot your password, click on “[Forgot password?](#)” on the employer portal login screen:

The screenshot shows the employer portal login interface. On the left, under the heading "For existing users:", there are input fields for "User ID*" (with a masked example "#####") and "Password*" (with a toggle icon). Below the password field is a red dashed arrow pointing to a red-bordered box containing the text "Forgot password?". A purple-bordered box with the text "Click on 'Forgot password?'" is positioned below the arrow. At the bottom left is a green "Sign In" button. On the right, under the heading "New to the portal?", there is text for group administrators to download the "HDS Online Electronic Authorization form" and for others to contact their group administrator. At the bottom right, contact information is provided: "For other inquiries, please contact: Email: GSC@HawaiiDentalService.com Fax: (808) 529-9207 on Oahu or toll-free 1-866-590-7989".

For existing users:

User ID*

#####

[Forgot user ID?](#)

Password*

Your password

[Forgot password?](#)

Sign In

New to the portal?

If you are a group administrator, download the [HDS Online Electronic Authorization form](#).

If you are not a group administrator, please contact your group administrator.

For other inquiries, please contact:
Email: GSC@HawaiiDentalService.com
Fax: (808) 529-9207 on Oahu or toll-free 1-866-590-7989

- Enter the required (*) information
- Enter the PIN Code* that was originally set up with your account.
If you don't know your PIN Code, contact:
 - **Group Service Center**
Oahu: 808-529-9230
Toll-Free: 1-844-829-3256
Email: GSC@HawaiiDentalService.com
 - **Billing & COBRA**
Oahu: 808-529-9285
Toll-Free: 1-844-379-4326
Email: HDSBilling@HawaiiDentalService.com
- Click "Continue"

The screenshot shows a two-part form titled "Create New Password". The first part contains fields for "First Name *", "Last Name *", "User ID *", and "PIN Code *". The second part contains fields for "NEW Password *" and "Re-enter NEW Password *". Annotations include a purple box "Enter the required (*) information" pointing to the first name field, a purple box "Enter NEW Password" pointing to the new password field, and a purple box "Click 'Continue'" with arrows pointing to the "Continue" buttons in both sections.

Create New Password

1 User Verification 2 Change Password 3 Confirm Update

First Name *
John

Last Name *
Doe

User ID *
012345

PIN Code *
123456

Continue

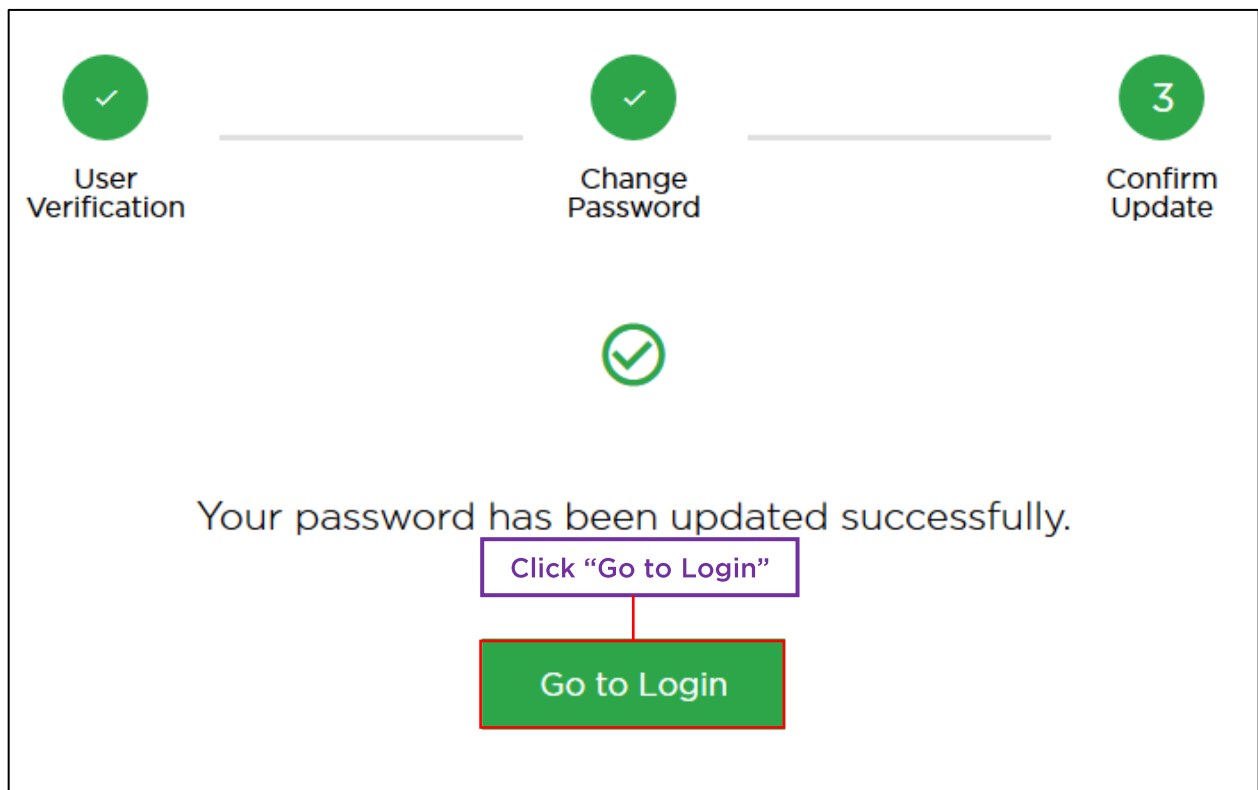
NEW Password *
.....

Re-enter NEW Password *
.....

Continue

Click "Continue"

After successfully changing the password, you will be prompted to click on the “Go to Login” button.



DASHBOARD

The dashboard is the landing page you will see after every successful login. Quick links, tools and other high-level shortcuts are located on this page.

Hawaii Dental Service
HDS
Dashboard
Eligibility
Billing
Electronic Data Files
Reports
Document Center
Online User Management
Tools
Downloads & Forms
FAQ
Holiday Schedule
Support Schedule

Dashboard
Alerts
Profile

Aloha, KEALOHA!
Group & Division Selector
Find an Employee
View Current Invoice(s)

Group Composition

Tier	Rate per Tier	Subscribers	Spouses	Children	Total Members
SINGLE	\$ 39.89	324	0	0	324
SUB/SPOUSE	\$ 79.74	69	69	0	138
SUB/CHILD	\$ 87.72	110	0	183	293
FAMILY	\$ 127.17	157	157	299	613
TOTALS	-	660	226	482	1,368

Employee Eligibility
Add, edit and terminate group employees and dependents
Manage Employees

Billing & Payments
Pay invoices, review your invoice history and manage payment accounts.
Manage Billing Transactions

11 NEW

Notifications
View important notifications about your account.
See All Notifications

Document Center
Download eligibility forms and other useful documents.
See All Documents

Online User Management
Maintain online user access and create new online accounts.
Manage Online Users

Summary of Benefits

Group & Division	Product ID	Coverage Start Date	Coverage End Date
	18.53607	01/01/25	12/31/25

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Employer Portal Reference Guide

HAWAII DENTAL SERVICE

Alerts

HDS will notify users about any general alerts currently happening in the portal. To display current alert messages, simply click on the “Alerts” link located on the top right of the navigation.

The screenshot shows the HDS Employer Portal dashboard. In the top navigation bar, the 'Alerts' link is highlighted with a red dashed arrow. A modal window is open, displaying a welcome message and key features. A red box highlights the 'Close Alerts' button at the bottom of the modal. The dashboard also features a 'Group Composition' section with a donut chart and a table of group data.

Group Composition

Tier	Count
SINGLE	324
SUB/SPOUSE	138
SUB/CHILD	293
FAMILY	613

Legend: SINGLE (green), SUB/SPOUSE (light green), SUB/CHILD (light green), FAMILY (blue)

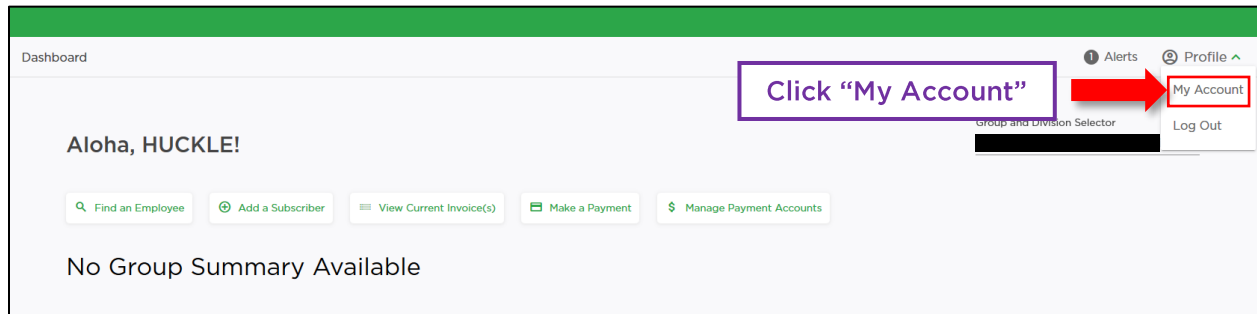
Table:

Tier	Count	Count	Count	Count	Total
SINGLE					324
SUB/SPOUSE					138
SUB/CHILD					293
FAMILY	\$ 127.17	157	157	299	613
TOTALS	-	660	226	482	1,368

Clicking on the “Close Alerts” button will clear out the alerts display.

My Account

To view your account, click on the “Profile” dropdown located on the top right and select “My Account.”



Profile

The Profile page allows for changes to your cell phone number, password, pin and security question.

Account

2 Alerts Profile ✓

Profile

Editing

Please update your profile in the form below.
Required fields are indicated with an asterisk.

Profile Information

First Name

KEALOHA

Last Name

Email Address

Cell Phone Number

*****22

Edit

Password

Edit

PIN

Edit

Security Question

Edit

Profile Information

To update your profile, click on the “Edit” link with any of the editable fields.

Profile Information

First Name
HUCKLE

Last Name
BERRY

Email Address
am@***ce.com

Cell Phone Number

Password

PIN

Security Question

Edit

Edit

Edit

Edit

Click “Edit”



- Enter the required (*) information
- Verify the change with your current password
- Click on the “Save and Close” button

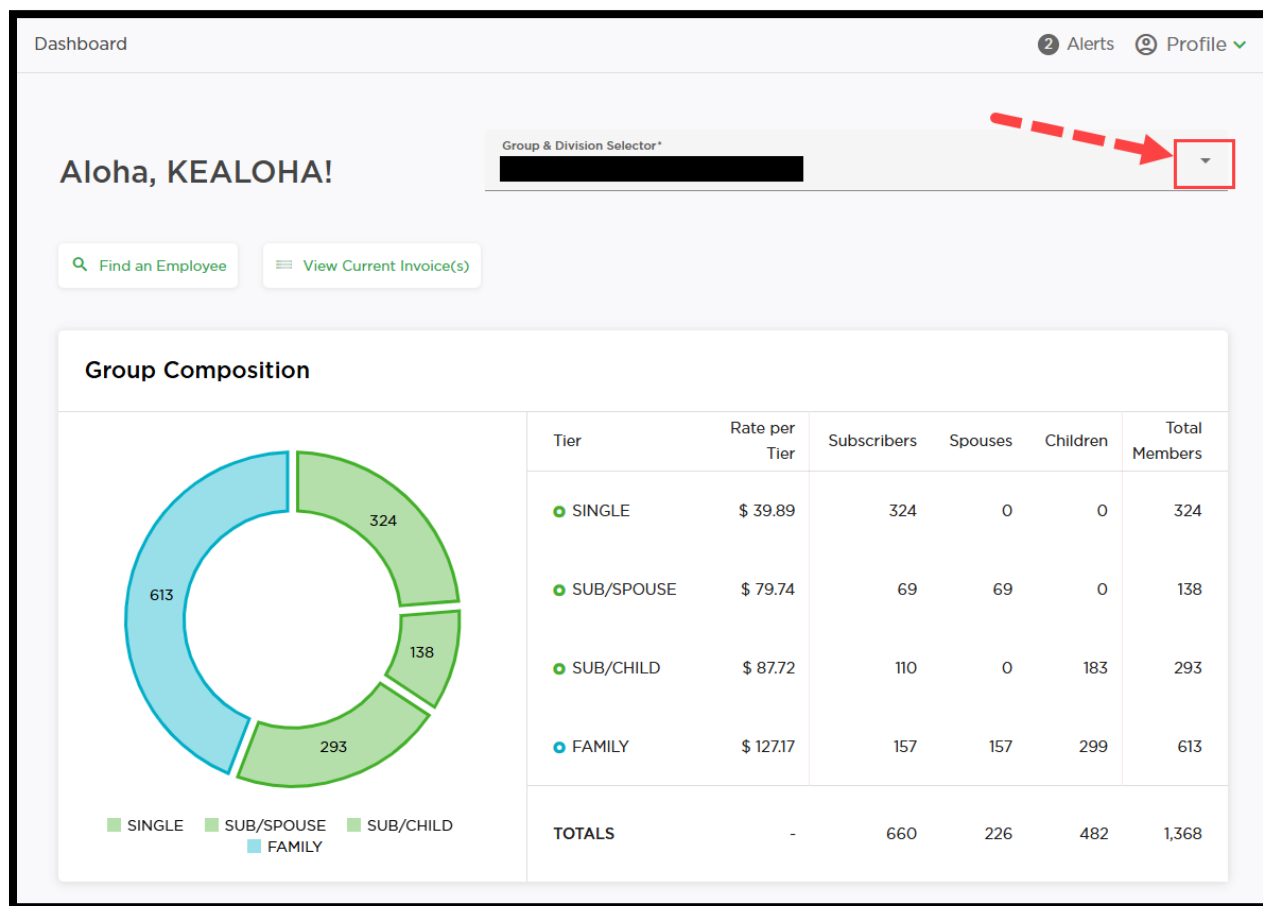
The screenshot shows a form with three input fields and two buttons. The first field is labeled 'Password (New)*' and contains a series of asterisks. A purple box with the text 'Enter the required (*) information' is placed over the asterisks. To the right of the field is an eye icon. The second field is labeled 'Confirm Password (New)*' and is empty. To its right is another eye icon. The third field is labeled 'Verify Current Password*' and contains a series of asterisks. A purple box with the text 'Enter current password for verification' is placed over the asterisks. To its right is a third eye icon. Below the fields are two buttons: a light green 'Cancel' button and a green 'Save and Close' button. A purple box with the text 'Click "Save and Close"' is placed above the 'Save and Close' button, with a red arrow pointing down to it.

After successfully making an edit, you will be prompted to click on the “Return to Profile Page” button.

The screenshot shows a success message box. At the top is a green checkmark icon. Below it is the text 'Profile updated successfully!'. Underneath this text is a purple box with the text 'Click "Return to Profile Page"'. A red line connects this box to a green button labeled 'Return to Profile Page'.

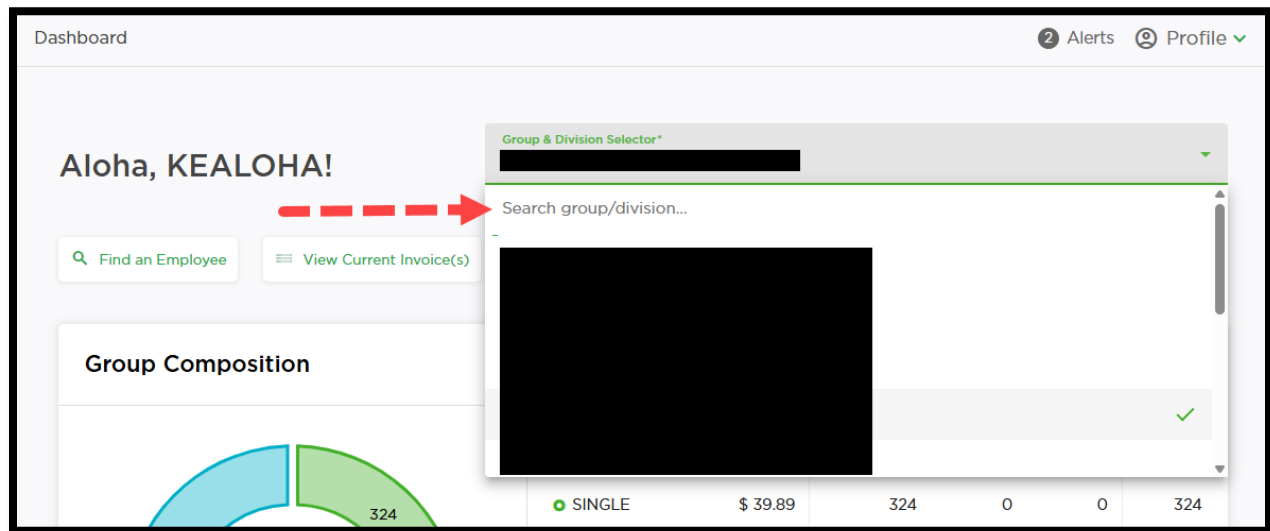
Group and Division Selector

The “Group and Division Selector” drop down feature allows you to view the different groups in your account. It is located on the top right corner below the “Profile” dropdown on the navigation bar.



To view other groups, simply click on the  button or “Change” link and select your group.

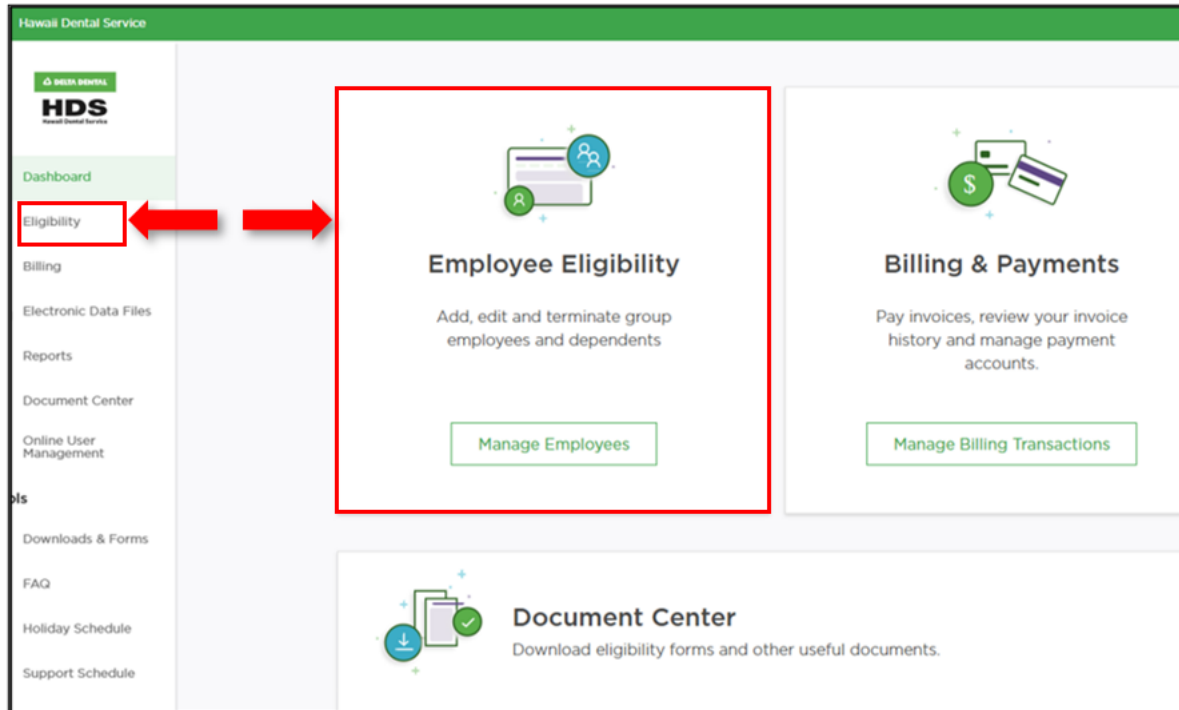
Utilize the search bar in the drop down to narrow down your results by typing the group number or group name.



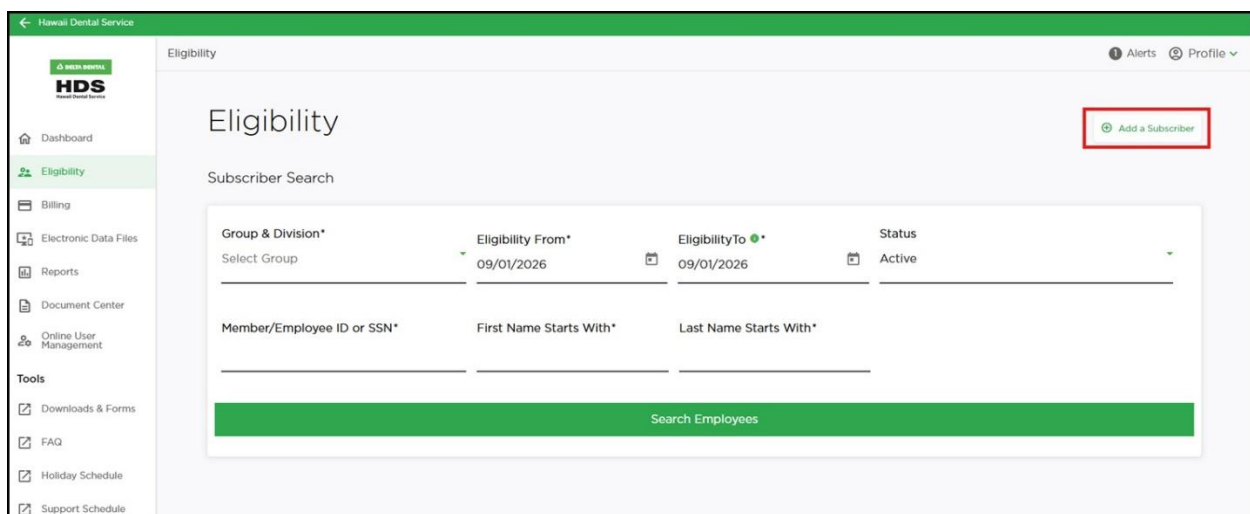
With your new group selected, you should notice changes in the “Group Composition”.

ELIGIBILITY

The “Employee Eligibility” card on the dashboard landing page and the “Eligibility” tab on the left navigation both link to the “Eligibility” page.



The “Eligibility” page allows you to add, edit, search or terminate group employees and their dependents.



Add a Subscriber

When adding a subscriber:

- Enter the required (*) information
- Click on the “Add Subscriber” button

Subscriber Information

Enter your information below. Required fields are indicated with an asterisk *.

Group/Division*

009999-0001 Test Group

✓

Effective Date*

06/01/26

✓

Will subscriber be enrolled under this plan? • 

Yes

✓

First Name*

Middle Initial

Last Name*

Social Security Number*

Employee ID Please include if you want this displayed on your invoice.

Gender

Unknown

✓

Date of Birth*



Subscriber Contact Information

[Enter a foreign address](#) 

Address Line 1*

Address Line 2

Zip Code*

City*

State*

✓

Phone Number

Email

Cancel

Add Subscriber

Employee Subscriber Search

Conduct a subscriber search with different filters:

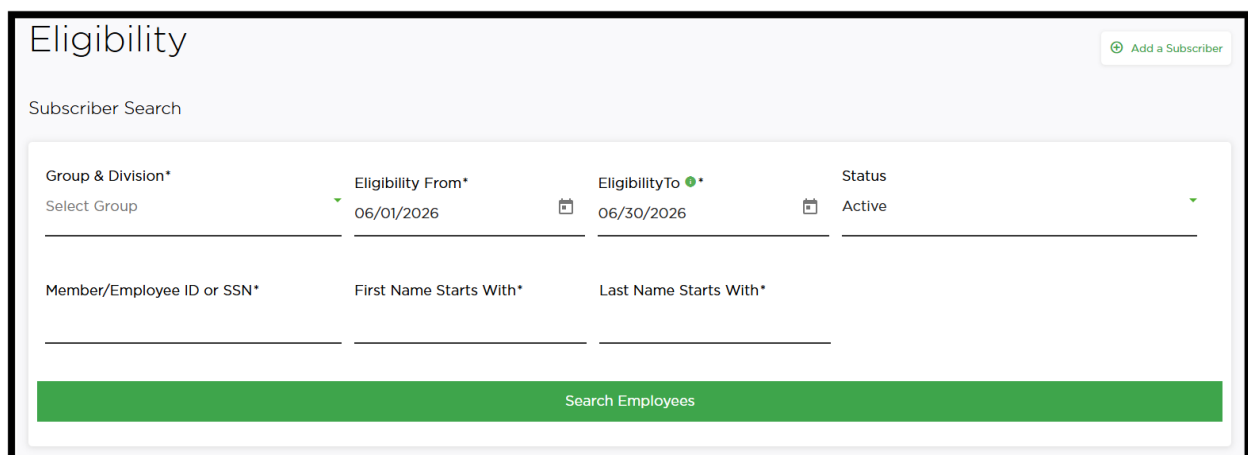
- **Group & Division:** Select one group or multiple divisions within the same group
- **Eligibility From**
- **Eligibility To**
- **Status:** Active, Terminated or All

NOTE: The “Group & Division” cannot be left blank, or an error message will occur.

The search results will retrieve any employee that had coverage between the Eligibility From and Eligibility To dates.

Search with a subscriber’s info:

- **Member/Employee ID or SSN**
- **First Name Starts With**
- **Last Name Starts With**



The screenshot shows a web form titled "Eligibility" with a sub-header "Subscriber Search". In the top right corner, there is a button labeled "Add a Subscriber" with a plus icon. The form contains several input fields: "Group & Division*" with a dropdown menu showing "Select Group"; "Eligibility From*" with a date input showing "06/01/2026" and a calendar icon; "Eligibility To*" with a date input showing "06/30/2026" and a calendar icon; and "Status" with a dropdown menu showing "Active". Below these are three more input fields: "Member/Employee ID or SSN*", "First Name Starts With*", and "Last Name Starts With*". At the bottom of the form is a large green button labeled "Search Employees".

Once you’ve input the corresponding information, click on the “**Search Employees**” button.

The search results should be updated to accommodate your preference in finding a current or past subscriber.

Family View

Family View is a landing page for the individual subscriber. It showcases the subscriber's information along with the dependents included in their HDS coverage.

This page also allows you to:

- View/Request ID Card
- Enroll Dependents
- Transfer Family to New Plan
- Terminate Coverage
- View current/past coverage for a subscriber or their dependents
- Make edits for the subscriber or their dependents

Family View

← BACK TO SEARCH RESULTS

Click here to view/print/request ID Card

Click here to Transfer Family to New Plan

View/Request ID Card Enroll Dependents Transfer Family to New Plan Terminate Coverage

Click here to Enroll Dependents

Click here to Terminate Coverage

Group/Division Number	Division Description	Coverage Start Date	Coverage End Date
[REDACTED]	[REDACTED]	09/01/19	-
[REDACTED]	[REDACTED]	03/01/17	-

Coverage Information for [REDACTED]

Family Coverage Chart View

▲ ALERT: Subscriber has dual coverage sometime between 08/2019 and 04/2020.

Member Name	Relationship	Birth Year	Age	Child Special Status	Coverage Start Date	Coverage End Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	09/01/19	-
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-	09/01/19	-
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	None	09/01/19	-
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	None	09/01/19	-
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	None	09/01/19	-

Family Contact Information

Show Previous Addresses on File

Member Name	Address	Effective Date	Email Address	Phone	Address Source	Edit
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Group	Edit
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Group	Edit

Click "Edit" to change Subscriber Information

Eligibility Extract

An eligibility extract of the Subscriber Search Results can be saved as an CSV document. After performing a subscriber search, click on the “Download Eligibility Extract” button to download the CSV file to your desktop.

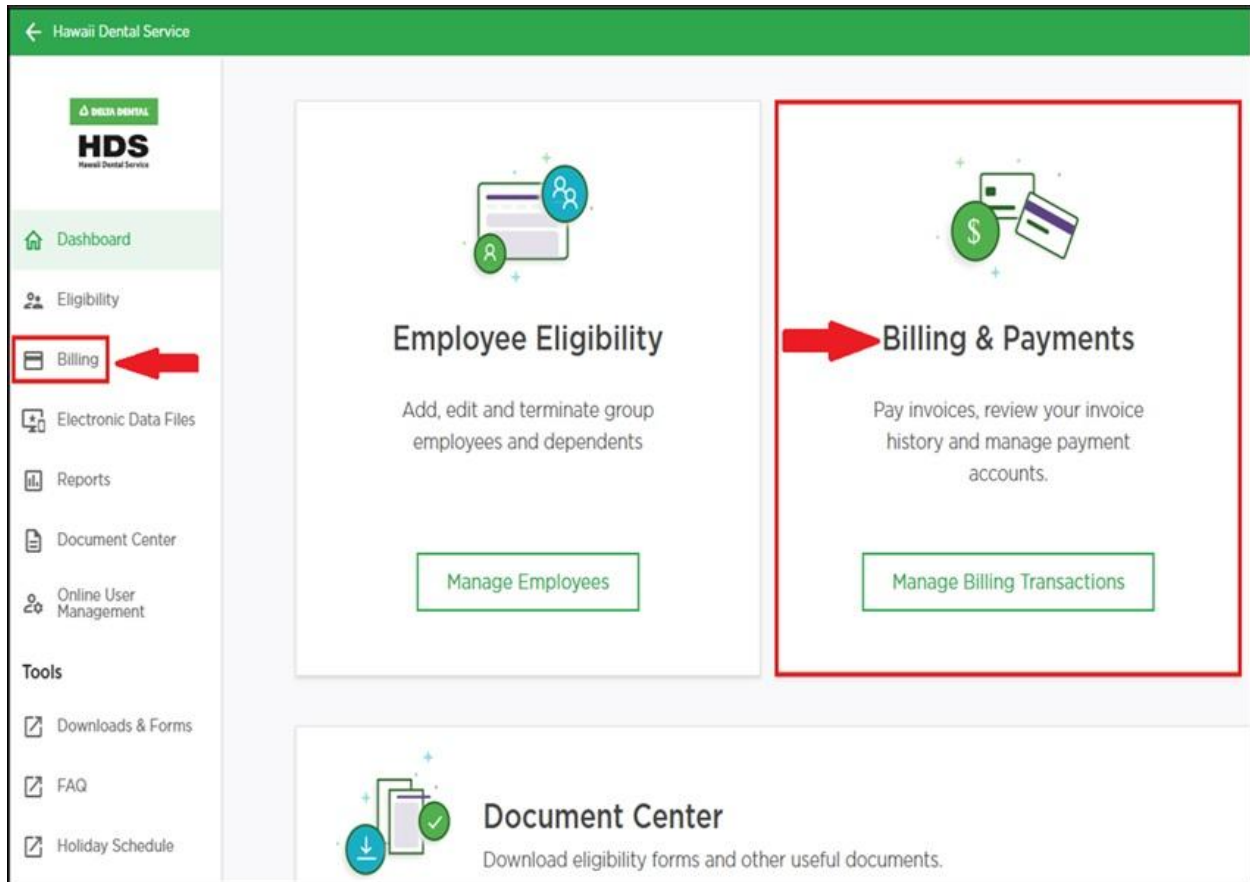
The screenshot shows the 'Subscriber Search Results' interface. At the top, there are filter sections for 'Group & Division*', 'Eligibility From*' (06/01/2026), 'Eligibility To*' (06/30/2026), and 'Status' (Active). Below these are fields for 'Member/Employee ID or SSN', 'First Name Starts With', and 'Last Name Starts With'. A 'Reset All Filters' link and an 'Apply Filter(s)' button are present. A summary bar shows the active filters: 'Eligibility From: 06/01/2026', 'Eligibility To: 06/30/2026', and 'Status: Active'. The results section shows 'Showing 1 - 21 of 21 subscribers between 06/01/26 - 06/30/26'. A table with columns: Name, Group, Unique Member ID, HDS Subscriber ID, Birth Year, Spouse, # Dets, Rate, and Status is displayed. Two rows of results are visible, both with redacted names and 'Active' status. A red box highlights the 'Download Eligibility Extract' button in the top right corner of the results section.

Name	Group	Unique Member ID	HDS Subscriber ID	Birth Year	Spouse	# Dets	Rate	Status
[REDACTED]								Active
[REDACTED]								Active

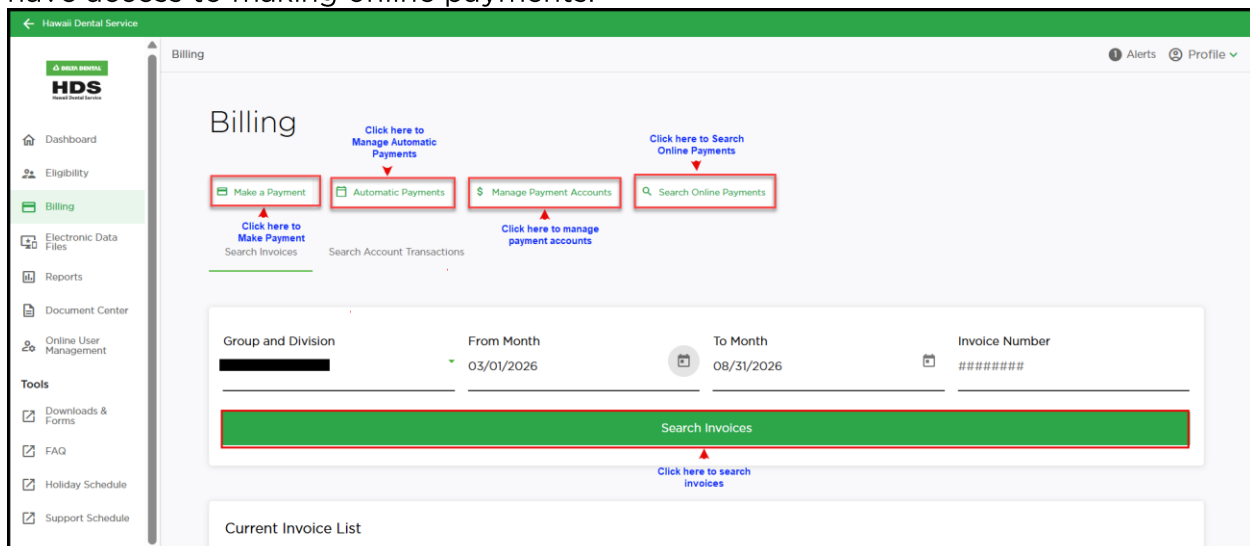
The CSV file will be downloaded to your default browser file location for downloads.

BILLING

The “Billing & Payments” card on the dashboard landing page and the “Billing” tab on the left navigation, both link to the “Billing” page.



The “Billing” page allows you to view your current invoice or search your group’s invoice history and account transactions. Quick links at the top are available if you have access to making online payments.



Search Invoices

The Invoice Search Results page allows you to select your Current Invoice or view a history of invoices for your group.

Conduct an invoice search using these filters:

- **Group & Division:** Select one group or all
- **From Month** (Start Date)
- **To Month** (End Date)
- **Invoice Number**

The screenshot shows the 'Billing' page with a search interface. The filters are: Group and Division (All Groups), From Month (03/01/2026), To Month (03/01/2026), and Invoice Number (#####). The 'Apply Filter(s)' button is highlighted with a red box. Below the filters, there are two green buttons: 'From Month: 03/01/2026' and 'To Month: 03/01/2026'. The 'Invoice Search Results' section shows 'Showing 1 - 2 of 2 results'. The table below lists two invoices.

Invoice Number	Bill Date	Description	Subs	Spouses	Children	Total Members	Invoice Total	Invoice Status
██████████	03/01/26	██████████	6	0	2	8	\$1,935.26	OPEN
██████████	03/01/26	██████████	7	1	6	14	\$20,351.53	CLOSED

When you click on the “Apply Filter(s)” button, the results of your search will appear.

This screenshot is identical to the one above, showing the 'Billing' page with the same search filters and results. The 'Apply Filter(s)' button is highlighted with a red box, and a red arrow points to it with the text 'Click to display results'.

Invoice Number	Bill Date	Description	Subs	Spouses	Children	Total Members	Invoice Total	Invoice Status
██████████	03/01/26	██████████	6	0	2	8	\$1,935.26	OPEN
██████████	03/01/26	██████████	7	1	6	14	\$20,351.53	CLOSED

View an Invoice

To view an invoice, click on the Invoice Number link.

Billing

Profile

Billing

You may search by date or invoice number

Group and Division

From Month
11/01/2018

To Month
01/31/2020

Invoice Number
#####

Reset All Filters

Apply Filter(s)

From Month: 11/01/2018

To Month: 01/31/2020

Invoice Search Results

Showing 1 - 3 of 3 results

[Click to display invoice](#)

*Note: Totals as of the current invoice process date

Invoice Number	Bill Date	Description	Subs	Spouses	Children	Total Members	Invoice Total	Invoice Status
	11/01/18		107	69	85	261	\$9,027.85	CLOSED
	12/01/18		107	71	89	267	\$13,876.67	CLOSED
	01/01/19		107	73	88	268	\$6,257.65	CLOSED

The Invoice Summary will appear. On this page, you will see:

- A general summary of your total members
- Current premiums and adjustments
- A current total due by division
- A current total balance due

In addition, you can:

- Print the invoice
- Download an extract
- View the detail pages of your invoice

Billing

Profile

Invoice Summary

[← BACK TO SEARCH RESULTS](#)

[Make a Payment](#) [Manage Payment Accounts](#) [View Account Transactions](#)

Invoice Summary

Group Name	Invoice Date	Eligibility Date	From Date	To Date	Invoice Number	Due Date	Invoice Status
	01/23/19	01/01/19	01/01/19	01/31/19		UPON RECEIPT	CLOSED

Summary by Division

*Links are available under Current (Month) Premiums and Adjustments where division access is allowed and amount is not \$0.00.

Click to View Bill for Print

Click to Download an Extract

View Bill for Print

Download Claims Extract

Download Invoice Extract

Division	Description	Subs	Spouses	Children	Total Members	Current Period Claims Paid	Adjustments	Total Due
		104	72	87	263	<div>Click to View Division Detail</div> <div>\$6,314.57</div>	\$0.00	\$6,314.57
		3	1	1	5	\$172.80	\$0.00	\$172.80
	Total	107	73	88	268	\$6,487.37	\$0.00	\$6,487.37
							Balance Forward	\$13,876.67
							Payment Received	\$229.72
							Acct Adjustment	-\$13,876.67
							Total Amount Due	\$6,257.65

Click to Make Payment

Make a Payment

Printing an Invoice

To print an invoice, click on “View Bill for Print” to select the pages to be printed. You may also select to email the pdf to yourself.

The screenshot shows the 'Billing' section of the Employer Portal. The main heading is 'Invoice Summary'. Below it, there's a 'BACK TO SEARCH RESULTS' link and buttons for 'Make a Payment' and 'Make a Payment'. A modal titled 'View Printer-Friendly Invoice' is open, showing radio button options: 'Entire Invoice', 'Remittance Advice Only', 'Summary Only', 'Summary and Adjustments', and 'Claims Utilization'. There is a 'View PDF' button and an 'Email PDF to:' field with a placeholder email address. The background shows an 'Invoice Summary' table with columns for 'Invoice Number', 'Due Date', and 'Invoice Status'. Below that is a 'Summary by Division' table with columns for 'Division', 'Description', and various numerical values. At the bottom right, there are links for 'View Bill for Print', 'Download Claims Extract', and 'Download Invoice Extract'.

Invoice Number	Due Date	Invoice Status
201921	UPON RECEIPT	CLOSED

Division	Description	104	72	87	263	Claims Paid	Adjustments	Total Due
		104	72	87	263	\$6,314.57	\$0.00	\$6,314.57
		3	1	1	5	\$172.80	\$0.00	\$172.80
	Total	107	73	88	268	\$6,487.37	\$0.00	\$6,487.37
						Balance Forward		\$13,876.67
						Payment Received		\$229.72

The invoice will open as a PDF to be printed.

DELTA DENTAL

HDS

Hawaii Dental Service

Billed To

GROUP-DIVISION NUMBER: [REDACTED]

[REDACTED]

BILLING DATE: 07/15/2026

COVERAGE PERIOD: 08/01/2026 - 08/31/2026

PAYMENT DUE BY: 08/01/2026

INVOICE NUMBER: [REDACTED]

Invoice Summary

DIVISION	CURRENT ENROLLMENT COUNT				PREMIUM ADJUSTMENTS				
	SUB	SPOUSE	CHILD	TOTAL	CURRENT MONTH PREMIUMS	LESS PREVIOUSLY BILLED AMT	ADD NEW BILLED AMT	TOTAL PREMIUM ADJUSTMENT	TOTAL DUE
[REDACTED]	3	0	0	3	117.80	0.00	0.00	0.00	117.80
TOTALS:	3	0	0	3	\$117.80	\$0.00	\$0.00	\$0.00	\$117.80

BALANCE FORWARD:

PAYMENT RECEIVED:

ACCOUNTING ADJUSTMENT:

TOTAL AMOUNT DUE:

117.80

117.80

0.00

\$117.80

Please direct billing inquiries to Premium Billing/Accounts Receivable at (808) 529-9285 or call toll free at 1-844-379-4326.

Please detach and remit with your payment. Retain the top portion for your records.

INVOICE NUMBER: [REDACTED]

GROUP-DIVISION NUMBER: [REDACTED]

PAYMENT DUE BY: 08/01/2026

REMITTANCE ADVICE

TOTAL AMOUNT DUE: \$117.80

- To ensure proper credit, include your Group-Division Number on your check.
- Enclose Remittance Advice with check made payable to:

Hawaii Dental Service
P.O. Box 30500
Honolulu, Hawaii 96820-0500

AMOUNT ENCLOSED: [REDACTED]
Mahalo!

Download Invoice Extract

To obtain an extract of your invoice in Excel format, click on “Download Invoice Extract,” then open the file in Excel.

The screenshot shows the 'Invoice Summary' page in the Hawaii Dental Service (HDS) portal. A modal window is open in the center, displaying a green checkmark and the text 'Extract Downloaded Successfully!'. Below the text is a green button labeled 'Return to Invoice Summary'. The background shows the HDS logo, a navigation menu on the left, and the 'Invoice Summary' page content, including a 'Summary by Division' table and links for 'View Bill for Print', 'Download Claims Extract', and 'Download Invoice Extract'.

Invoice Nbr	Group/Division	Month	SSN	Last Name	First Name	Subscriber Count	Spouse Count	Dependent Count
		8/1/2025				1	0	0
		8/1/2025				1	0	0
		8/1/2025				1	0	0
		8/1/2025				1	0	1
		8/1/2025				1	0	0

View Invoice Detail

To view the detail pages of your invoice, click on the link under “Current Month Premiums” or “Adjustments” on the Invoice Summary page.

The Division Detail includes an alphabetical list of your group’s subscribers.

The screenshot shows the "Division Detail" page. At the top, there is a header with "Billing" on the left and "Profile" on the right. Below the header, the page title "Division Detail" is displayed, followed by a link "← BACK TO INVOICE SUMMARY". A summary table is shown with the following data:

Division - Group Name	From Date	To Date	Invoice Number	Due Date	Invoice Status
[REDACTED]	03/01/26	03/31/26	[REDACTED]	03/01/2026	OPEN

Below the summary table, the section "Current Month Premium" is displayed, followed by "Showing 1 - 25 of 118 results". A search bar is present with fields for "ID Number", "First Name", and "Last name", and a "Search" button. Below the search bar, a table lists subscribers with the following columns: ID Number, Subscriber's Name, Subscriber, Spouse, Children, Total Members, and Total Current Premiums.

ID Number	Subscriber's Name	Subscriber	Spouse	Children	Total Members	Total Current Premiums
[REDACTED]	[REDACTED]	1	0	0	1	\$32.26
[REDACTED]	[REDACTED]	1	0	0	1	\$32.26
[REDACTED]	[REDACTED]	1	0	0	1	\$32.26

The Division Adjustments includes a listing of additions, terminations and dependent changes since your last invoice.

The screenshot shows the "Division Adjustments" page. At the top, there is a header with "Billing" on the left and "Profile" on the right. Below the header, the page title "Division Adjustments" is displayed, followed by a link "← BACK TO INVOICE SUMMARY". A summary table is shown with the following data:

Division - Group Name	From Date	To Date	Invoice Number	Due Date	Invoice Status
[REDACTED]	03/01/26	03/31/26	[REDACTED]	03/01/2026	OPEN

Below the summary table, the section "Additions, Terminations, and Dependent Changes Since Last Group Invoice" is displayed, followed by "Showing 1 - 25 of 52 results". A search bar is present with fields for "ID Number", "First Name", and "Last name", and a "Search" button. Below the search bar, a table lists adjustments with the following columns: ID Number, Subscriber Name, Enrollment Description, Change Month, Enrollment Change (Sub, Spouse, Children), Less Previously Invoiced, Add New Invoiced, and Total Premium Adjustment.

ID Number	Subscriber Name	Enrollment Description	Change Month	Enrollment Change			Premium Adjustment		
				Sub	Spouse	Children	Less Previously Invoiced	Add New Invoiced	Total Premium Adjustment
[REDACTED]	[REDACTED]	CHANGE	12/01/24	-1	-1	-2	-\$118.96	\$0.00	-\$118.96
[REDACTED]	[REDACTED]	CHANGE	12/01/24	1	1	1	\$0.00	\$118.96	\$118.96
[REDACTED]	[REDACTED]	CHANGE	01/01/25	-1	-1	-2	-\$118.96	\$0.00	-\$118.96
[REDACTED]	[REDACTED]	CHANGE	01/01/25	1	1	1	\$0.00	\$118.96	\$118.96

Current Invoice Calculation Status

If your invoice status is Open, you may have access to additional actions:

- **Recalculate the invoice** - The numbers here reflect if any changes (eligibility or payments) were made since this invoice was last processed. Select “Recalculate Invoice” to update the invoice to include these recent changes. Your invoice subscribers or totals may change.
- **Close Invoice** – Select this if you want to finalize this invoice. HDS will close all invoices at 12 p.m. on the last working day of each month. (i.e. The February invoice will be closed at 12 p.m. on 1/31/20. Note: Once the invoice is closed, the action is not reversible, it can't be reopened.
- **Make a Payment** – Clicking this button takes you to the screens to make a payment.

Current Invoice Calculation Status		
Items awaiting HDS Action: ●	0	Call HDS Membership Services at (808) 529-9230 to include these items.
Items awaiting bill recalculation: ●	0	Recalculate bill to include these items
Payments not included in bill: ●	1	Recalculate bill to include these items

Click to Recalculate Invoice →

Recalculate Invoice

Click to Close Invoice

Close Invoice

Click to Make Payment

Make a Payment

Search Account Transactions

The Search Account Transactions page allows you to view a historical list of financial transactions for your group account.

Conduct a search using these filters:

- **Group & Division:** Select one group or all
- **From Month** (Start Date)
- **To Month** (End Date)
- **Transaction Type** (select from All, Invoice, Credit, Debit or Payment Transactions)

Billing

Alerts Profile

Make a Payment Automatic Payments Manage Payment Accounts Search Online Payments

Search Invoices Search Account Transactions ← Select the "Search Account Transactions" tab Payment

Group and Division From Month 01/01/2019 To Month 01/01/2020 Transaction Types ALL

Search Account Transactions

Recent Account Activity -

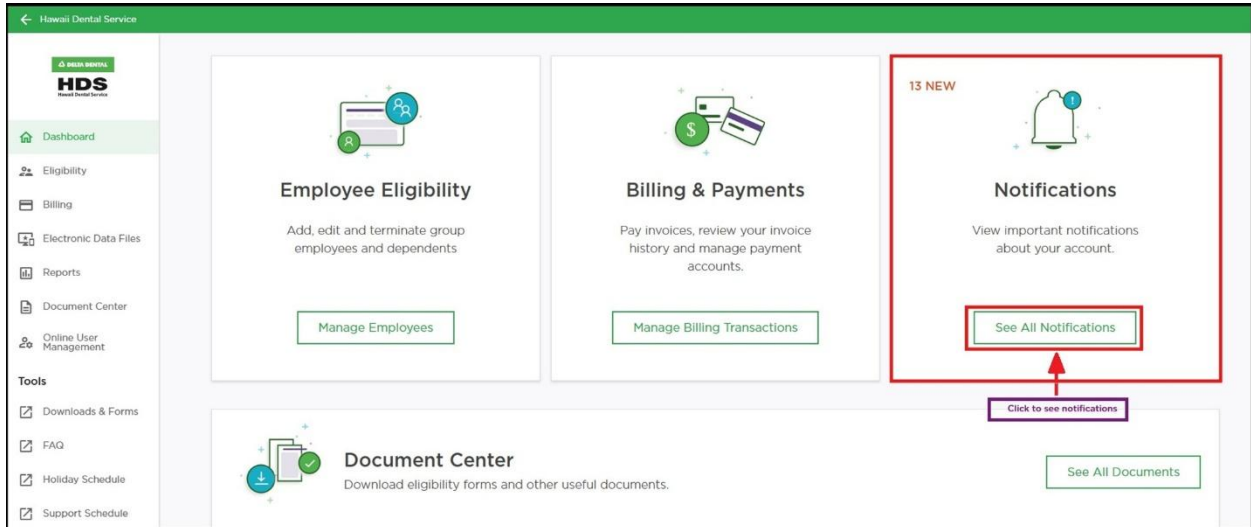
Transaction Date	Transaction Type	Charges	Payments/Credits	Balance
09/30/19	Balance Forward			-\$174.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$1.00	-\$175.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$3.00	-\$178.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$1.00	-\$179.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$4.00	-\$183.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$6.00	-\$189.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$1.00	-\$190.77
01/10/20	Credit Card Payment for (pending receipt of funds)		-\$2.00	-\$192.77

A list of account transactions will appear.

NOTIFICATIONS

The “Notifications” card on the dashboard is a shortcut to the “Notifications” page where you can view important information about your group account.

NOTE: Notifications are different from alerts. Notifications notify you about your group account related information.



Sort through your Notifications using these different filters:

- **Status:** All, Read, Unread
- **Group & Division:** Select one group or all
- **Type:** All Types, Document Center, Invalid Address, User Profile

Notification Center
Profile

Notifications

StatusAll Notifications

Group and DivisionAll Groups

TypeAll Types

Clear All Filters

☐	Date	Type	Group/Division	Subject
☐	01/16/20	User Profile		User profile has been updated
☐	12/13/19	Document Center		New document in Document Center Forms
☐	12/13/19	Document Center		New document in Document Center Announcements
☐	12/13/19	Document Center		New document in Document Center Announcements
☐	12/12/19	User Profile		User profile has been updated
☐	11/22/19	Invalid Address		Invalid Address for member
☐	11/21/19	Invalid Address		Invalid Address for member
☐	11/20/19	Invalid Address		Invalid Address for member
☐	11/20/19	Invalid Address		Invalid Address for member
☐	11/13/19	Document Center		New document in Document Center Form
☐	11/08/19	Document Center		New document in Document Center Announcements
☐	11/06/19	User Profile		User profile has been updated
☐	11/06/19	User Profile		User profile has been updated

ELECTRONIC DATA FILES

The “Electronic Data Files” page displays the processing history of your group.

Electronic Data Files

Click on name to view detail

Processing History

Group Name	Started	Completed	File Count	Enrolled	Terminated	Post Count
[REDACTED]	01/31/2019	01/31/2019	1,909	1	12	1,750
[REDACTED]	01/24/2019	01/24/2019	1,895	5	3	1,744

Contact Hawaii Dental Service

A Session Summary will appear for the selected group, and you will be able to view/download PDF Session Reports for:

- Allowed Retro Enrollment
- Future Enrollment
- Invalid Effective Date
- New Enrollment
- Term by Specified Date
- Termination

Session Summary Information

← BACK TO ELECTRONIC DATA FILES

[REDACTED]

File Received: 01/31/2019
Process As Of: 02/01/2019
Processing Started: 01/31/2019
Processing Finished: 01/31/2019
Processing Status: **COMPLETED**

Members In File	Loaded From File	Newly Enrolled	Terminated	Post Process
1,909	1,905	1	12	1,750

PDF Session Reports

[New Enrollment Report](#)

[Invalid Effective Date Report](#)

[Future Enrollment Report](#)

[Term by Specified Date Report](#)

Click to view PDF Session Reports

REPORTS

The “Reports” page allows for two types of generated reports:

- **Over-Age Dependent Report**
- **Audit Report**

Over-Age Dependent Report

This report is used to identify dependents who will be aging out from your group's dental plan.

Conduct a report using these different filters:

- **Group & Division:** Select one group or all
- **Termination Month & Year**
- **Dependent Status**

The screenshot shows the 'Over-Age Dependent Results' report in the Hawaii Dental Service portal. The report is used to identify dependents who will be aging out from a group's dental plan. The filters are set to 'All Groups', '01/2026', and 'All Dependents'. The 'Apply Filter(s)' button is highlighted with a red box and a red arrow pointing to it, with the text 'Click to display results' below it. The table below shows the results for the termination month of 01/2026, displaying 1 - 25 of 40 results.

Group	Dependent	Member ID	Birth Year	Full-Time Student	Age	Max Age	Coverage Ends
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No	26	26	01/31/2026
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No	26	26	01/31/2026
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No	26	26	01/31/2026

Audit Report

This report identifies individual and family transactions that you have processed via the online portal.

Conduct a report using these different filters:

- **Group & Division**
- **Audit User**
- **Action**

Search reports with a subscriber's basic info:

- **Member ID/Employee ID**
- **Member First Name**
- **Member Last Name**
- **From Date**
- **To Date**

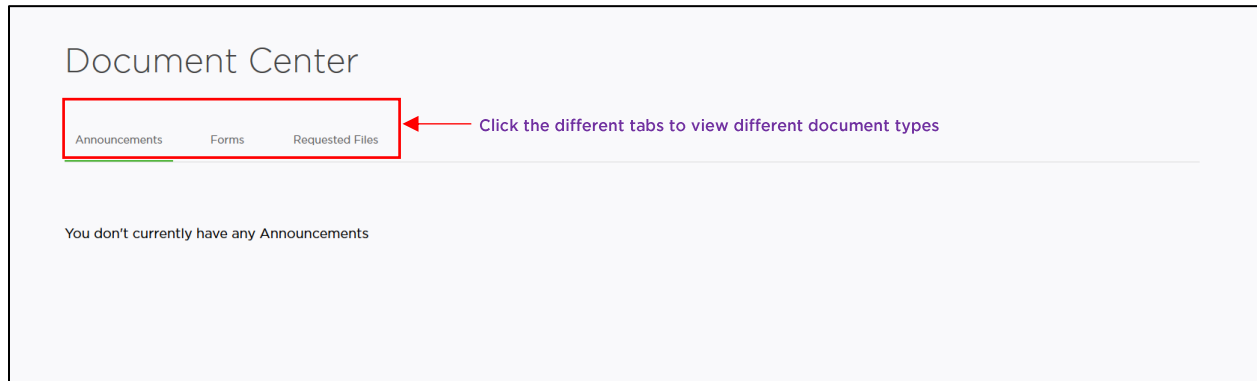
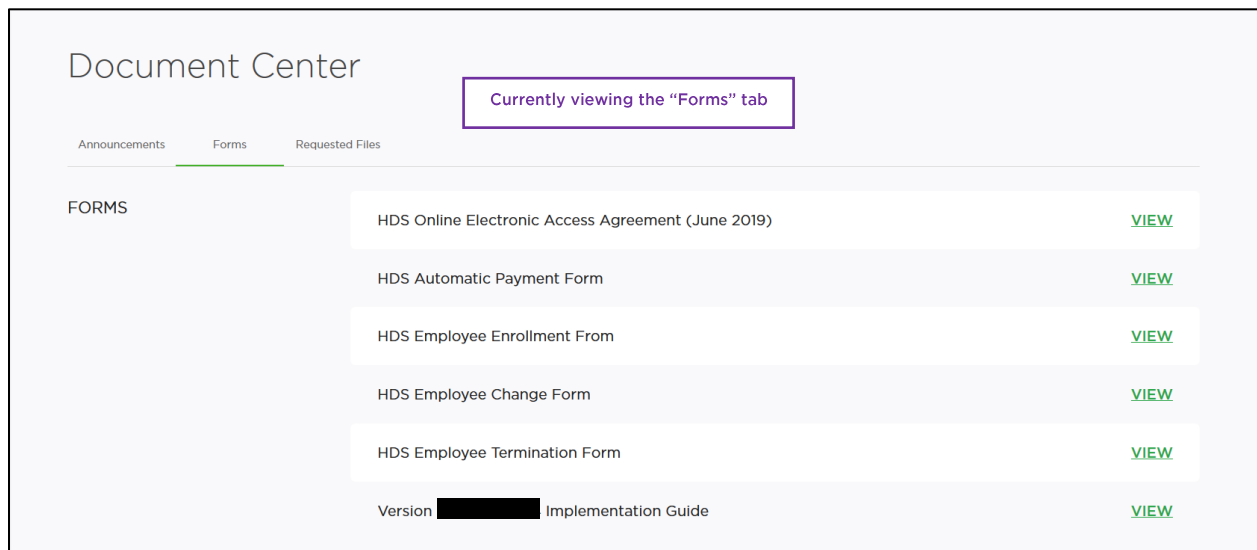
The screenshot shows the 'Reports' section of the Employer Portal. At the top right, there is a 'Profile' link with a dropdown arrow. Below the 'Reports' heading, there are two tabs: 'Over-Age Dependent Report' and 'Audit Report', with the latter being selected. A descriptive text states: 'This report identifies individual and family transactions that you have processed via the online portal.' Below this, there is a search form with several input fields, each highlighted with a red border. The first row contains three dropdown menus: 'Group & Division' (set to 'All Groups'), 'Audit User' (set to 'All Users'), and 'Action' (set to 'All Actions'). The second row contains five input fields: 'Member ID/Employee ID', 'Member First Name', 'Member Last Name', 'From Date' (set to '01/19/2020' with a calendar icon), and 'To Date' (set to '01/19/2020' with a calendar icon). At the bottom of the form is a large green button labeled 'Search Reports'. Below the button is a purple link that says 'Click to display results'.

DOCUMENT CENTER

On the “Downloads Center” page, you can download eligibility forms and other useful documents.

Toggle between the different tabs to view specific documents:

- **Announcements**
- **Forms**
- **Requested Files**



Document Center

Profile

Document Center

Announcements

Forms

Requested Files

Currently viewing the "Requested Files" tab

Requested Files

Showing 1 - 5 of 5 results

☐	Date	Group/Division	Document Title & Description	
☐	12/26/2019	User Only	Testing Requested Files - URL Link 12/26 test	
☐	12/26/2019	User Only	Testing Requested Files - FILE 12/26 test	
☐	URGENT	11/14/2019 [REDACTED] - Premier Plan	TEST Requested Files - Specific Division Document uploaded for a specific division user [REDACTED]	
☐	11/13/2019	User Only	Testing Requested Files - URL This should link to a webpage	
☐	11/13/2019	User Only	Testing Requested Files - File This opens a pdf attachment	

ONLINE USER MANAGEMENT

The “Online User Management” card on the dashboard landing page and the “Online User Management” tab on the left navigation both link to the “Online User Management” page.

The screenshot shows the Hawaii Dental Service dashboard. The left navigation menu includes: Dashboard, Eligibility, Billing, Electronic Data Files, Reports, Document Center, Online User Management (highlighted with a red box and a red arrow), Tools, Downloads & Forms, FAQ, Holiday Schedule, and Support Schedule. The main content area features three cards: Manage Employees, Manage Billing Transactions, and See All Notifications. Below these is the Document Center card, which has a red arrow pointing to the Online User Management card. The Online User Management card is highlighted with a red box and contains the text "Online User Management" and "Maintain online user access and create new online accounts." Below this is a Summary of Benefits table.

Group & Division	Product ID	Coverage Start Date	Coverage End Date
000659-0001 Crazy Shirts - Hawaii \$1000 Plan (Current)	1945422	08/01/24	07/31/25

The “Online User Management” page allows you to add, edit, search or terminate online user accounts.

Online User Search

Conduct an online user search with different filters:

- **Group & Division:** Select one or multiple groups by checking the box next to the group
- **Status:** Active, Terminated, Inactive, Locked, Suspended, All
- **First Name Starts With**
- **Last Name Starts With**
- **User ID Starts With**

The search results will retrieve any online user that matches the criteria entered.

Once you've input the corresponding information, click on the **"Search Online Users"** button.

The screenshot shows the 'Online User Management' interface. At the top, there's a title 'Online User Management' and two buttons: 'Add an Online User Account' and 'View Online User Account Changes'. Below this is the 'Online User Search' section. It contains five input fields: 'Group & Division' (with a dropdown menu showing 'All Groups'), 'Status' (with a dropdown menu showing 'Active'), 'First Name Starts With', 'Last Name Starts With', and 'User ID Starts With'. Below these fields is a large green button labeled 'Search Online Users'. Underneath the button is a link that says 'Click to display results'.

Add an Online User Account

When adding an online user account:

- Enter the required (*) information
- Use the Add and Remove buttons to add and remove groups from online user
- Select an Access Level for the online user for each group granted
- Select one group to be the default group by selecting the “Def” checkbox
- Click on the “Add User” button

NOTE: The default group is the group that will be selected in the Group & Division dropdown on the dashboard upon login.

Add Online User

[← BACK TO ONLINE USER SEARCH](#)

User Information
Enter user information below. Required fields are indicated with an asterisk *.

Email Address*
[Redacted]

First Name*
[Redacted]

Last Name*
[Redacted]

Phone Number
[Redacted]

Send Billing Emails
☒ Yes ☐ No

Groups & Divisions Available ✓✗
[Grp]-[Div] Client Name
[Redacted]
[Redacted]

Groups & Divisions Granted ✓✗

	Def	[Grp]-[Div]	Client Name	User Type	Access Level
☐		[Redacted]	[Redacted]		0 - View Billing

Add →
Remove ←

Cancel **Add User**

Modify an Online User Account

To modify an existing user account, select the name from the Online User Account Results page:

Online User Account Search Results

[Add an Online User Account](#) [View Online User Account Changes](#)

Group & Division: All Groups | Status: Active | First Name Starts With: | Last Name Starts With: | User ID Starts With: |

[Reset All Filters](#) [Apply Filter\(s\)](#)

Status: Active

Online User Account Search Results Showing 1 - 13 of 13 online user accounts [Assign users to a group](#)

Name	User ID	Status	Group Access
☐ [Redacted Name]	[Redacted User ID]	Active	+

- Click on the “Edit Information” button
- Modify the online user
- Make sure the required (*) information is populated

User Information
Required fields are indicated with an asterisk *.

Edit Information

Click Edit Information

Email Address*

First Name*

Last Name*

Status*

Active

Phone Number

Send Billing Emails

☒ Yes ☐ No

Groups & Divisions Available ✓ ✕

[Grp]-[Div]	Client Name

Add →

Remove ←

Groups & Divisions Granted ✓ ✕

Def	[Grp]-[Div]	Client Name	User Type	Access Level
☐			Group	30 - Update Elig/Bill; Make Pmt; Manage ...

Cancel Update User

- Click on the “Update User” button

Status*

Active

Phone Number

Send Billing Emails

☒ Yes ☐ No

Groups & Divisions Available ✓ ✕

[Grp]-[Div]	Client Name

Add →

Remove ←

Groups & Divisions Granted ✓ ✕

Def	[Grp]-[Div]	Client Name	User Type	Access Level
☐				

Click Update User

Cancel Update User

Terminate an Online User Account

To terminate an existing user account, select the name from the Online User Account Results page:

Online User Account Search Results

Group & Division: All Groups | Status: Active | First Name Starts With: | Last Name Starts With: | User ID Starts With: |

[Reset All Filters](#) [Apply Filter\(s\)](#)

Status: Active

Online User Account Search Results Showing 1 - 13 of 13 online user accounts [Assign users to a group](#)

Name	User ID	Status	Group Access
☐ [Redacted]	[Redacted]	Active	+

- Click on the “Edit Information” button
- Select Terminated from the Status dropdown

User Information

Required fields are indicated with an asterisk *

[Edit Information](#)

Click Edit Information

Email Address* [Redacted]

First Name* [Redacted]

Last Name* [Redacted]

Status* Active

Phone Number

Send Billing Emails

☒ Yes ☐ No

Groups & Divisions Available ✓ ✕

[Grp]-[Div] Client Name

Add → Remove ←

Groups & Divisions Granted ✓ ✕

Def [Grp]-[Div] Client Name User Type Access Level

[Redacted] Group 30 - Update Elig/Bill; Make Pmt; Manage ...

[Cancel](#) [Update User](#)

- Click on the “Update User” button

Update Online User

← [BACK TO ONLINE USER SEARCH](#)

User Information

Required fields are indicated with an asterisk *.

Email Address*

First Name*

Last Name*

Status*
Terminated

Phone Number

Send Billing Emails
☒ Yes ☐ No

Groups & Divisions Available

[Grp]-[Div] Client Name

Add →

Remove ←

Groups & Divisions Granted

Def [Grp]-[Div] Client Name User Type Role Level

✓			Group	0 - View Billing
---	--	--	-------	------------------

Click on "Update User"

Cancel **Update User**

SUMMARY OF BENEFITS

View your group's current "Summary of Benefits" by clicking on your hyperlinked group name.

The screenshot displays the Hawaii Dental Service (HDS) Employer Portal. The left sidebar contains navigation links: Dashboard, Eligibility, Billing, Electronic Data Files, Reports, Document Center, Online User Management, and Tools. The Tools section includes links for Downloads & Forms, FAQ, Holiday Schedule, and Support Schedule. The main content area features three sections: Document Center (with a 'See All Documents' button), Online User Management (with a 'Manage Online Users' button), and a 'Summary of Benefits' section. The 'Summary of Benefits' section contains a table with the following data:

Group & Division	Product ID	Coverage Start Date	Coverage End Date
[Redacted Group Name]	1940621	09/01/26	08/31/27

A red arrow points to the redacted group name in the table, and a button below it reads 'Click to view summary of benefits'.

Your group's benefit summary will appear with the option to print.

← [BACK TO DASHBOARD](#)

[Print Benefit Summary](#)

Click to print benefit summary

Hawaii Dental Service

Summary of Dental Benefits

Effective: 01/01/2019

This summary is a brief description of a Hawaii Dental Service (HDS) member's dental benefits. Some limitations, restrictions, and exclusions may apply. Plan benefits are governed by the provisions detailed in the group's and/or subscriber's agreement with HDS, HDS's Procedure Code Guidelines and Delta Dental National Policies when applicable. Certain provisions may vary across group agreements such as waiting periods, frequency and age limitations, etc. and may not be included in this summary. For additional information, please contact HDS Customer Service. As an HDS member, you may visit any licensed dentist, but your out-of-pocket costs may be lower when visiting an HDS participating dentist. All dental claims must be filed within 12 months of the date of service to be eligible for HDS claims payment.

PLAN MAXIMUM The most HDS will pay for each person for all covered dental services performed during the calendar year.	
Plan Maximum	\$1000
	HDS PLAN PAYS
DIAGNOSTIC	
Examinations	100% 2x/yr
Bitewing X-rays	100% 2x/yr through age 14 1x/yr equal or over age 15
Other X-rays	70% Full mouth X-rays 1x/5 yrs
PREVENTIVE	
Cleanings	100% 2x/yr
Fluoride	100% 2x/yr Through age 19
Silver Diamine Fluoride	100%
Space Maintainers	100% Through age 17
Sealants	100% Through age 18
One treatment per tooth per lifetime to permanent molar teeth when there are no prior fillings on biting surfaces.	
TOTAL HEALTH PLUS BENEFITS	
If the member has multiple conditions, they will only be eligible for the benefit with the most cleaning(s) and/or gum maintenance treatments of a single condition. All benefits are covered at 100% unless otherwise noted.	
Diabetes	
Cleanings/Gum Maintenance	Additional 2x/yr
Cancer (other than Oral)	
Cleanings/Gum Maintenance	Additional 2x/yr
Fluoride Treatments	Additional 2x/yr
Oral Cancer	
Cleanings/Gum Maintenance	Additional 2x/yr
Fluoride Treatments	Additional 4x/yr
Sjogren's Syndrome	
Cleanings/Gum Maintenance	Additional 2x/yr
Fluoride Treatments	Additional 4x/yr
Stroke	
Cleanings/Gum Maintenance	Additional 2x/yr
Heart Attack, Congestive Heart Failure	

TOOLS

The “Tools” quick links on the left navigation takes you to important pages featured on the HDS website:

- Downloads & Forms: <https://hawaiidental-service.com/employers>
- FAQ: <https://hawaiidental-service.com/about/faq>
- Holiday Schedule: <https://hawaiidental-service.com/about/holidays>
- Support Schedule: <https://hawaiidental-service.com/about/sitesupport>

Hawaii Dental Service

Dashboard

Aloha, KATHY!

[Find an Employee](#) [Add a Subscriber](#) [View Current Invoice\(s\)](#)

Group Composition

Tier	Rate per Tier
COMPOSITE	\$.01
TOTALS	-

Tools

- Downloads & Forms
- FAQ
- Holiday Schedule
- Support Schedule