DELTA DENTAL®

HDS
Hawaii Dental Service

Employer Portal Reference Guide

Live Well, Smile More.

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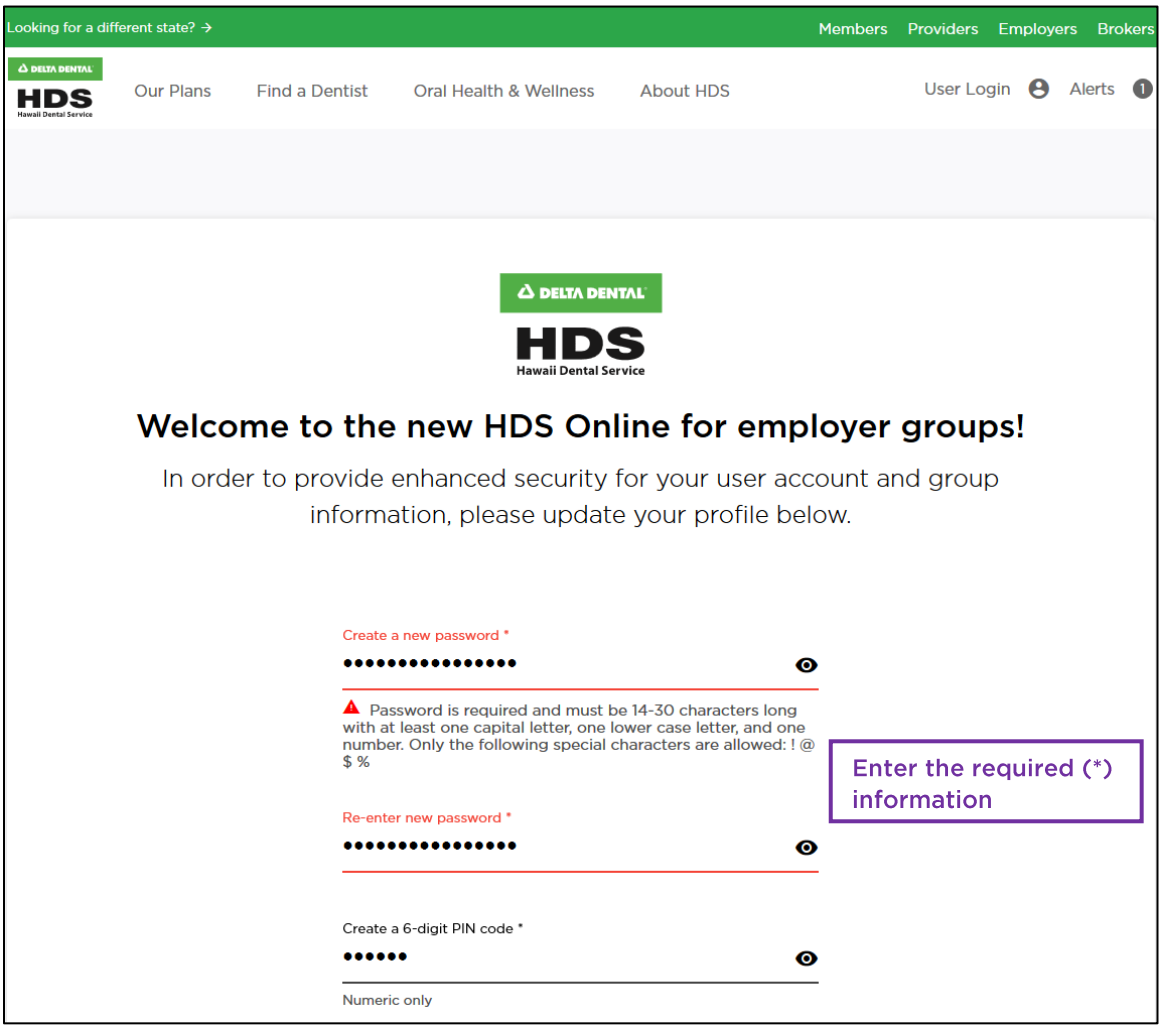
LOGIN

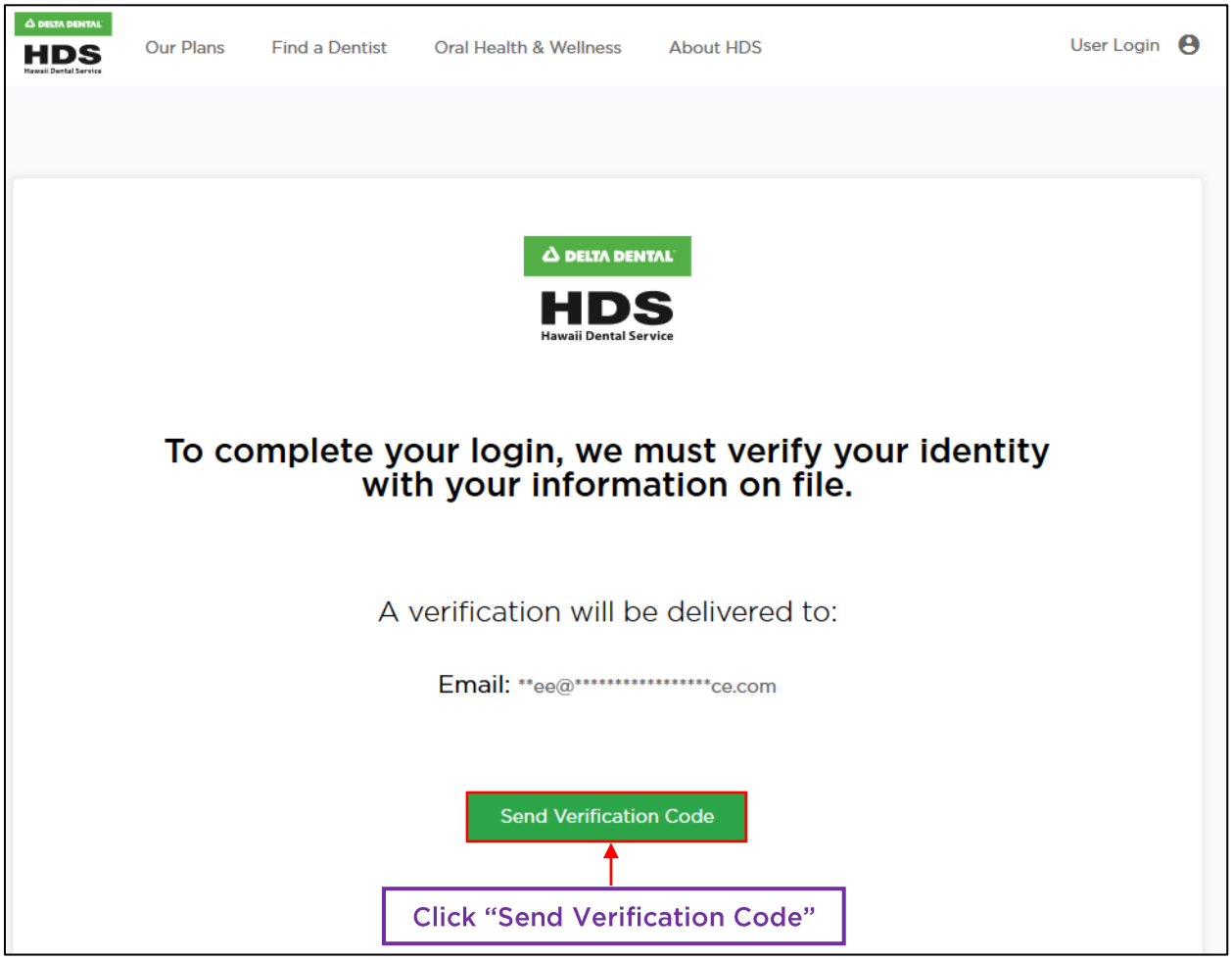
The login page is the first thing you will see when accessing the new Employer Portal.

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

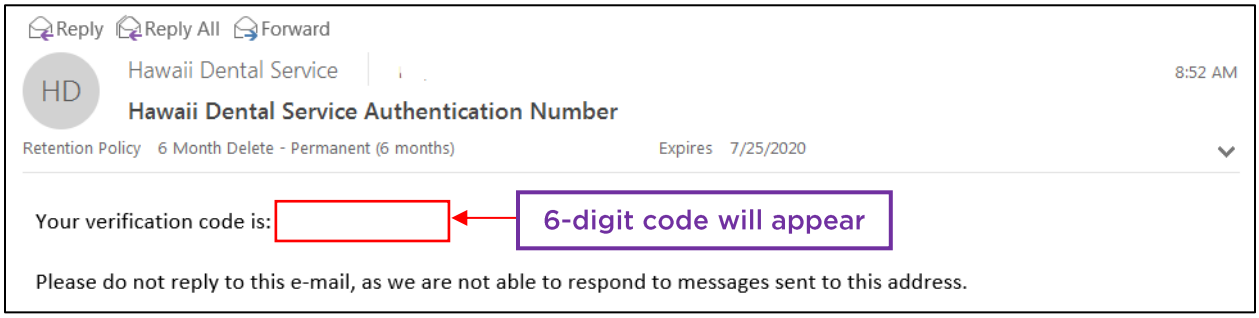
- Enter the required (*) information
- Click "Update Information"

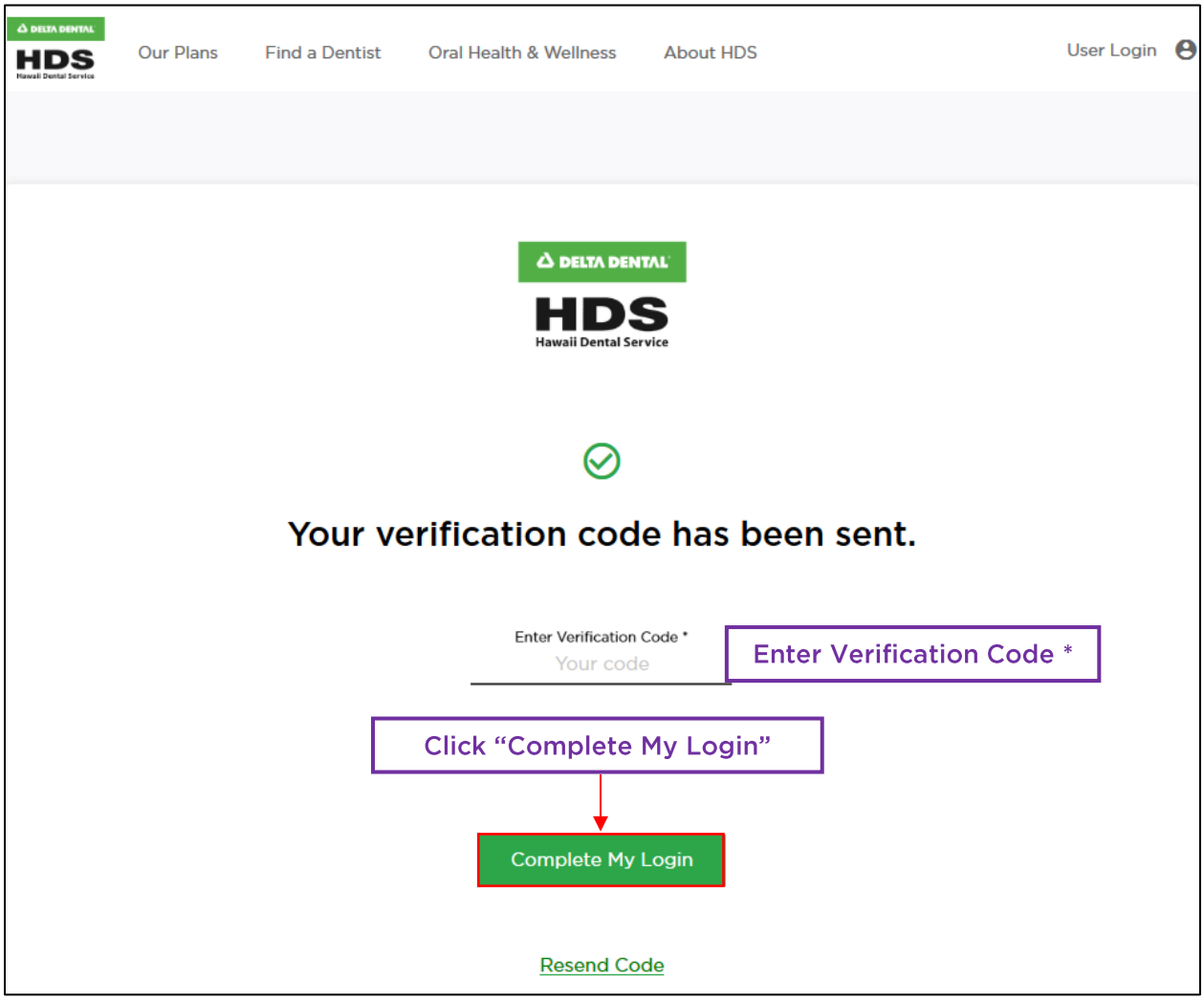


After changing your password, you will be prompted to click on the "Send Verification Code" button that will send a verification code to the email address on file.



Enter the verification code provided from your email and click on the "Complete My Login."



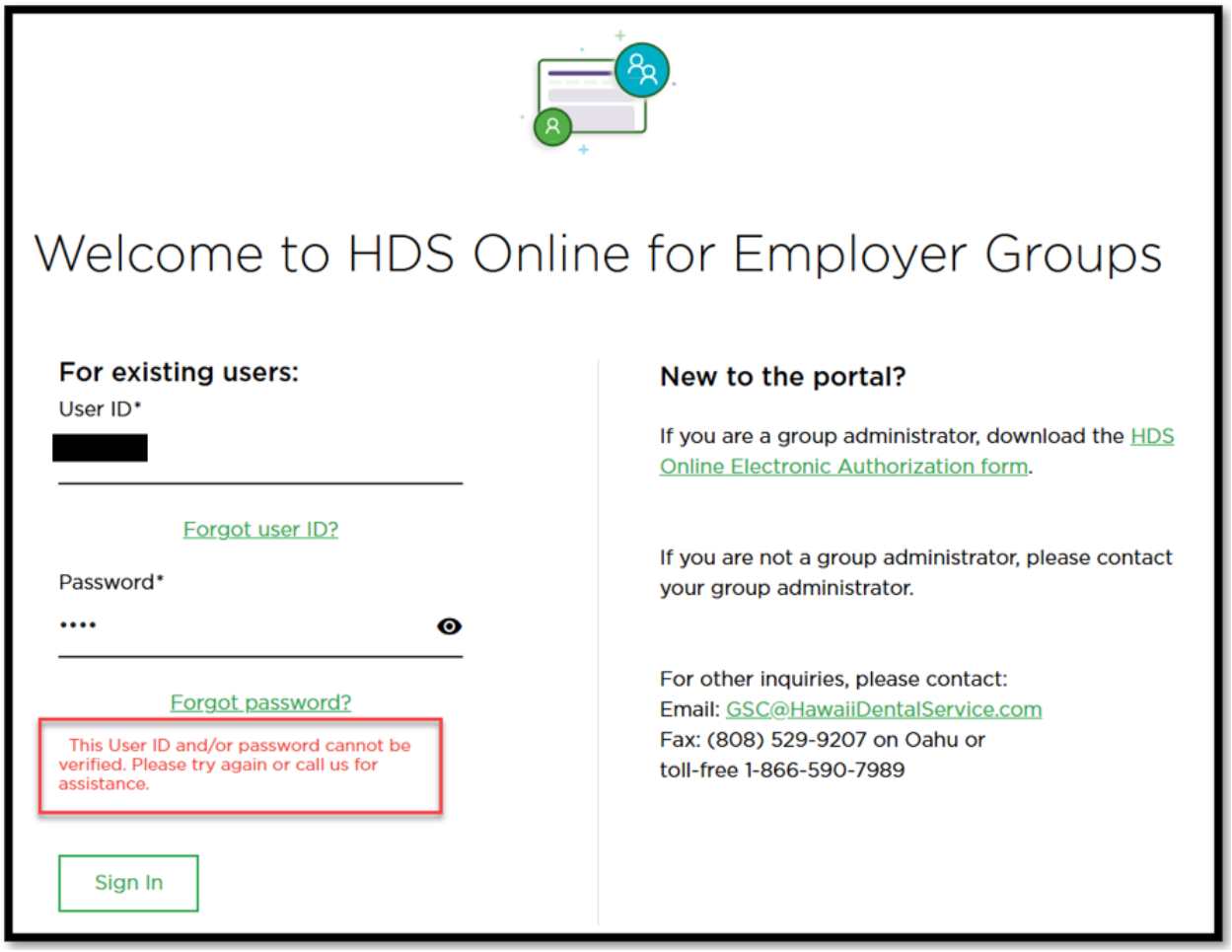


Locked Out of Your Account

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

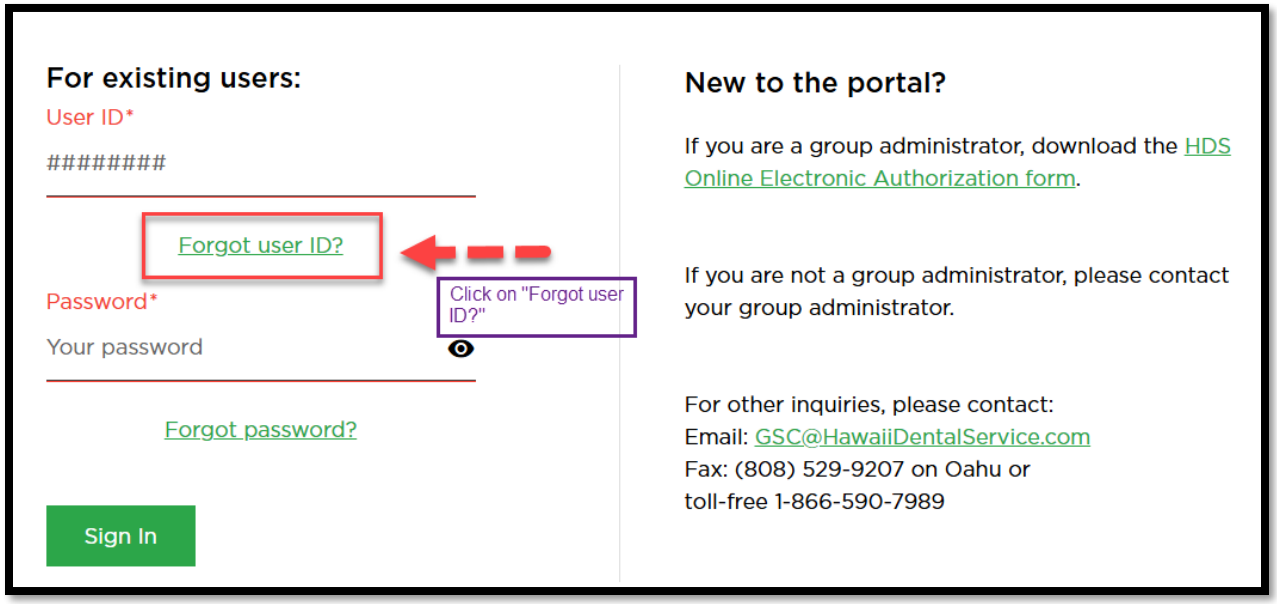
- **Billing & COBRA**
  Oahu: 808-529-9285
  Toll-Free: 1-844-379-4326
  Email: HDSBilling@HawaiiDentalService.com



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.

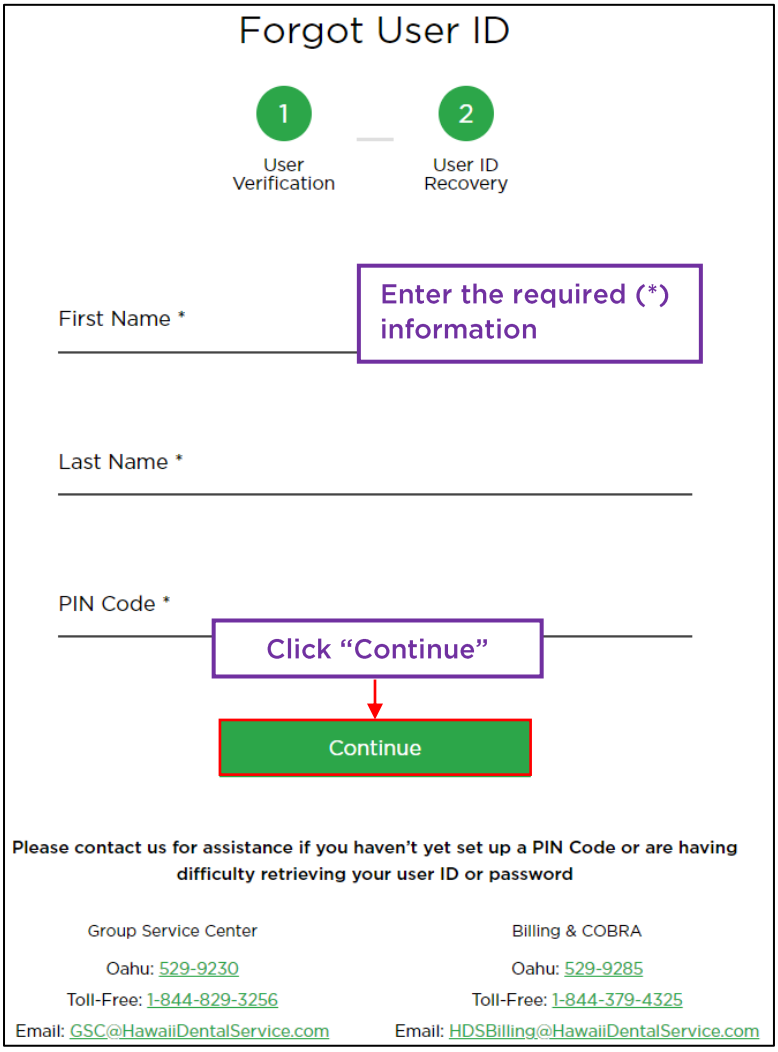


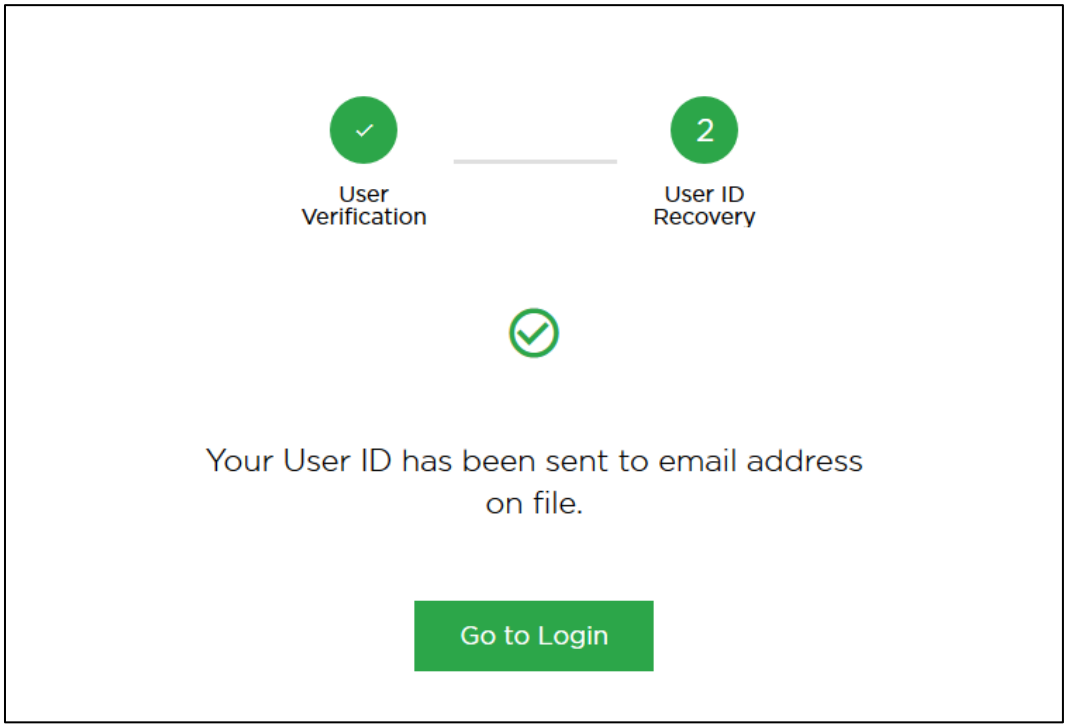
- Enter the required (*) information
- Enter the PIN Code* that was originally set up with your account.
  If you don't know your PIN Code, contact:

    - **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"

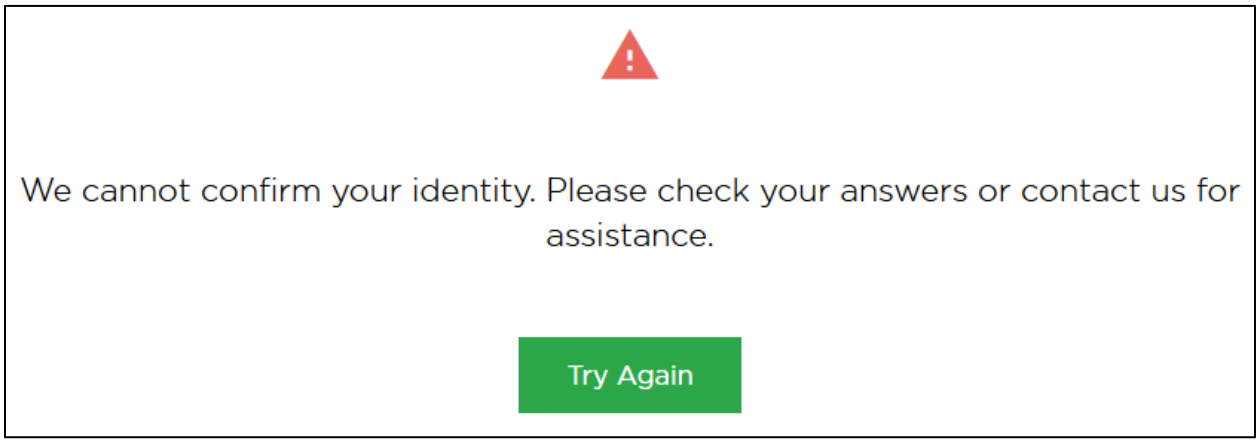




After successfully completing the required (*) information, your User ID will be sent to the email address on file.

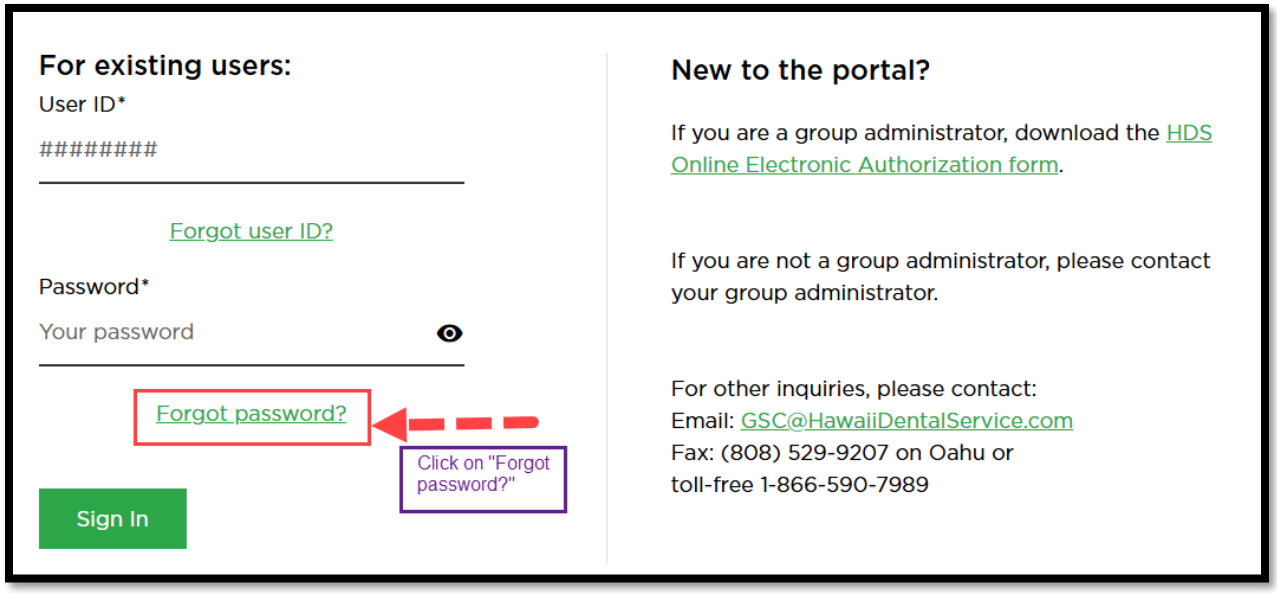
If you did NOT update your profile and forgot your User ID, clicking on the "Forgot user ID?" will take you only through step 1 and once you click on the "Continue" button, an error message will appear.

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:

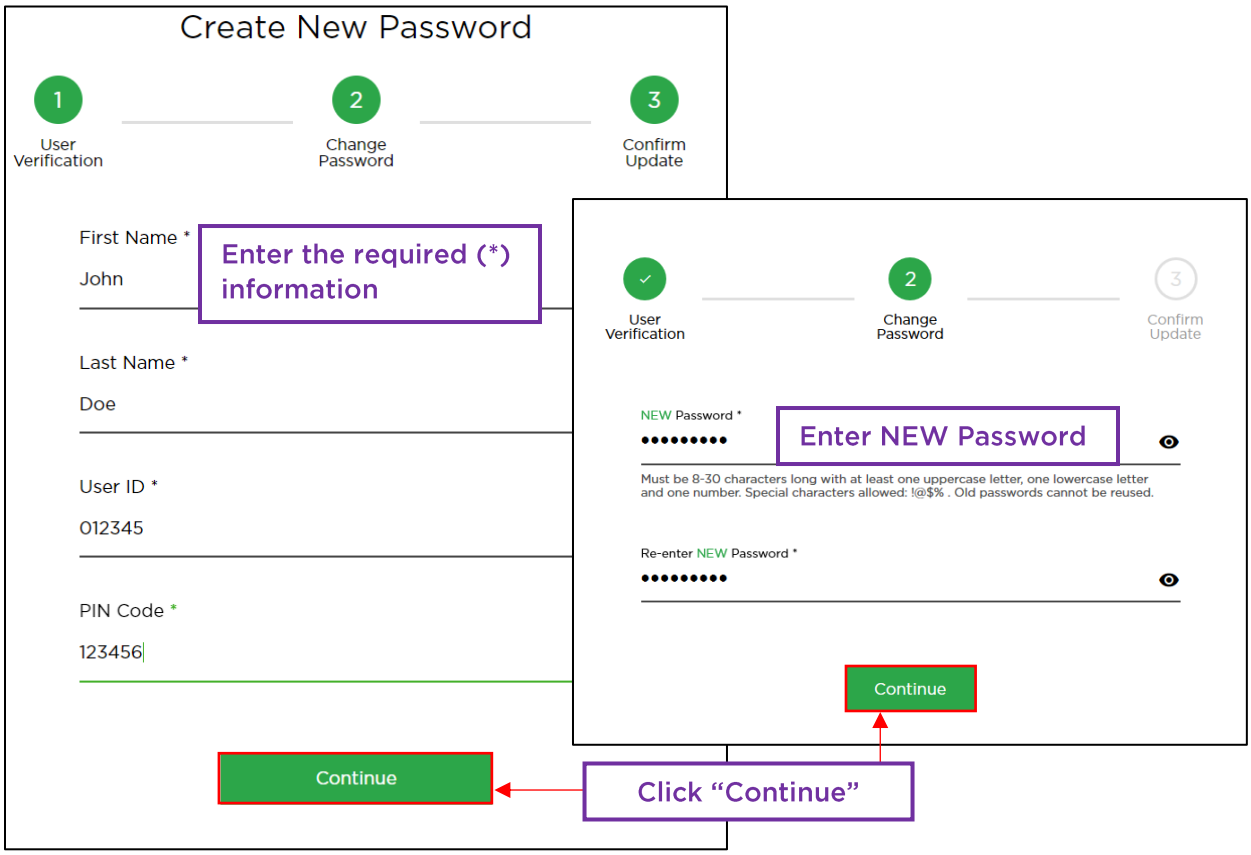


- Enter the required (*) information
- Enter the PIN Code* that was originally set up with your account.
  If you don't know your PIN Code, contact:

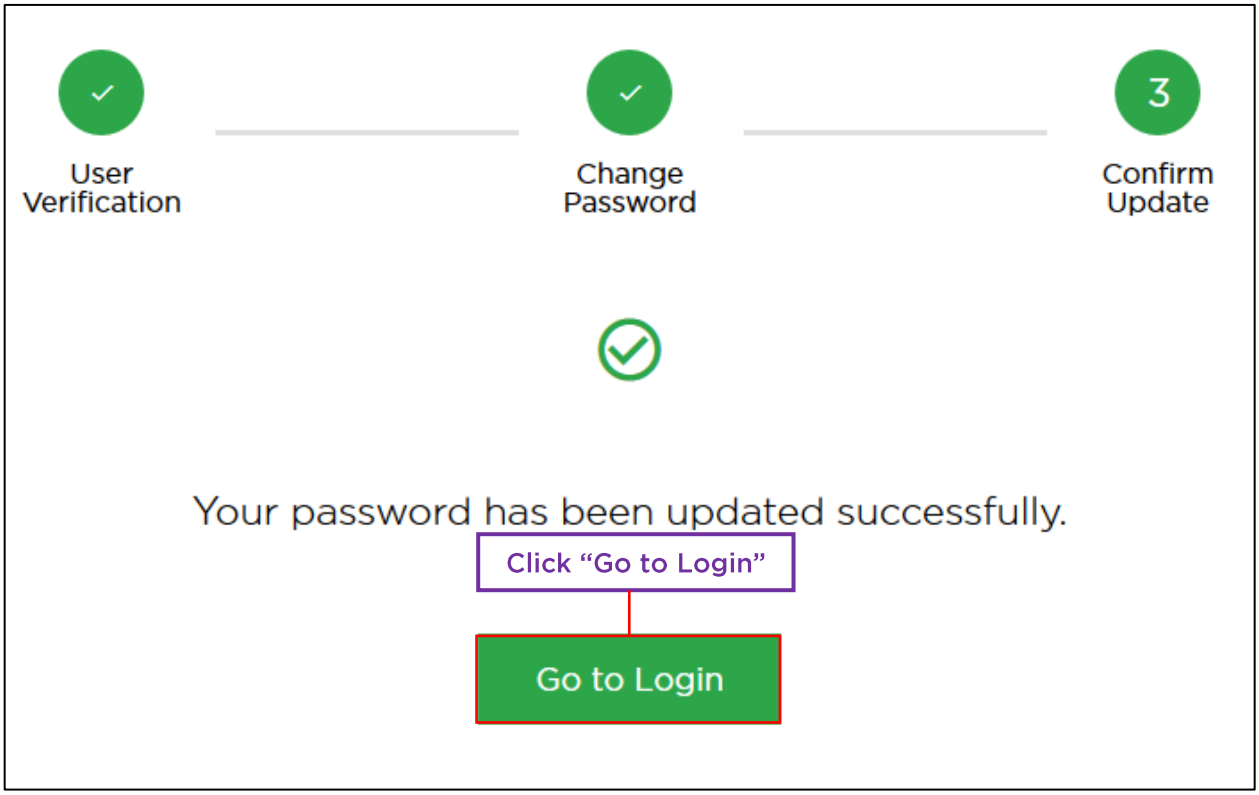
    - **Group Service Center**
      Oahu: 808-529-9230
      Toll-Free: 1-844-829-3256
      Email: GSC@HawaiiDentalService.com

    - **Billing & COBRA**
      Oahu: 808-529-9285
      Toll-Free: 1-844-379-4326
      Email: HDSBilling@HawaiiDentalService.com

- Click "Continue"

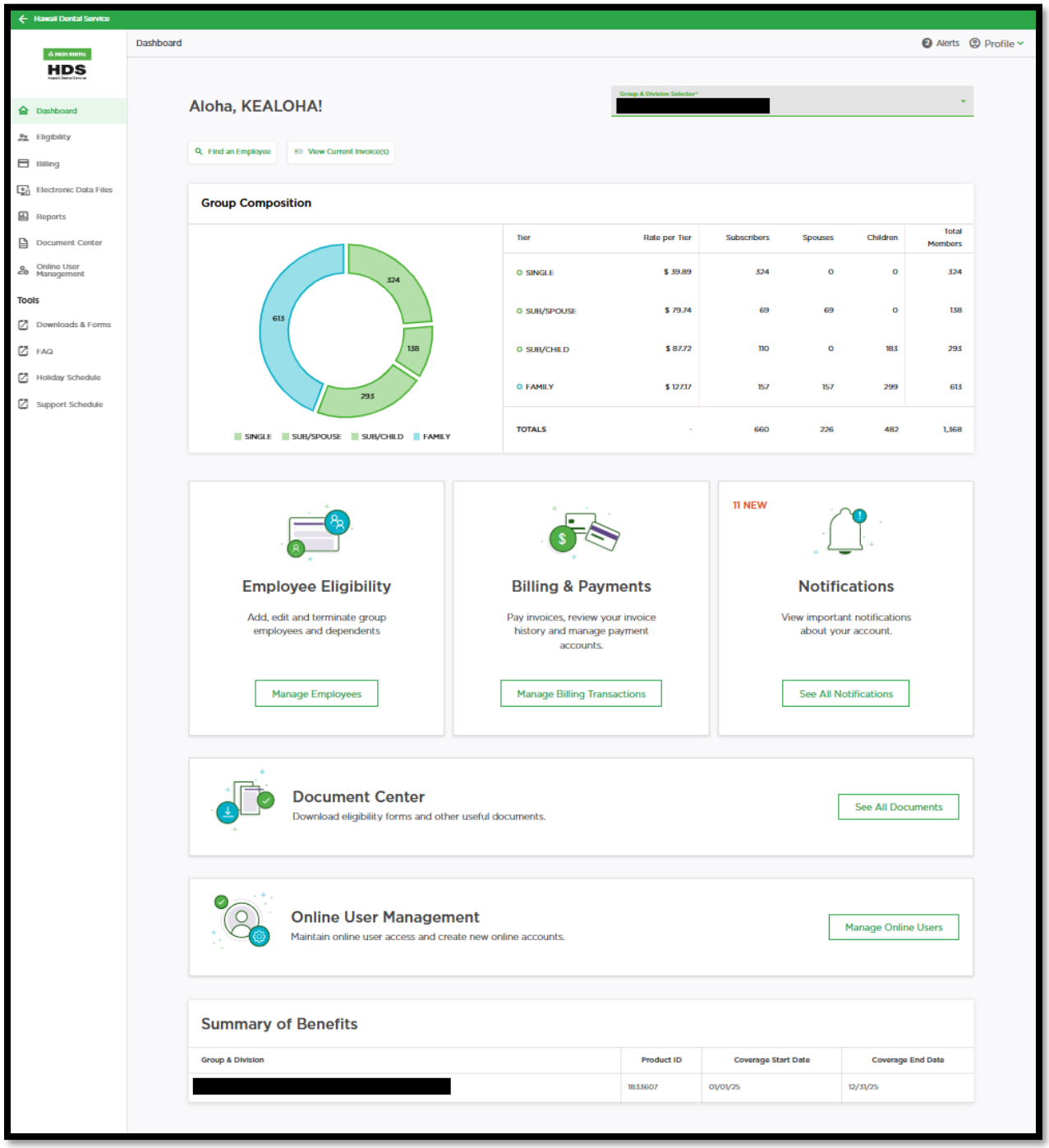


After successfully changing the password, you will be prompted to click on the "Go to Login" button.



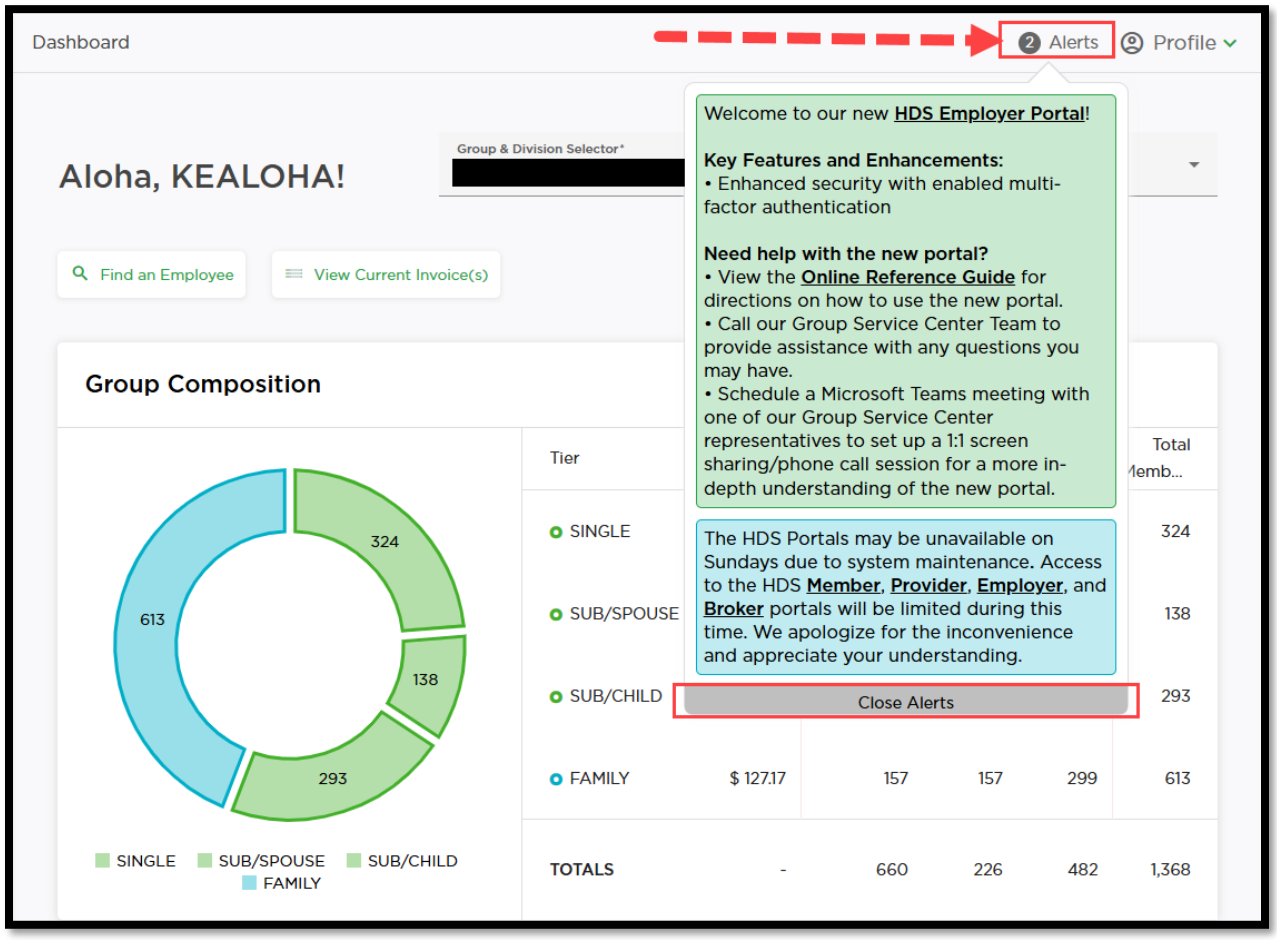
DASHBOARD

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.



Alerts

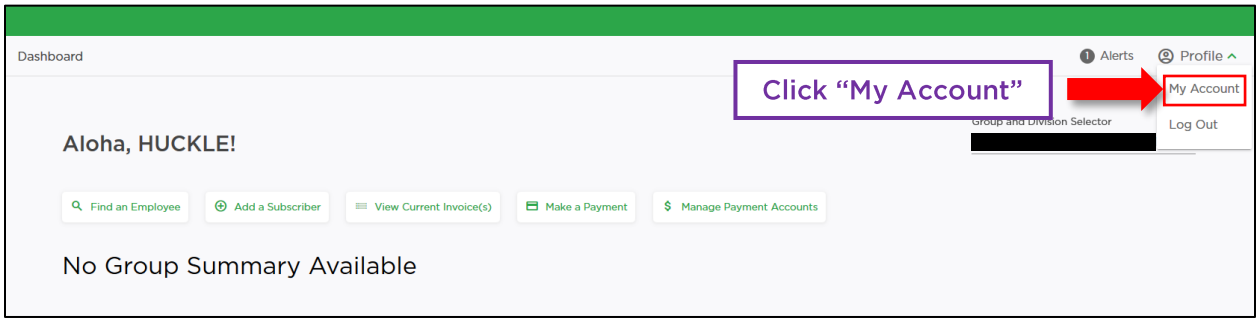
HDS will notify users about any general alerts currently happening in the portal. To display current alert messages, simply click on the "Alerts" link located on the top right of the navigation.



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

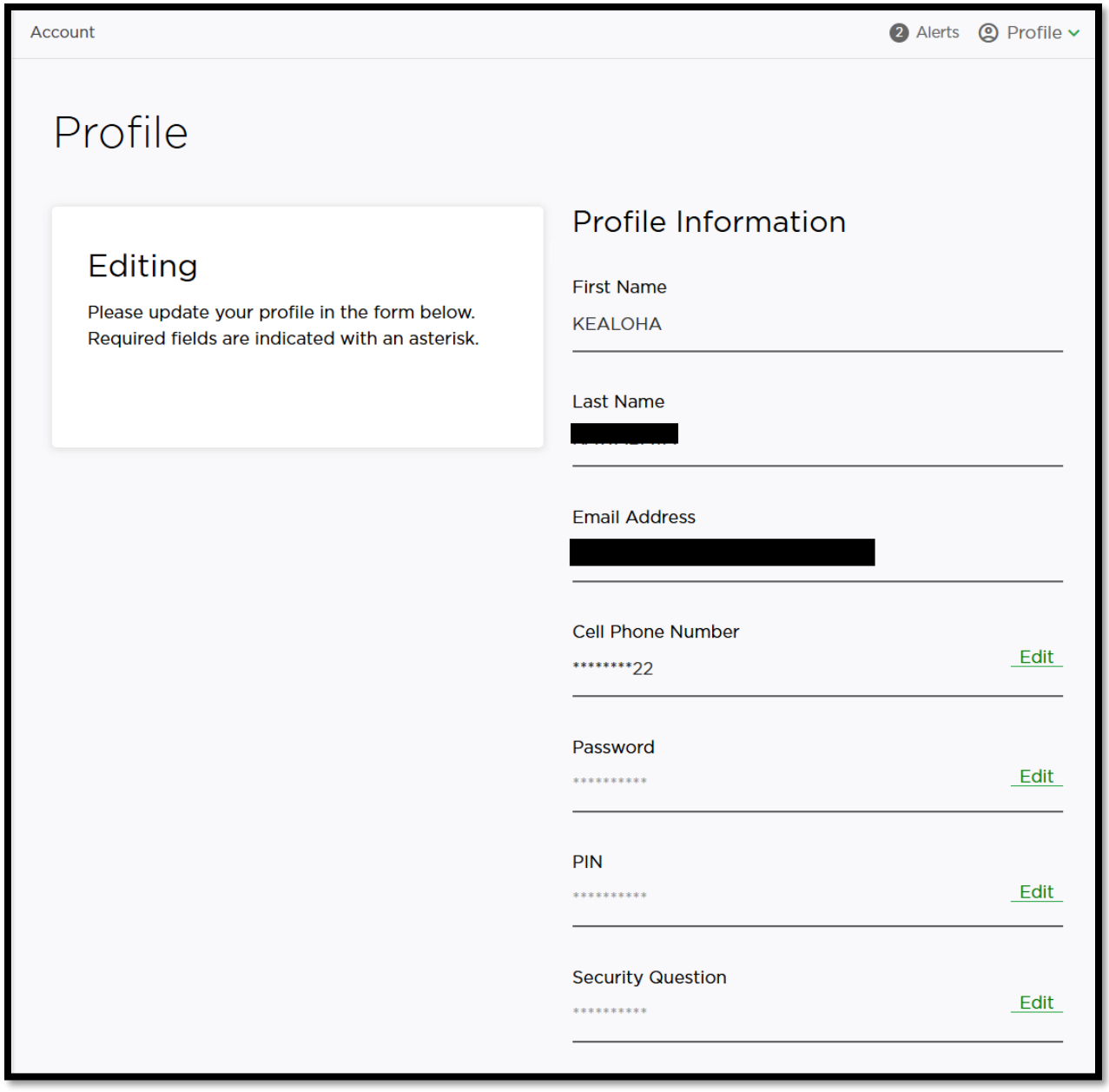
My Account

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



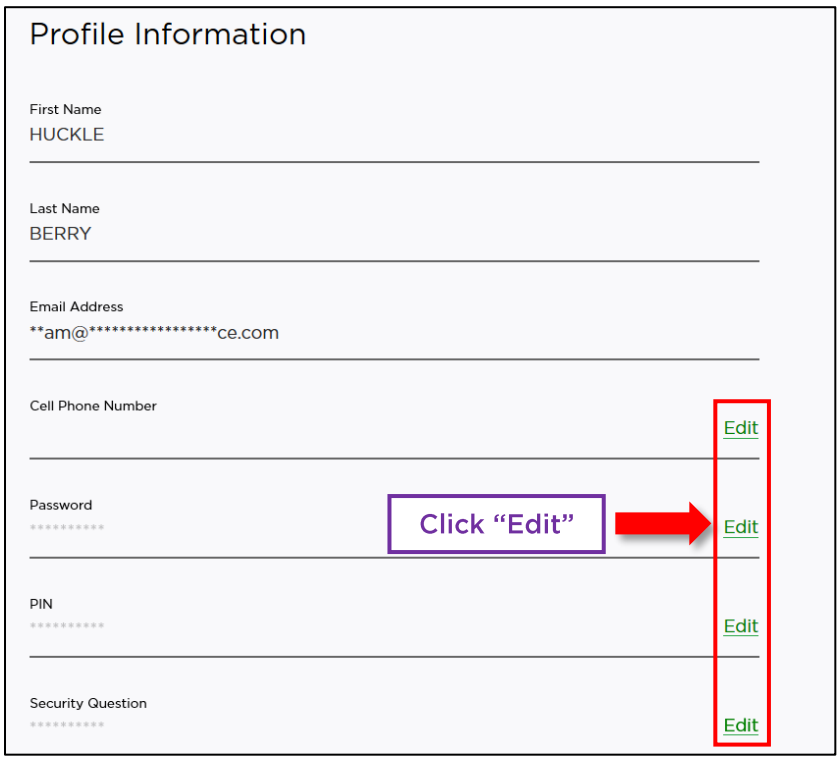
Profile

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

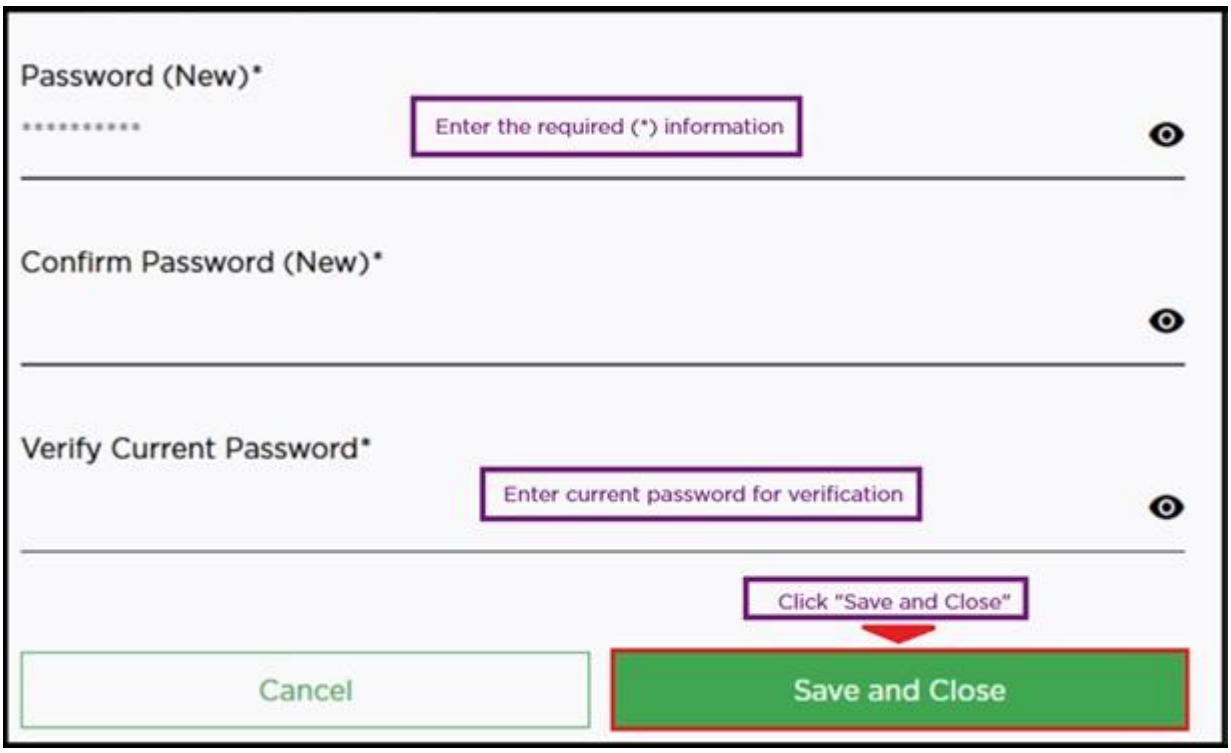


Profile Information

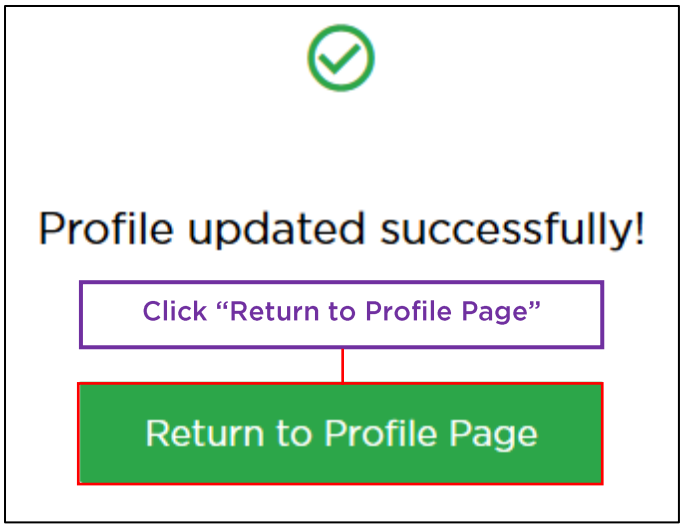
To update your profile, click on the "Edit" link with any of the editable fields.



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

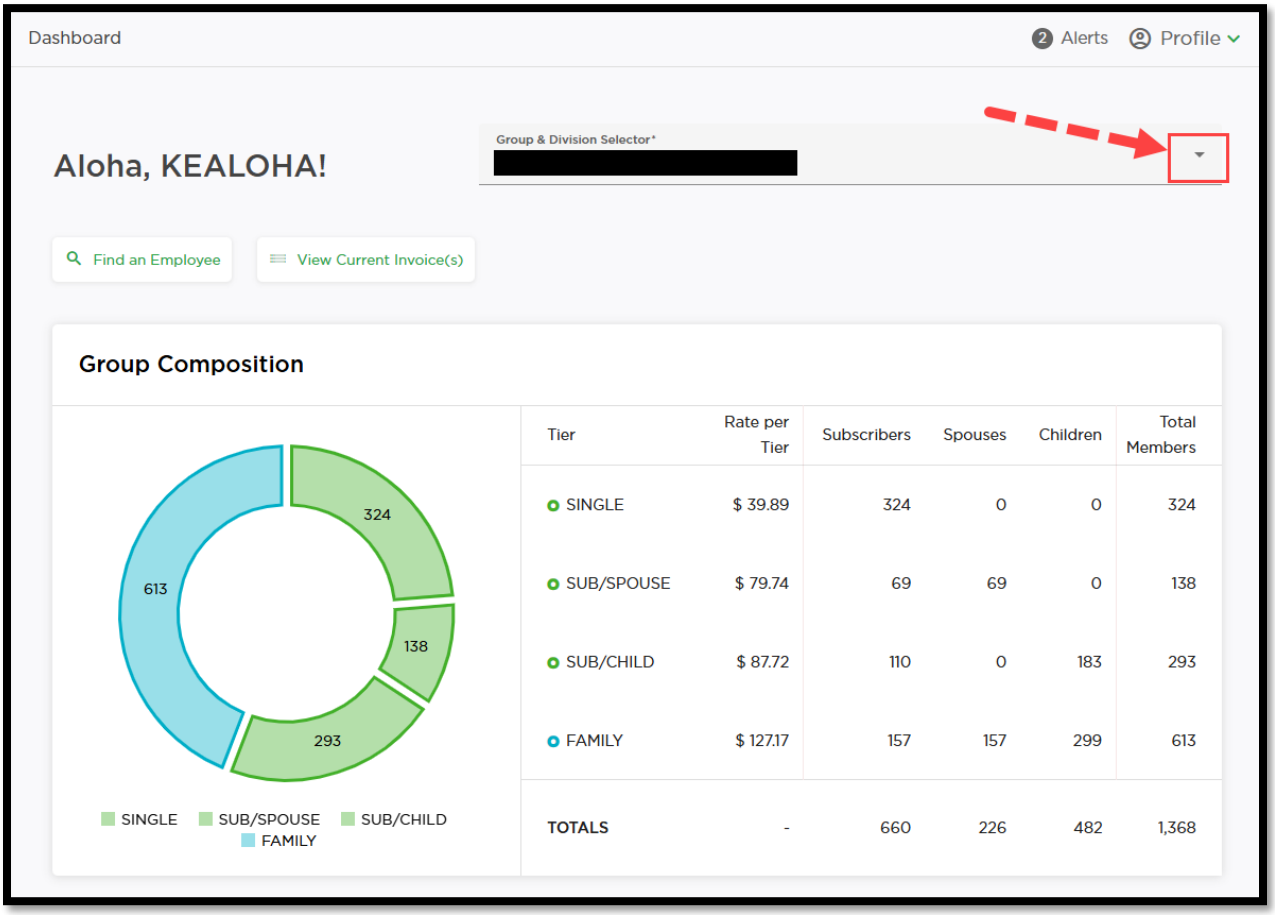


After successfully making an edit, you will be prompted to click on the "Return to Profile Page" button.



Group and Division Selector

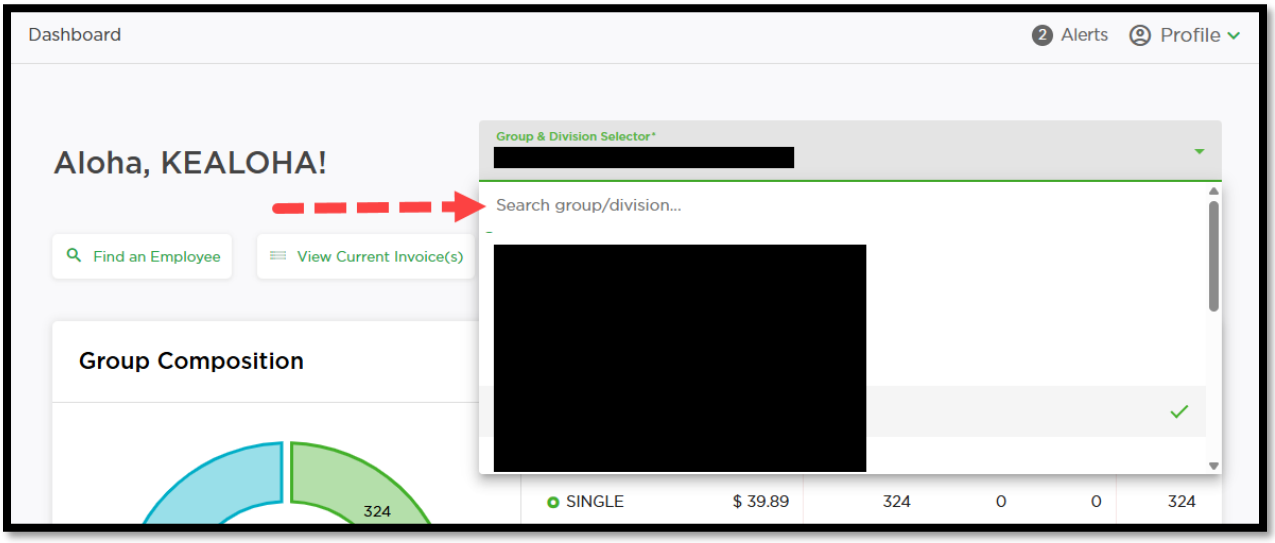
The “Group and Division Selector” drop down feature allows you to view the different groups in your account. It is located on the top right corner below the “Profile” dropdown on the navigation bar.



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

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

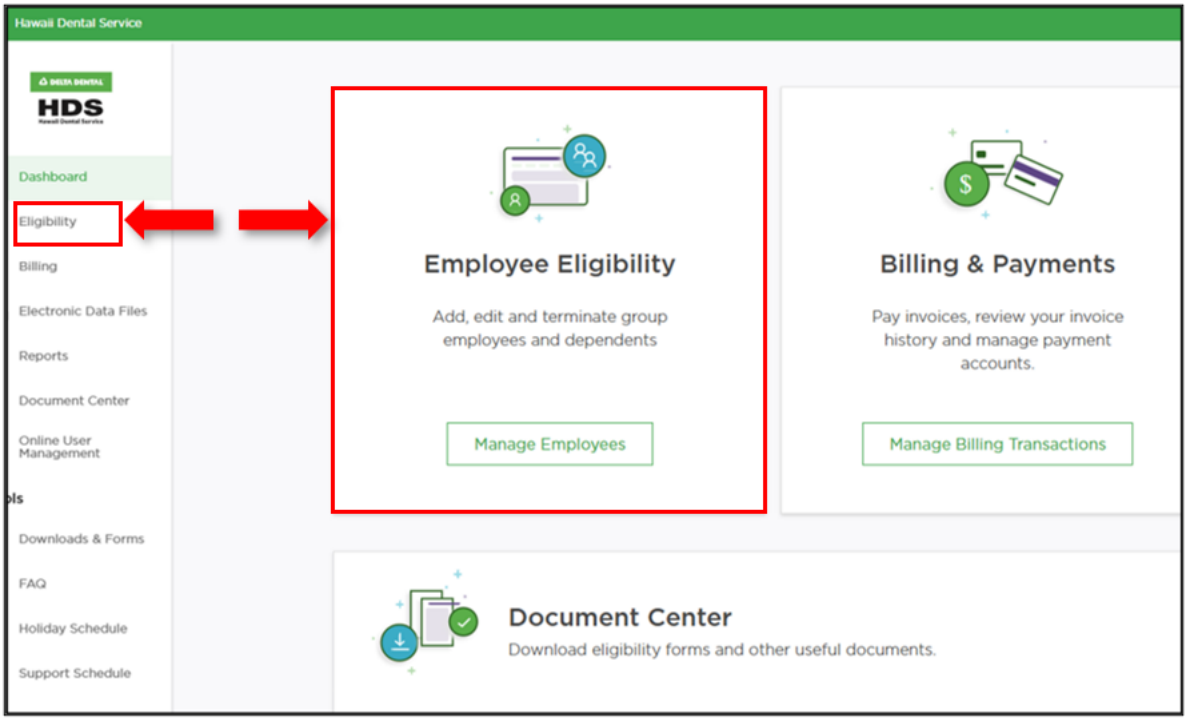
Utilize the search bar in the drop down to narrow down your results by typing the group number or group name.



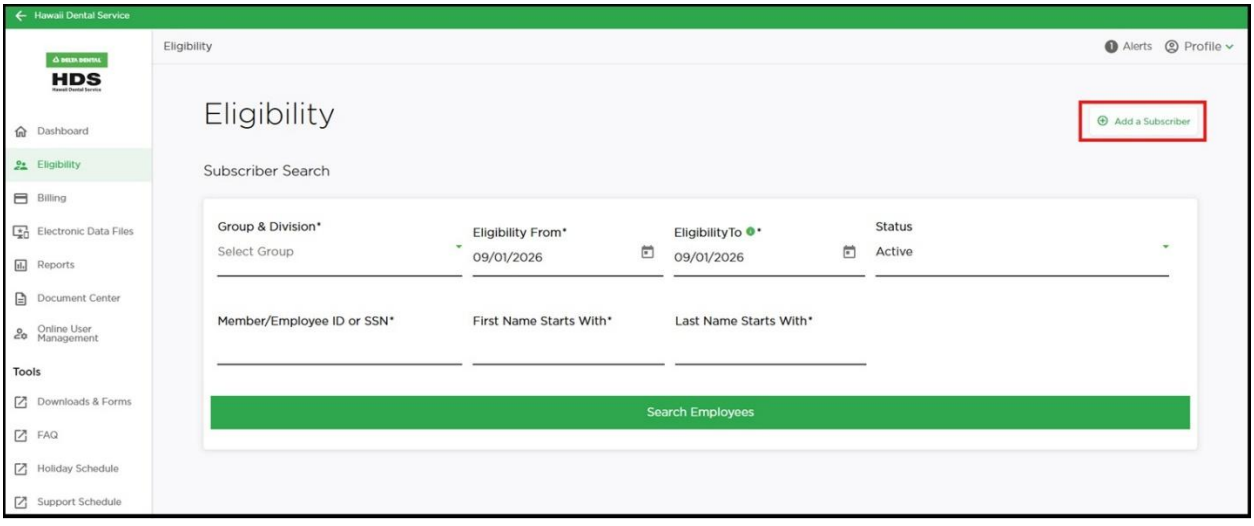
With your new group selected, you should notice changes in the “Group Composition”.

ELIGIBILITY

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



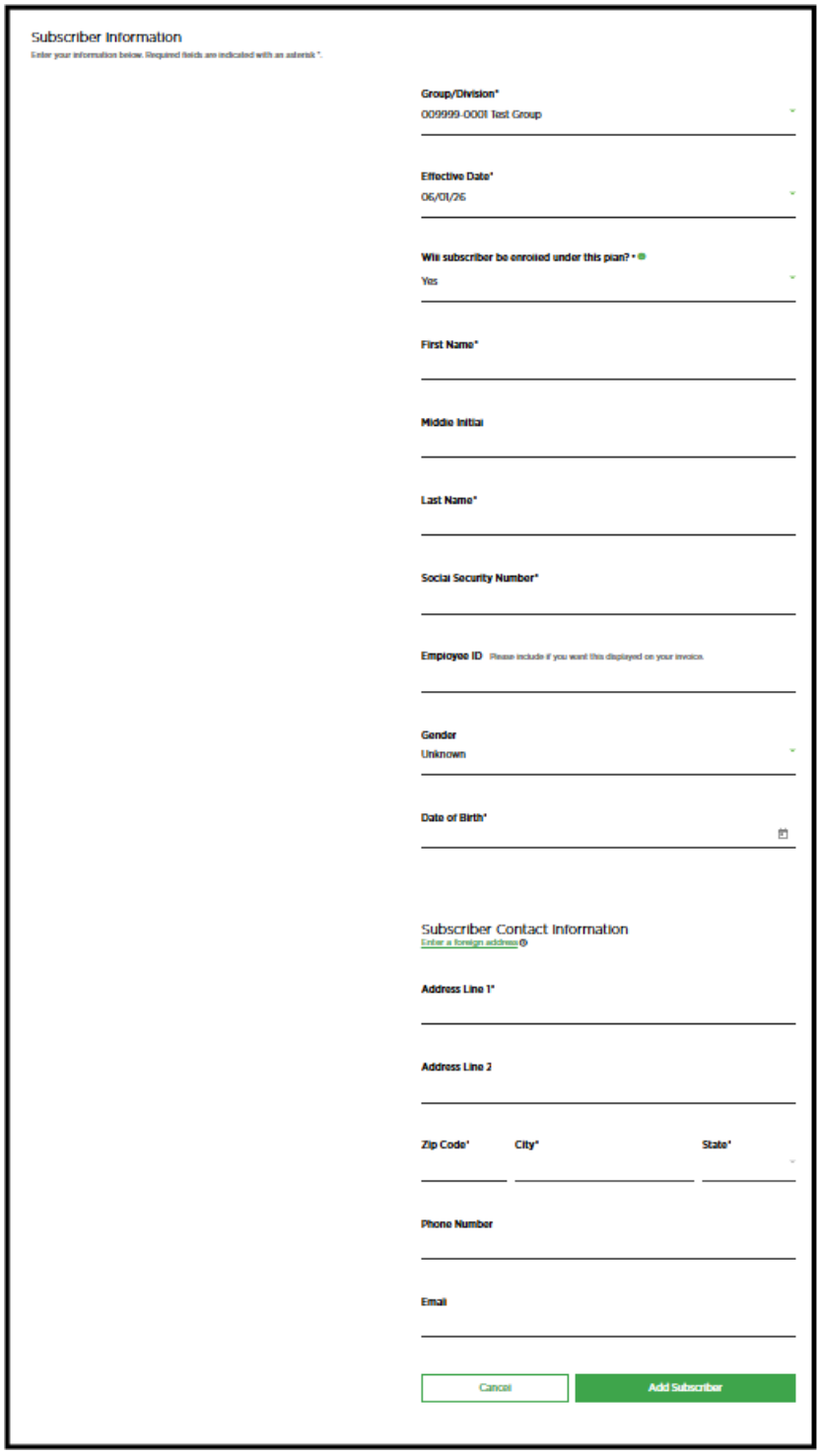
The “Eligibility” page allows you to add, edit, search or terminate group employees and their dependents.



Add a Subscriber

When adding a subscriber:

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



Employee Subscriber Search

Conduct a subscriber search with different filters:

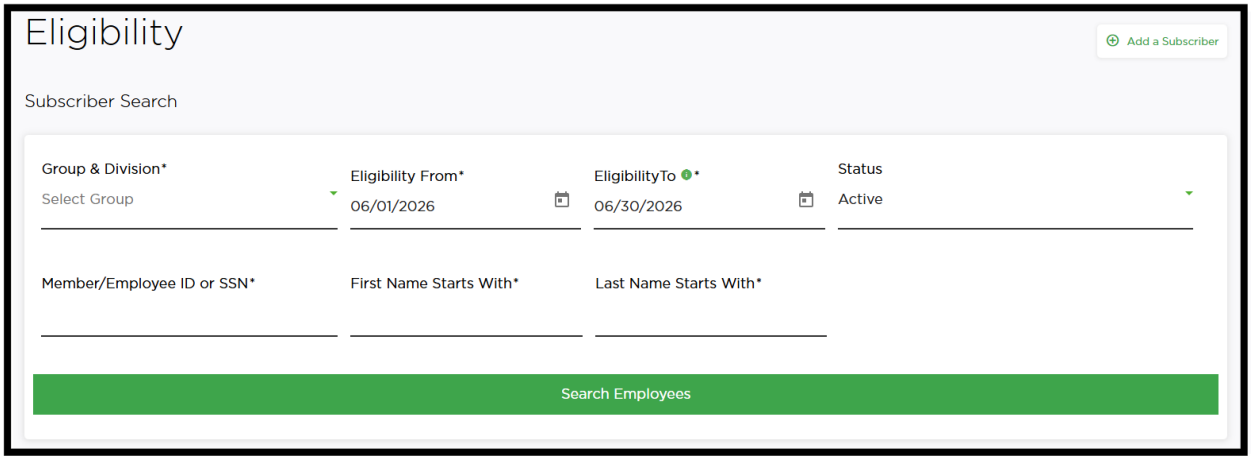
- **Group & Division:** Select one group or multiple divisions within the same group
- **Eligibility From**
- **Eligibility To**
- **Status:** Active, Terminated or All

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**



Once you've input the corresponding information, click on the "Search Employees" button.

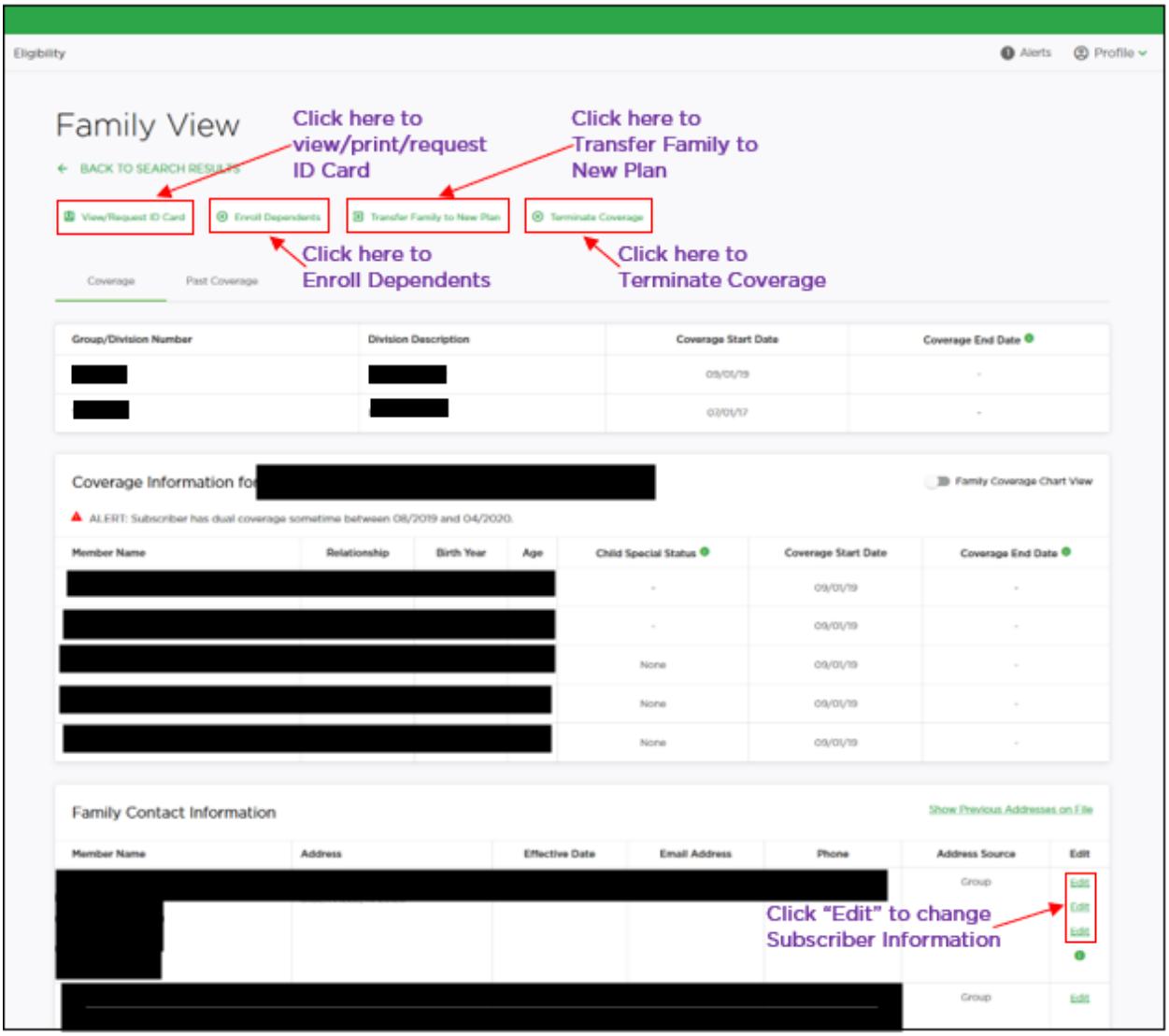
The search results should be updated to accommodate your preference in finding a current or past subscriber.

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.

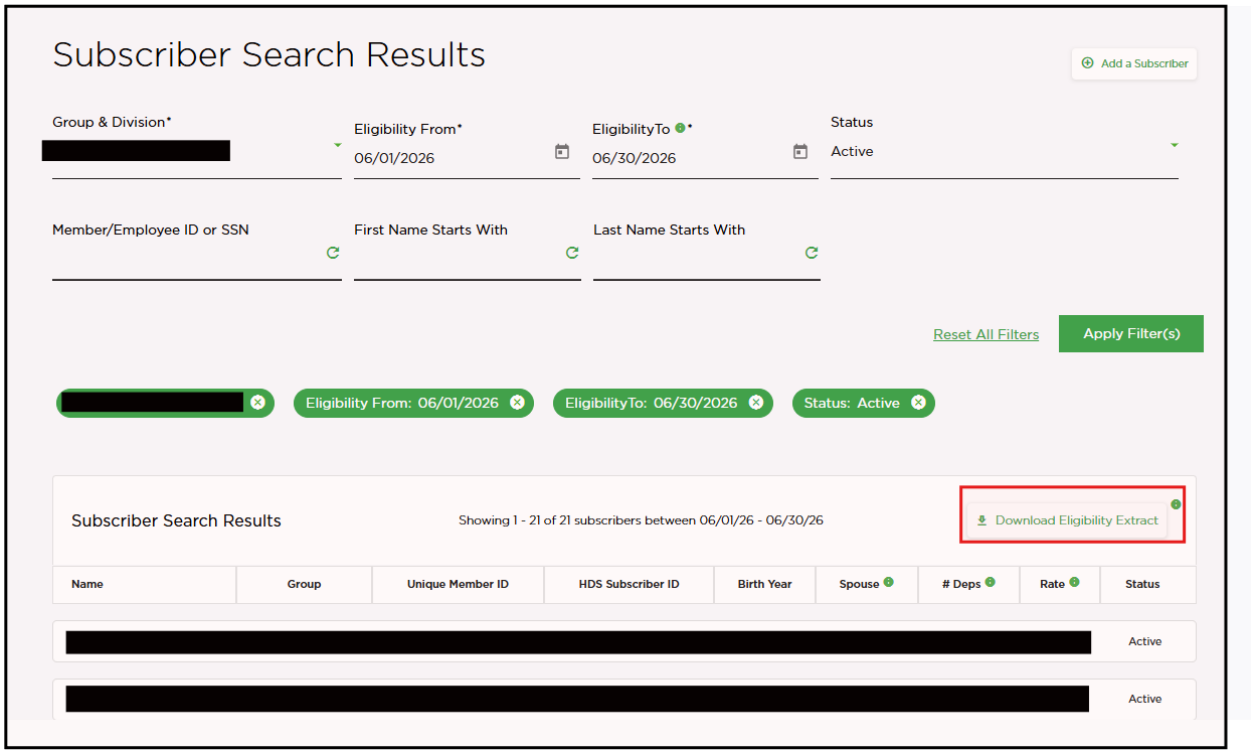
This page also allows you to:

- 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



Eligibility Extract

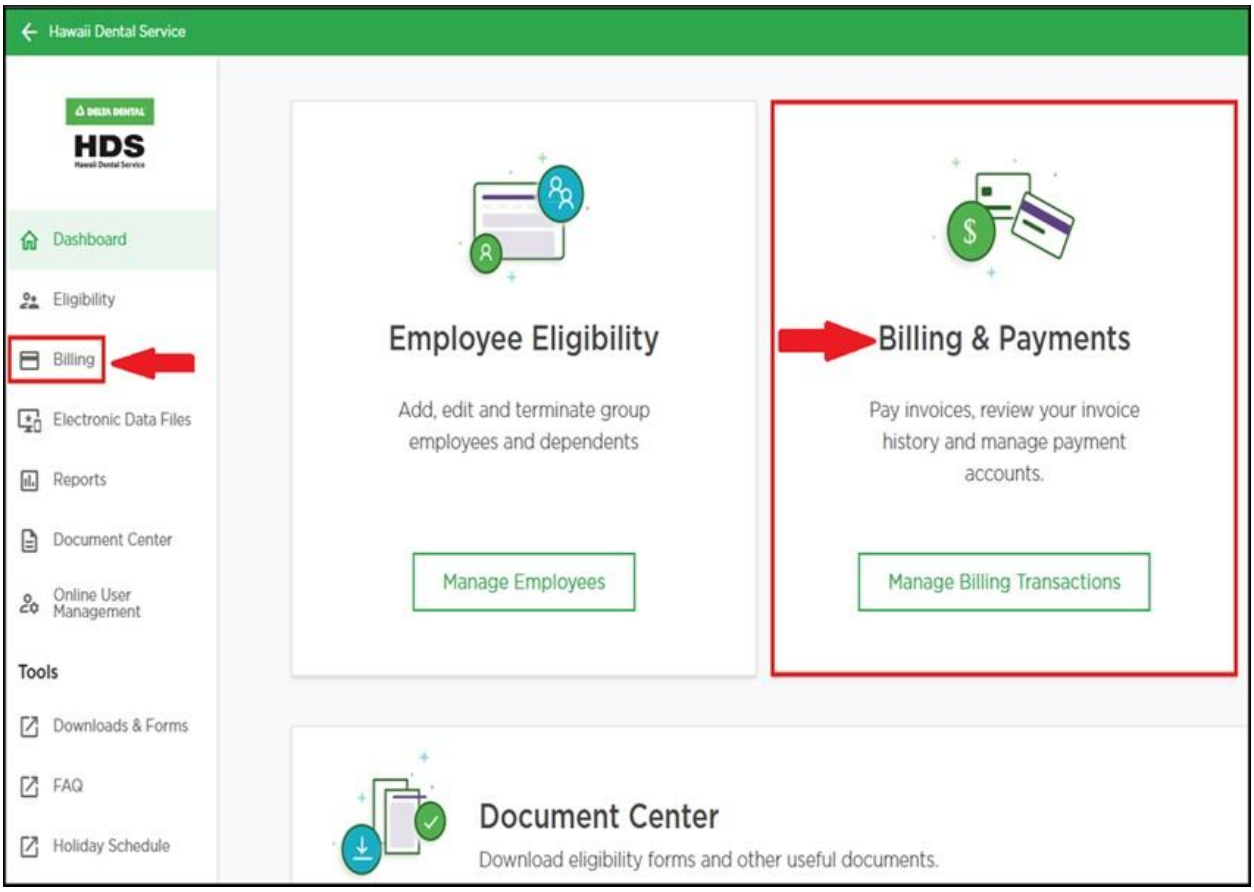
An eligibility extract of the Subscriber Search Results can be saved as an CSV document. After performing a subscriber search, click on the “Download Eligibility Extract” button to download the CSV file to your desktop.



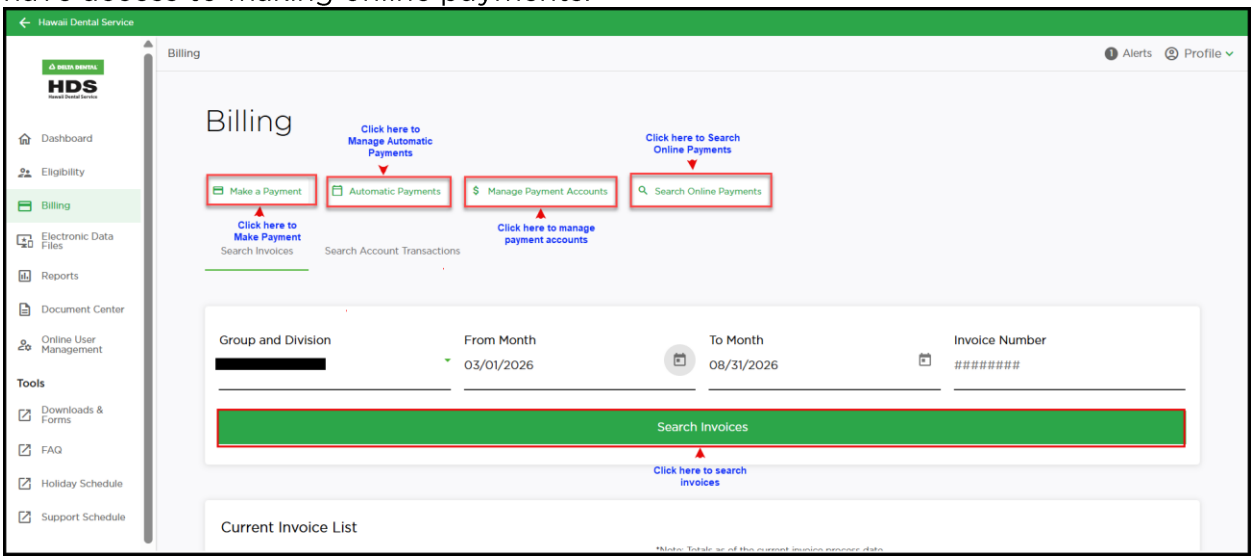
The CSV file will be downloaded to your default browser file location for downloads.

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.

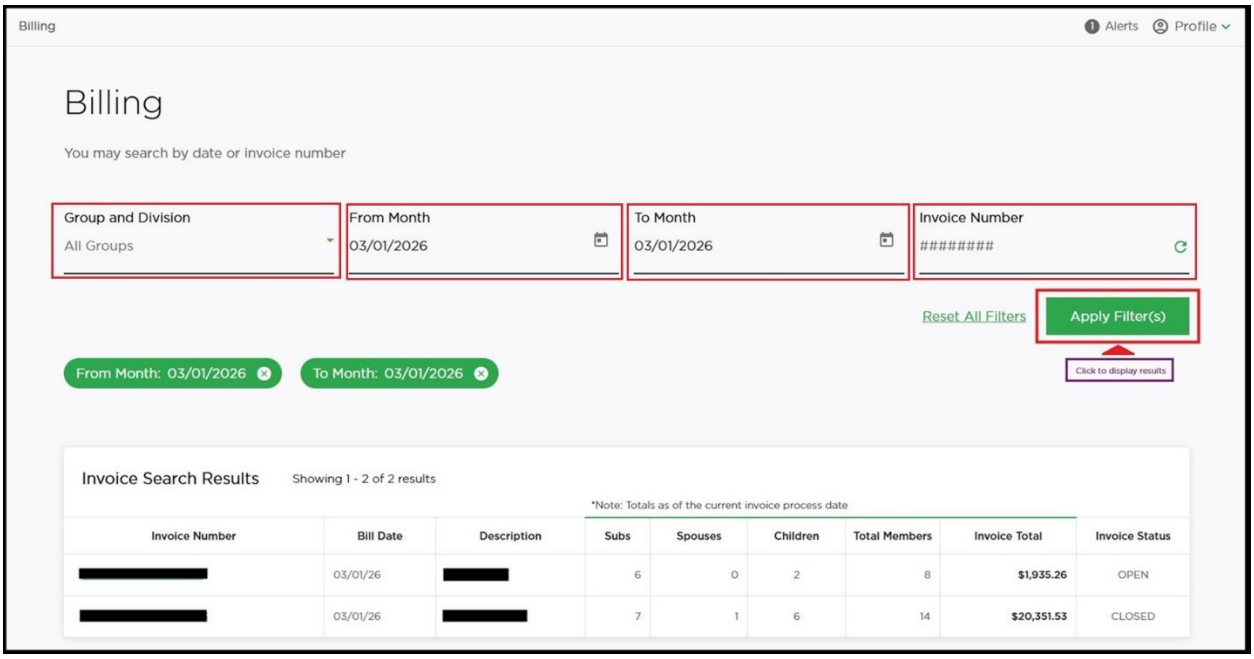


Search Invoices

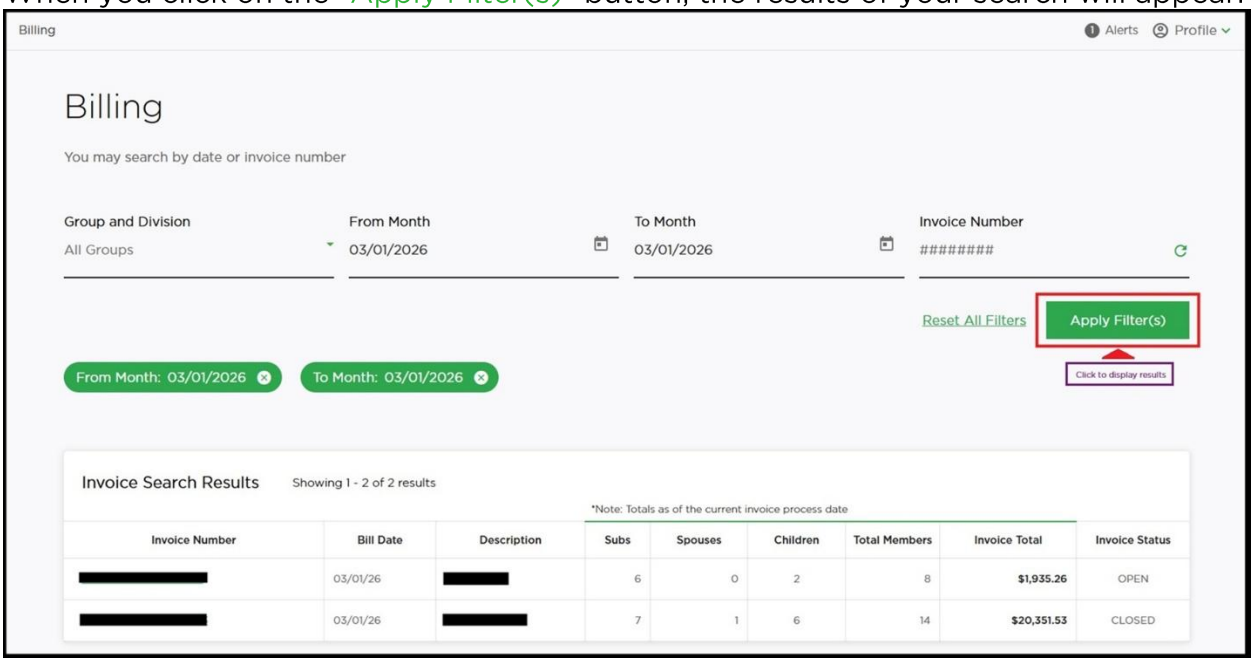
The Invoice Search Results page allows you to select your Current Invoice or view a history of invoices for your group.

Conduct an invoice search using these filters:

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

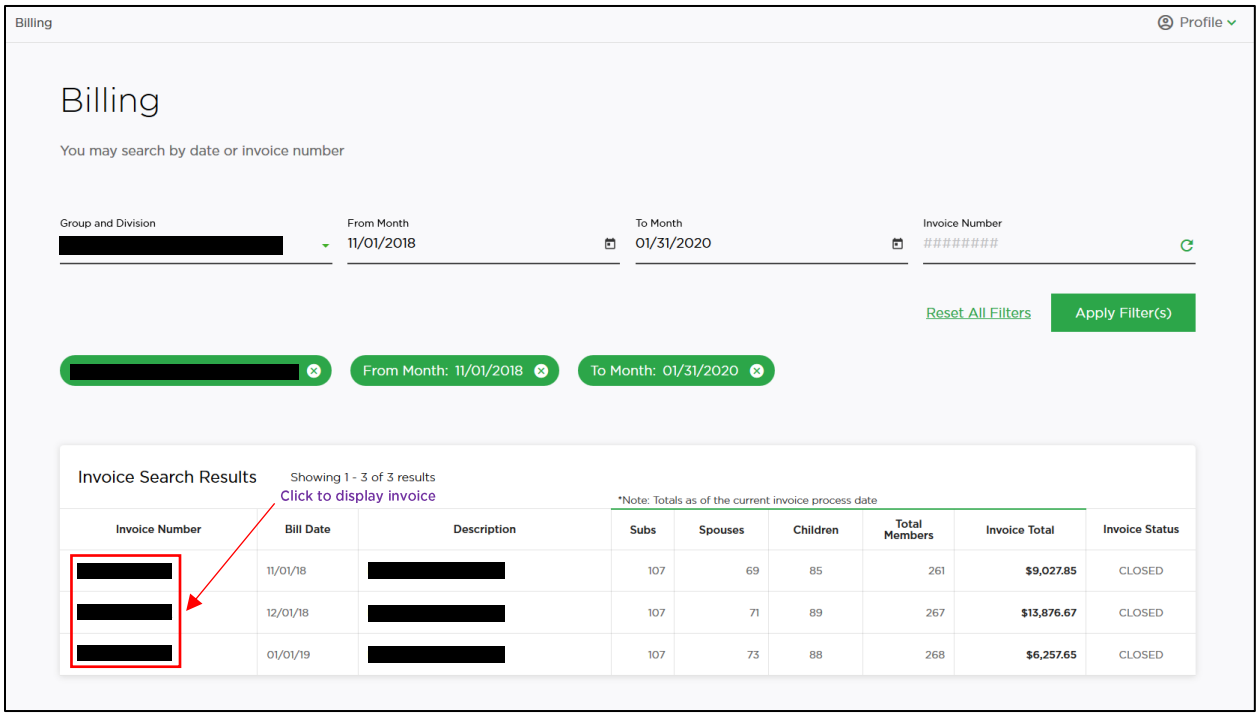


When you click on the "Apply Filter(s)" button, the results of your search will appear.



View an Invoice

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

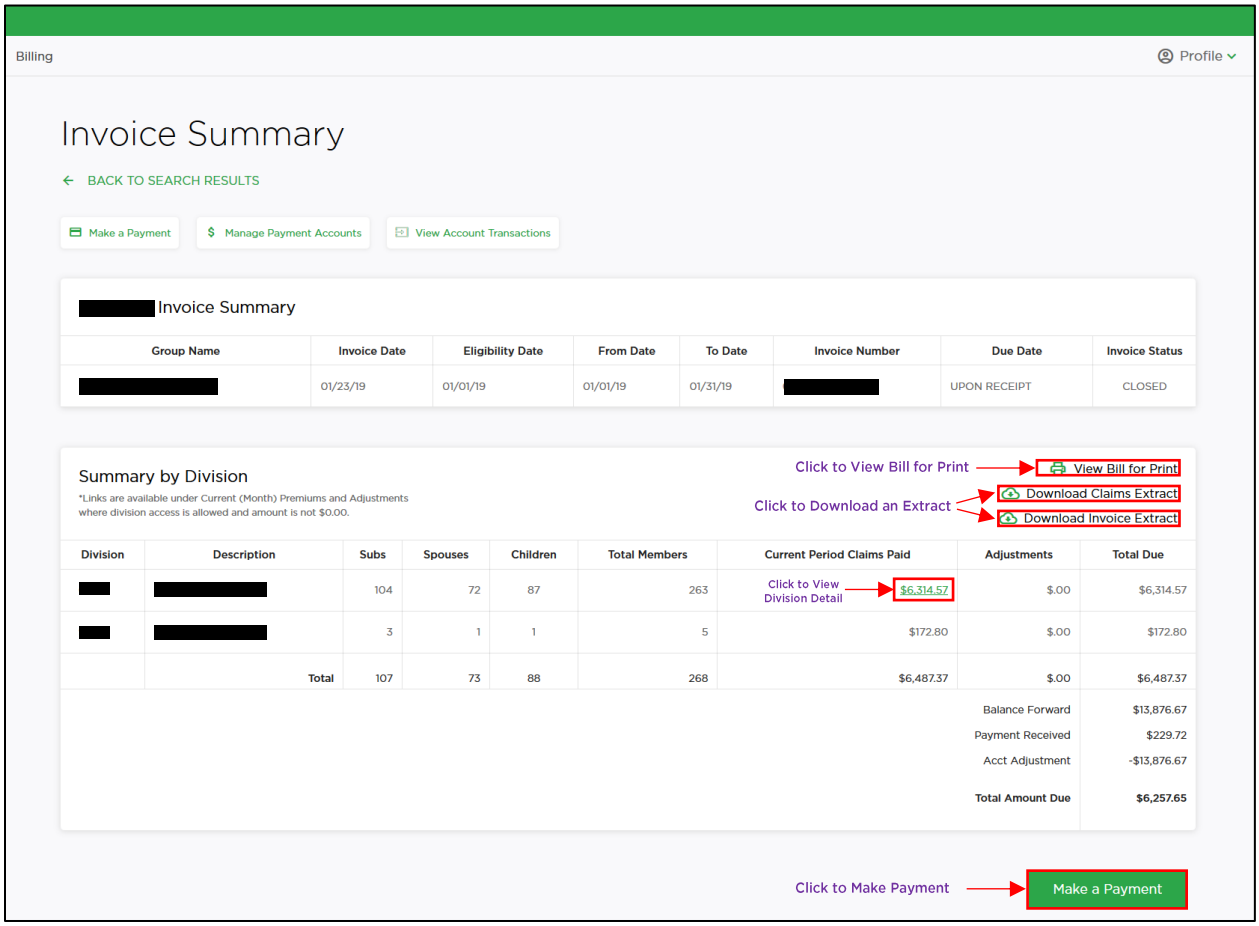


The Invoice Summary will appear. On this page, you will see:

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

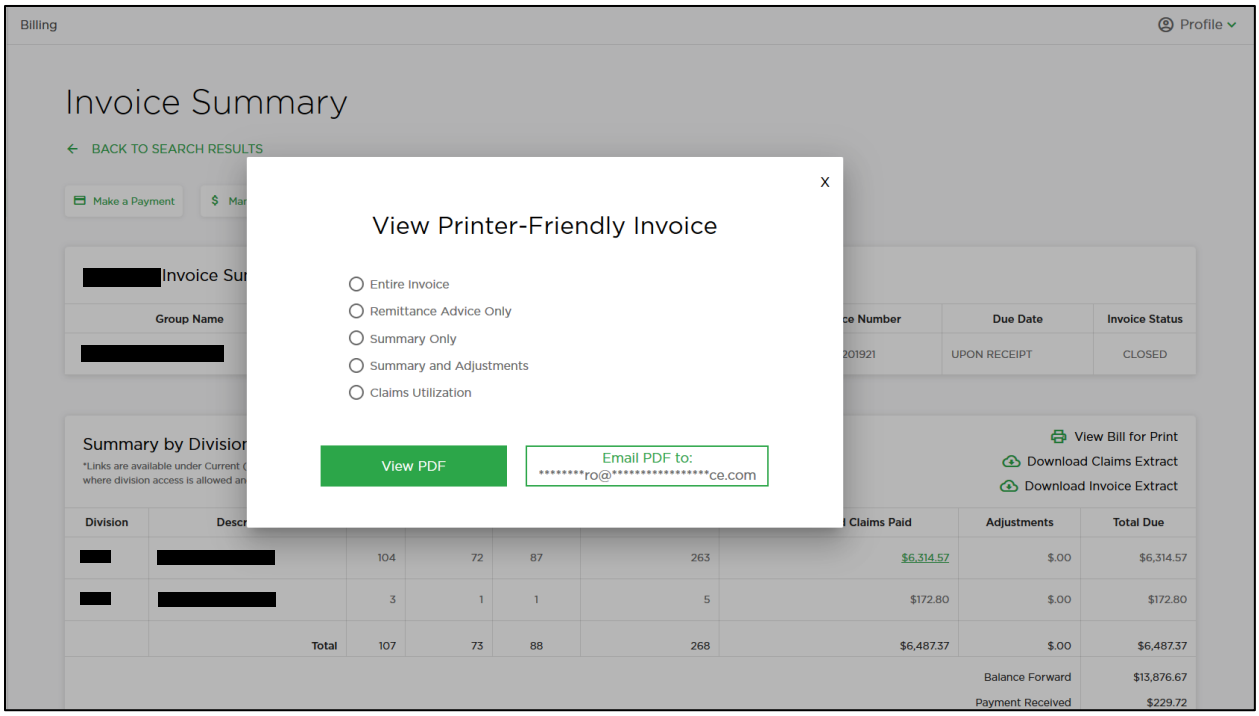
In addition, you can:

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

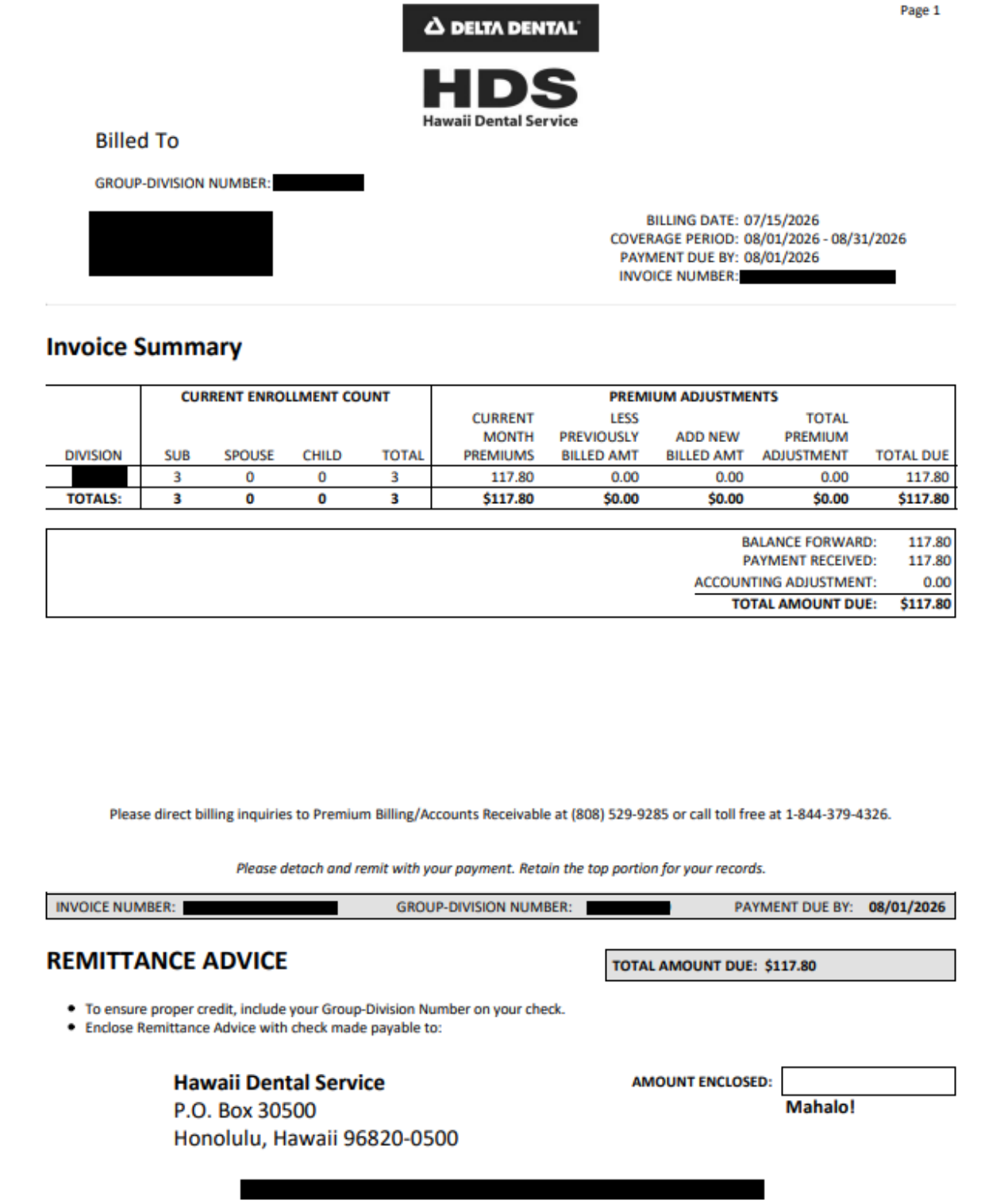


Printing an Invoice

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 invoice will open as a PDF to be printed.



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Page 1

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

	CURRENT ENROLLMENT COUNT				PREMIUM ADJUSTMENTS				
DIVISION	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:	117.80
PAYMENT RECEIVED:	117.80
ACCOUNTING ADJUSTMENT:	0.00
TOTAL AMOUNT DUE:	**$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

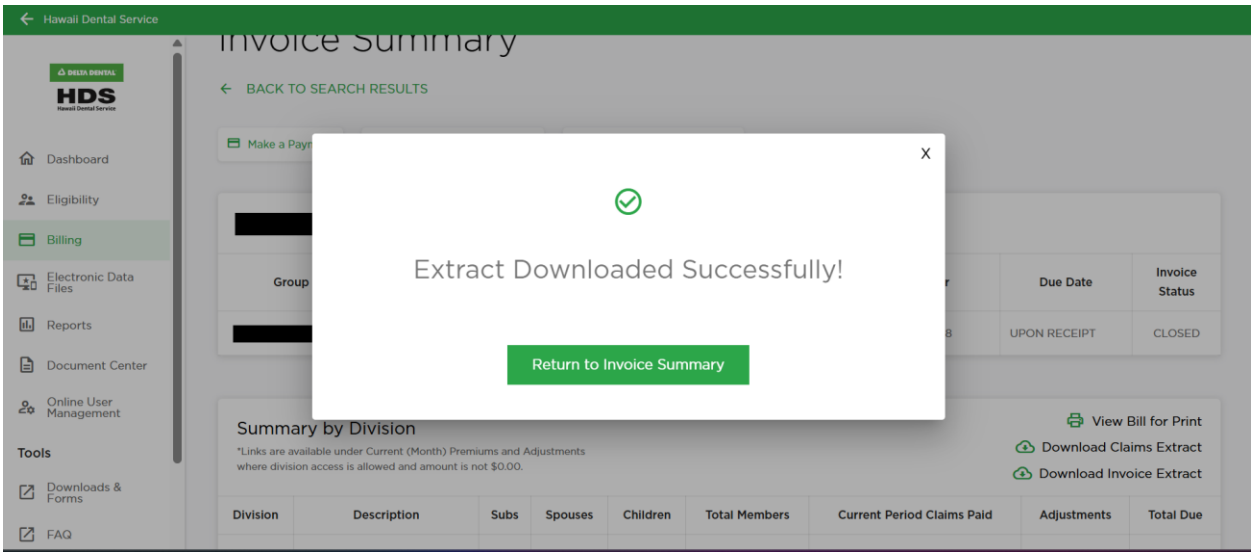
AMOUNT ENCLOSED:

Mahalo!

[redacted]

Download Invoice Extract

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

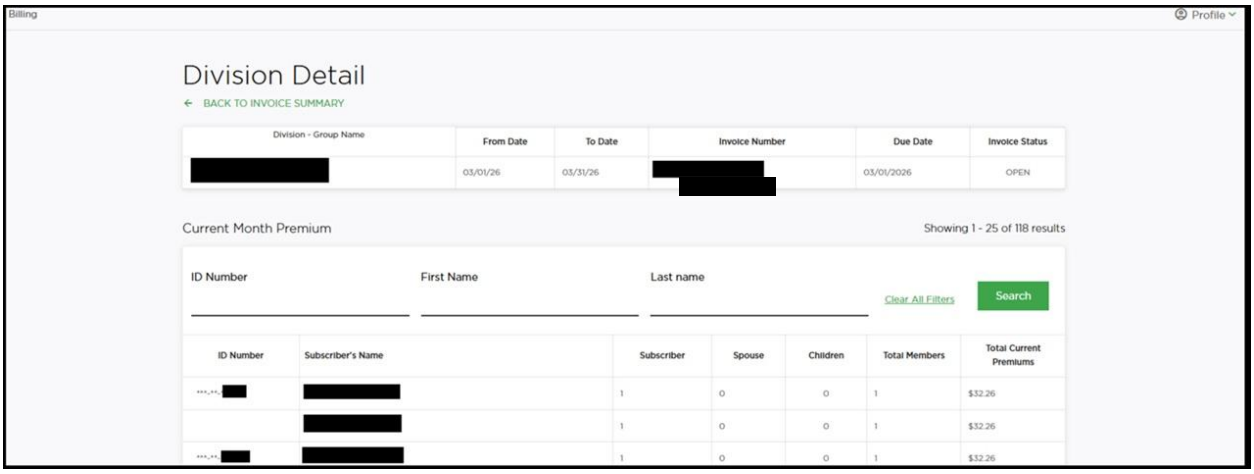


Invoice Nbr	Group/Division	Month	SSN	Last Name	First Name	Subscriber Count	Spouse Count	Dependent Count
[redacted]	[redacted]	8/1/2025	[redacted]	[redacted]	[redacted]	1	0	0
		8/1/2025				1	0	0
		8/1/2025				1	0	0
		8/1/2025				1	0	1
		8/1/2025				1	0	0

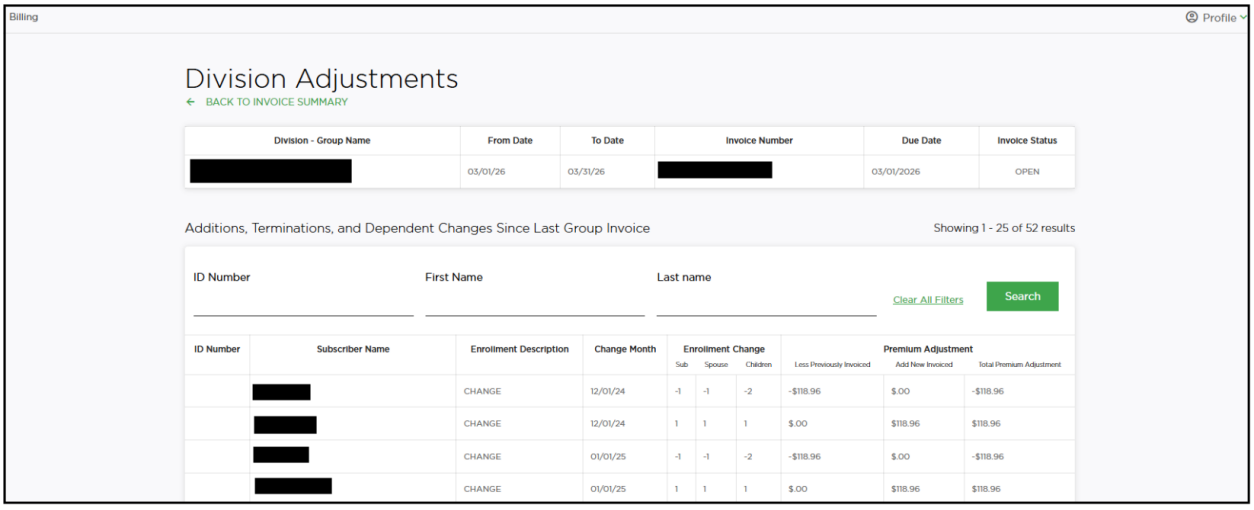
View Invoice Detail

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.



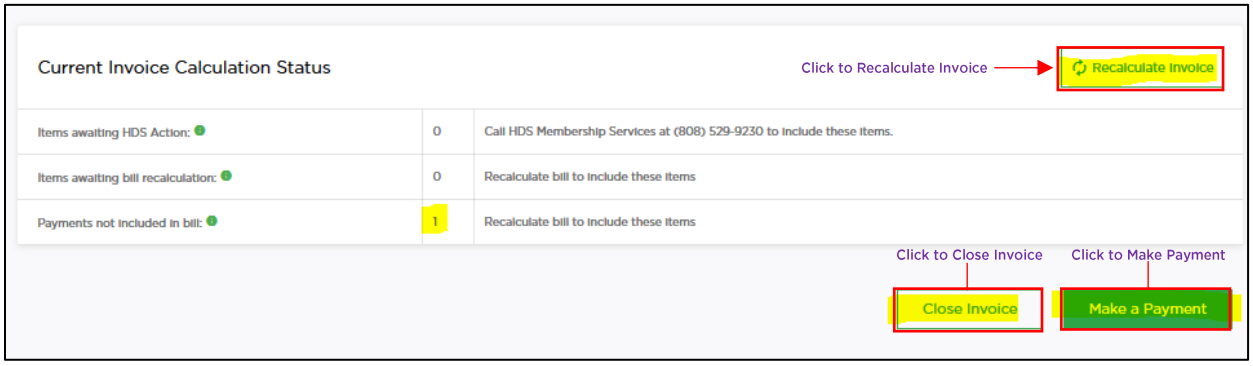
The Division Adjustments includes a listing of additions, terminations and dependent changes since your last invoice.



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 reversable, it can't be reopened.
- **Make a Payment** – Clicking this button takes you to the screens to make a payment.

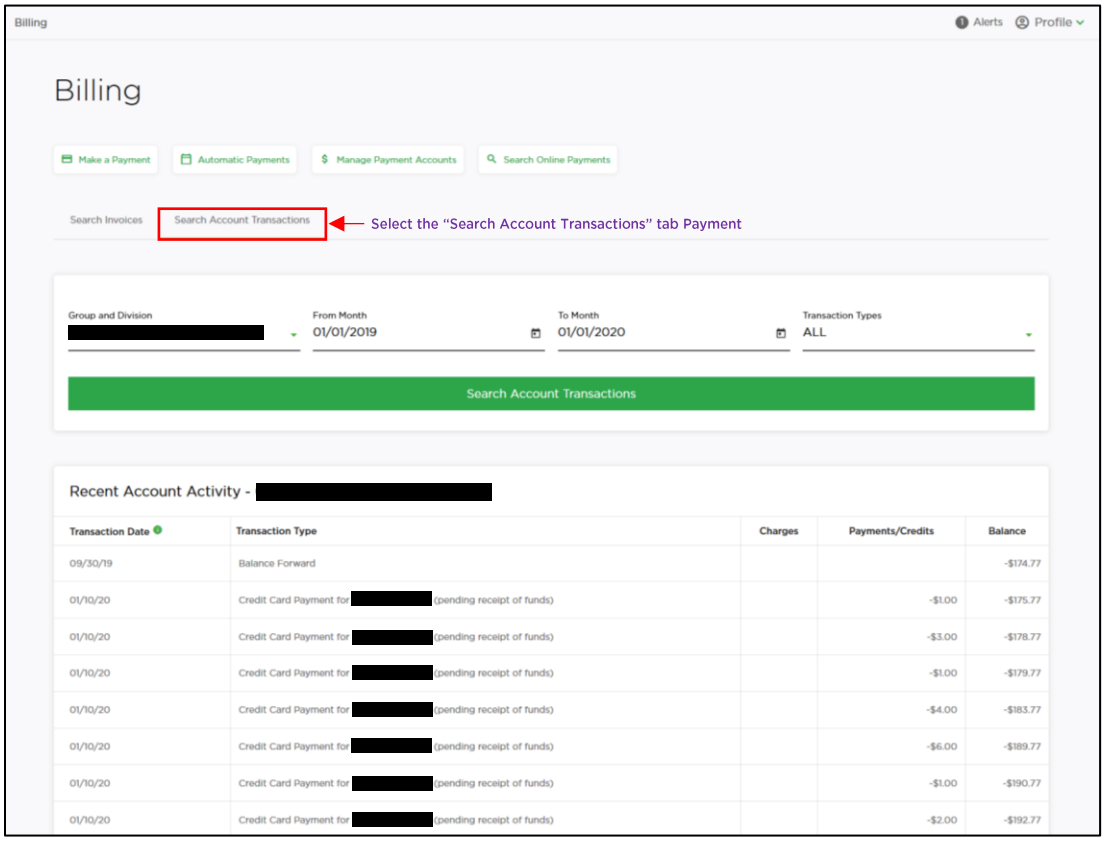


Search Account Transactions

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:

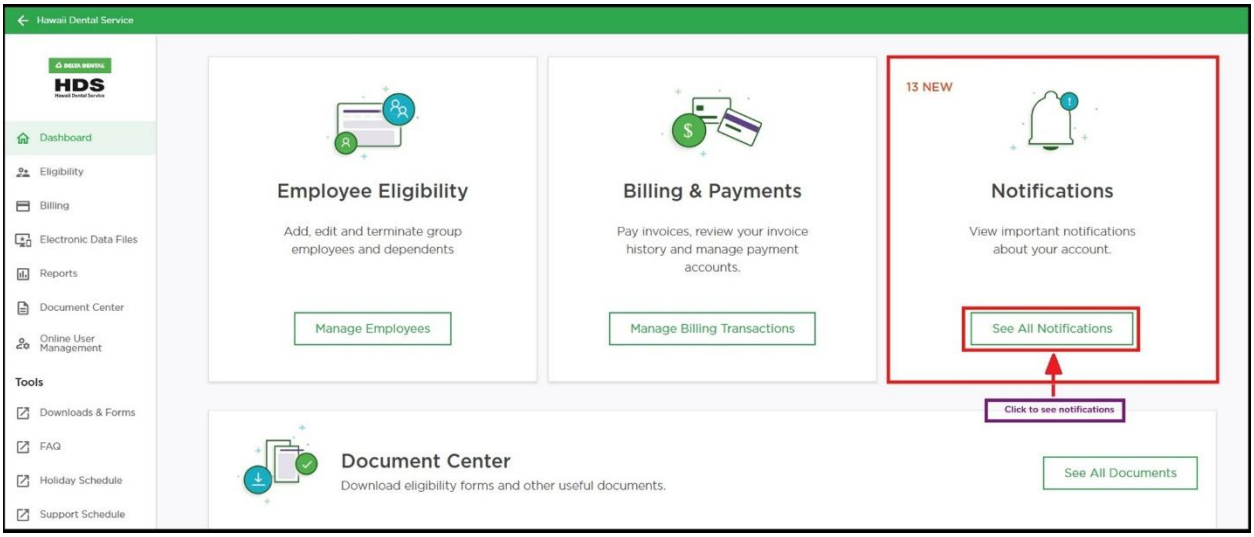
- **Group & Division:** Select one group or all
- **From Month** (Start Date)
- **To Month** (End Date)
- **Transaction Type** (select from All, Invoice, Credit, Debit or Payment Transactions)



A list of account transactions will appear.

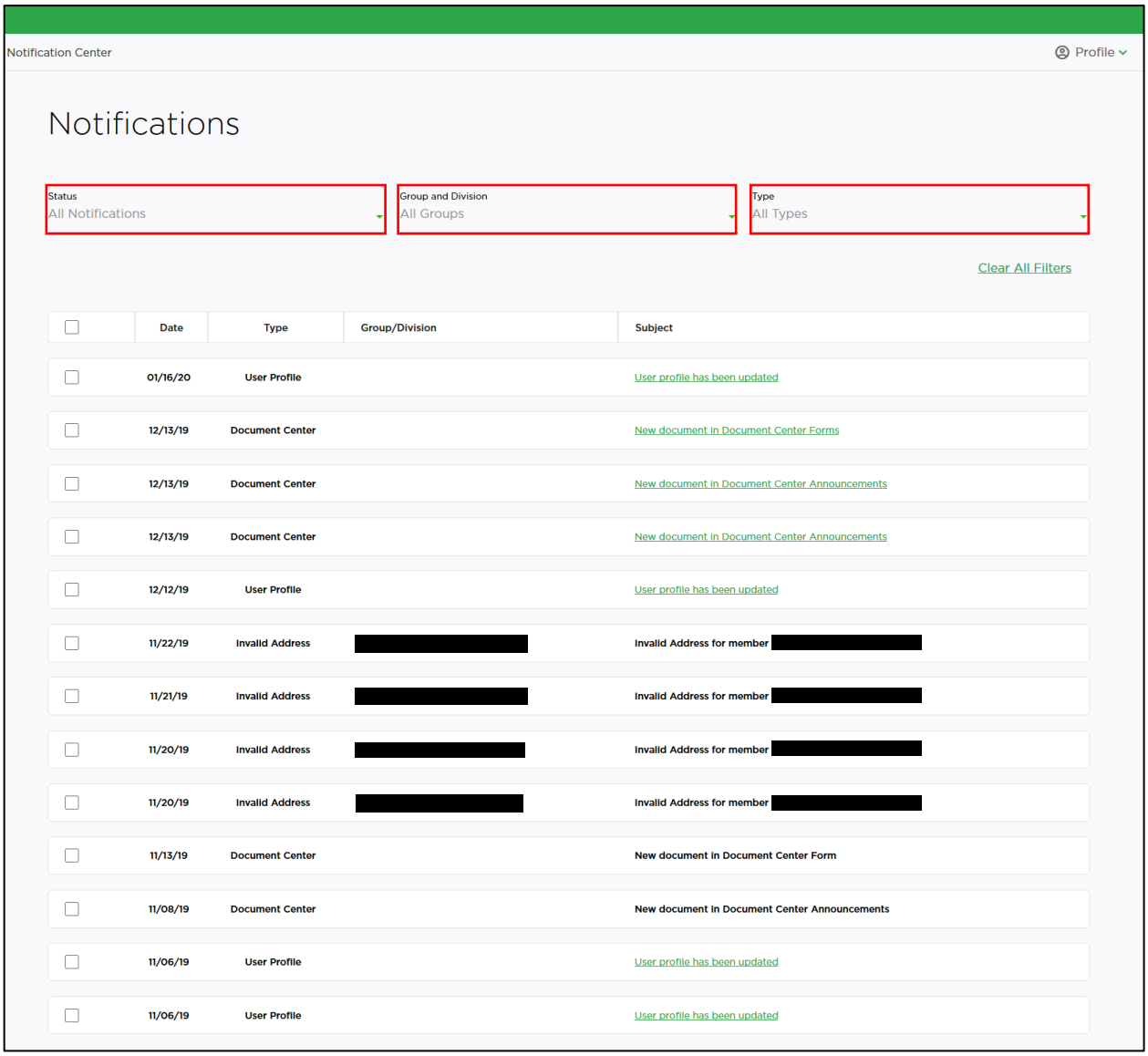
NOTIFICATIONS

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.



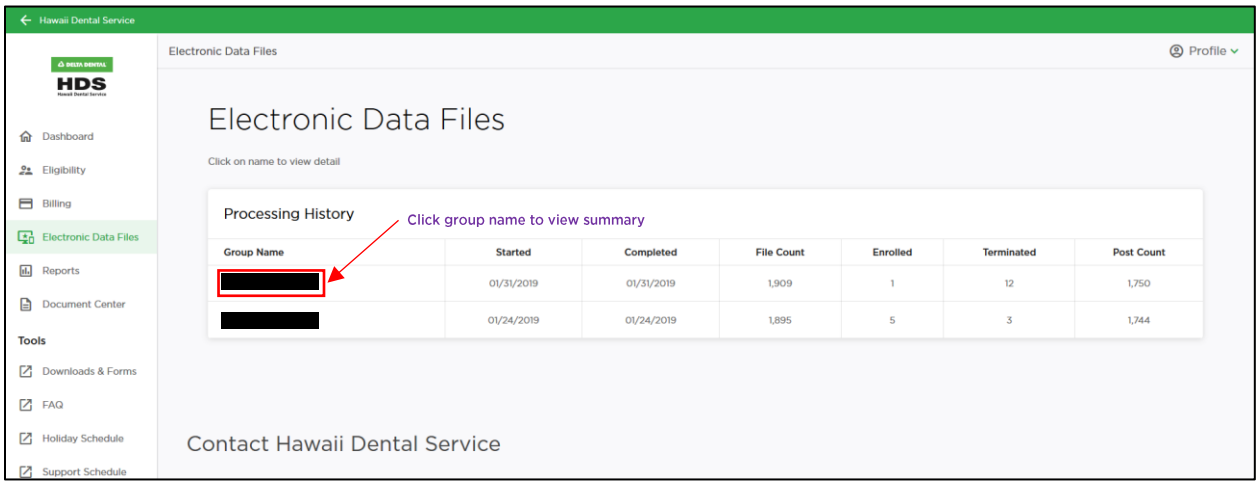
Sort through your Notifications using these different filters:

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



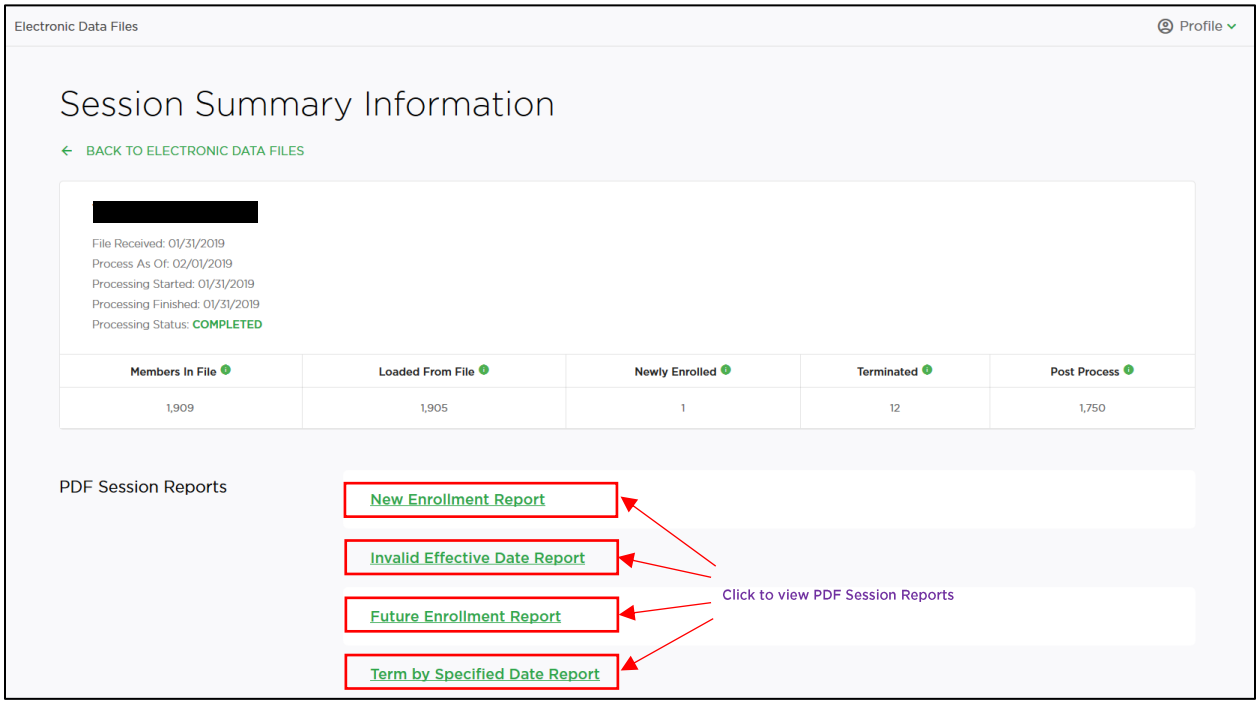
ELECTRONIC DATA FILES

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



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

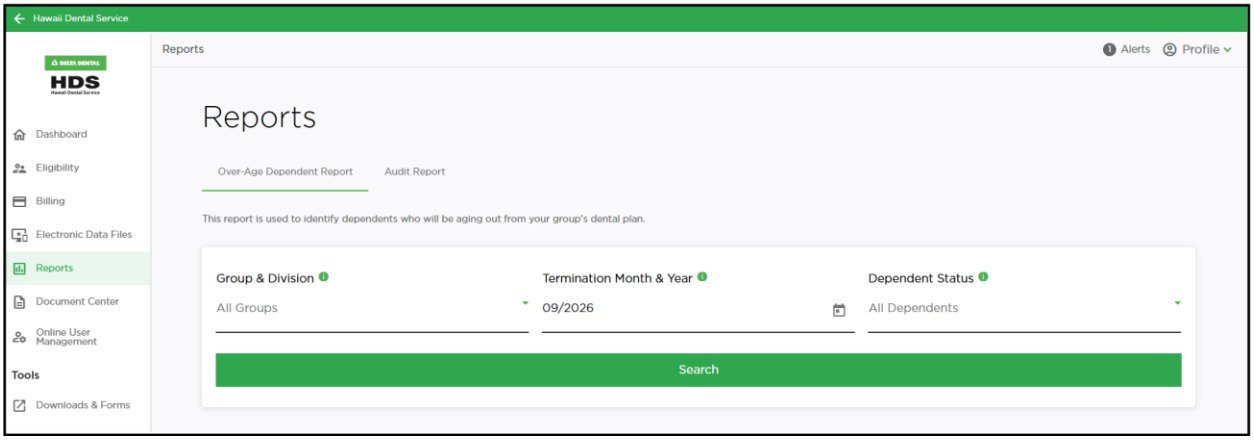
- Allowed Retro Enrollment
- Future Enrollment
- Invalid Effective Date
- New Enrollment
- Term by Specified Date
- Termination



REPORTS

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

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

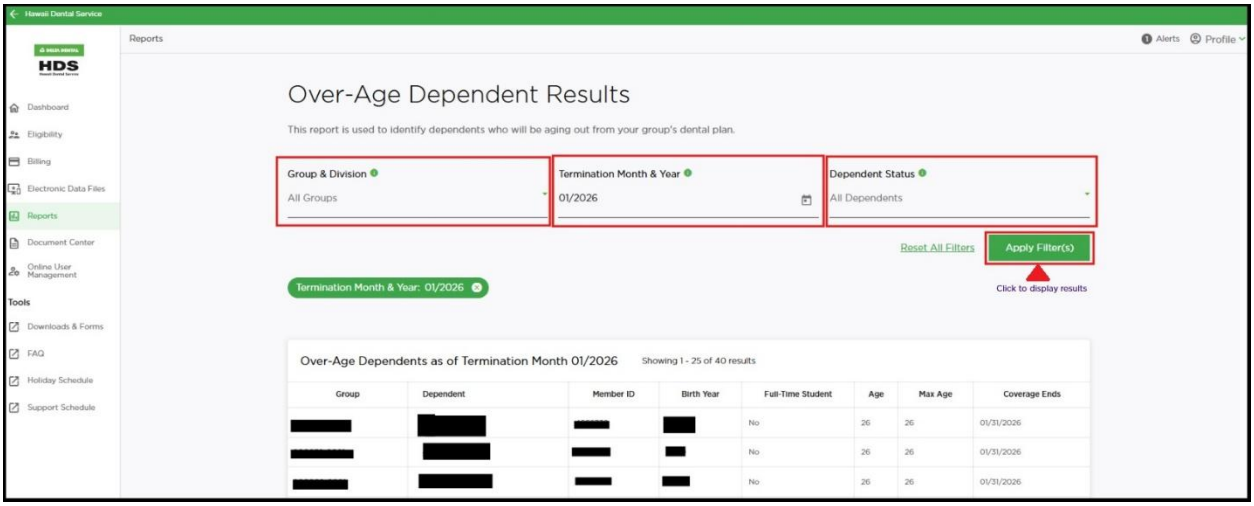


Over-Age Dependent Report

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**



Audit Report

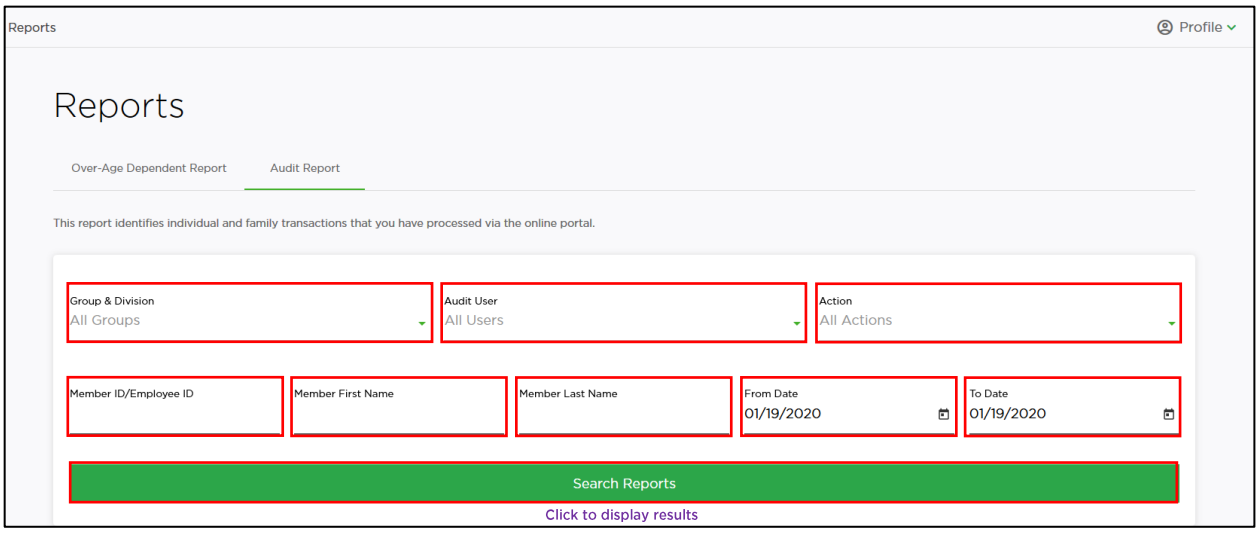
This report identifies individual and family transactions that you have processed via the online portal.

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**

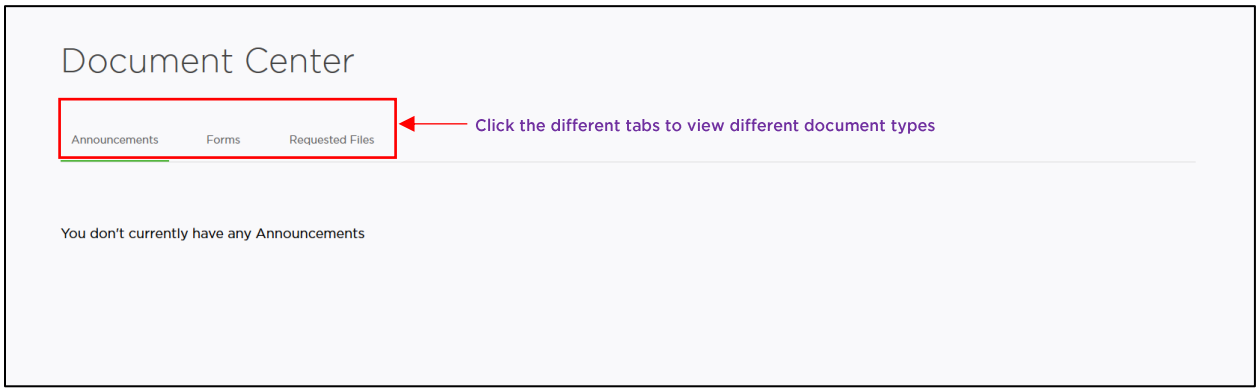


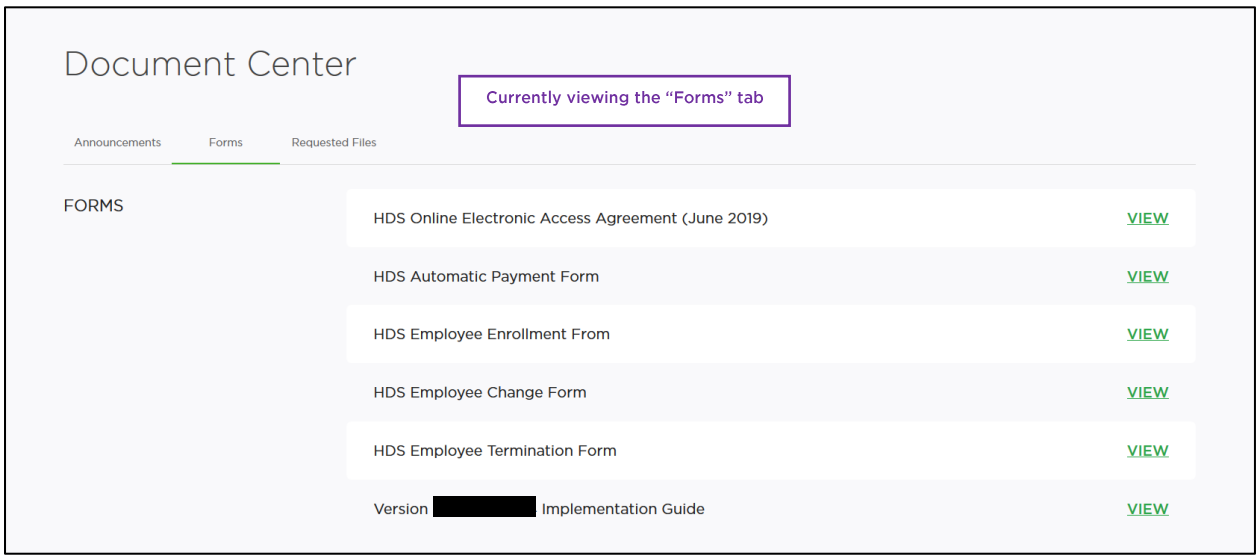
DOCUMENT CENTER

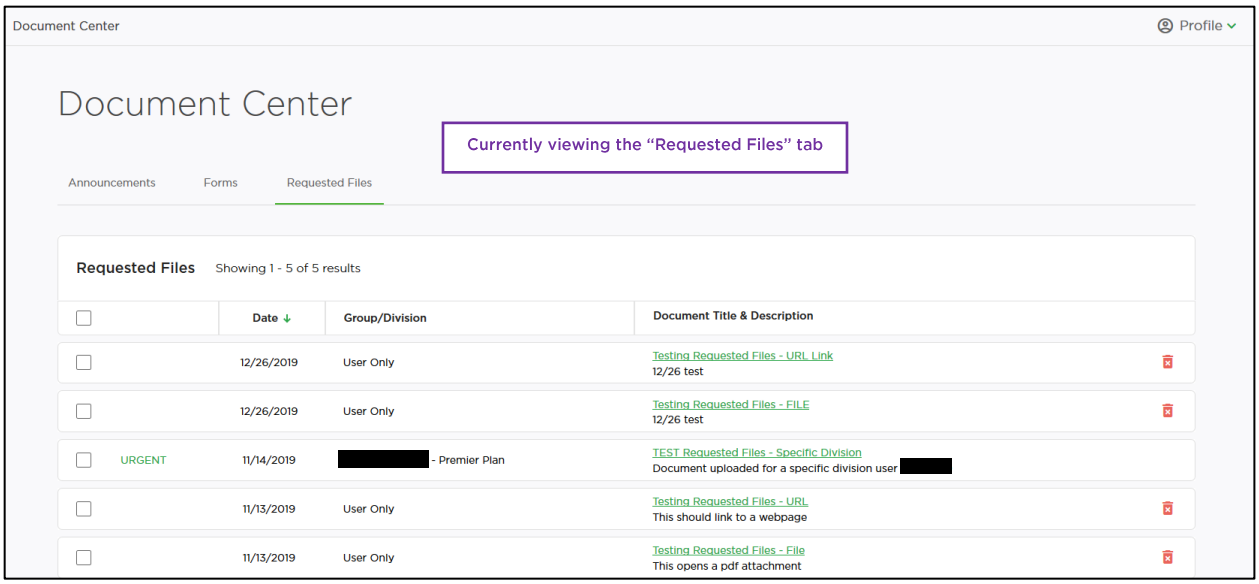
On the “Downloads Center” page, you can download eligibility forms and other useful documents.

Toggle between the different tabs to view specific documents:

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

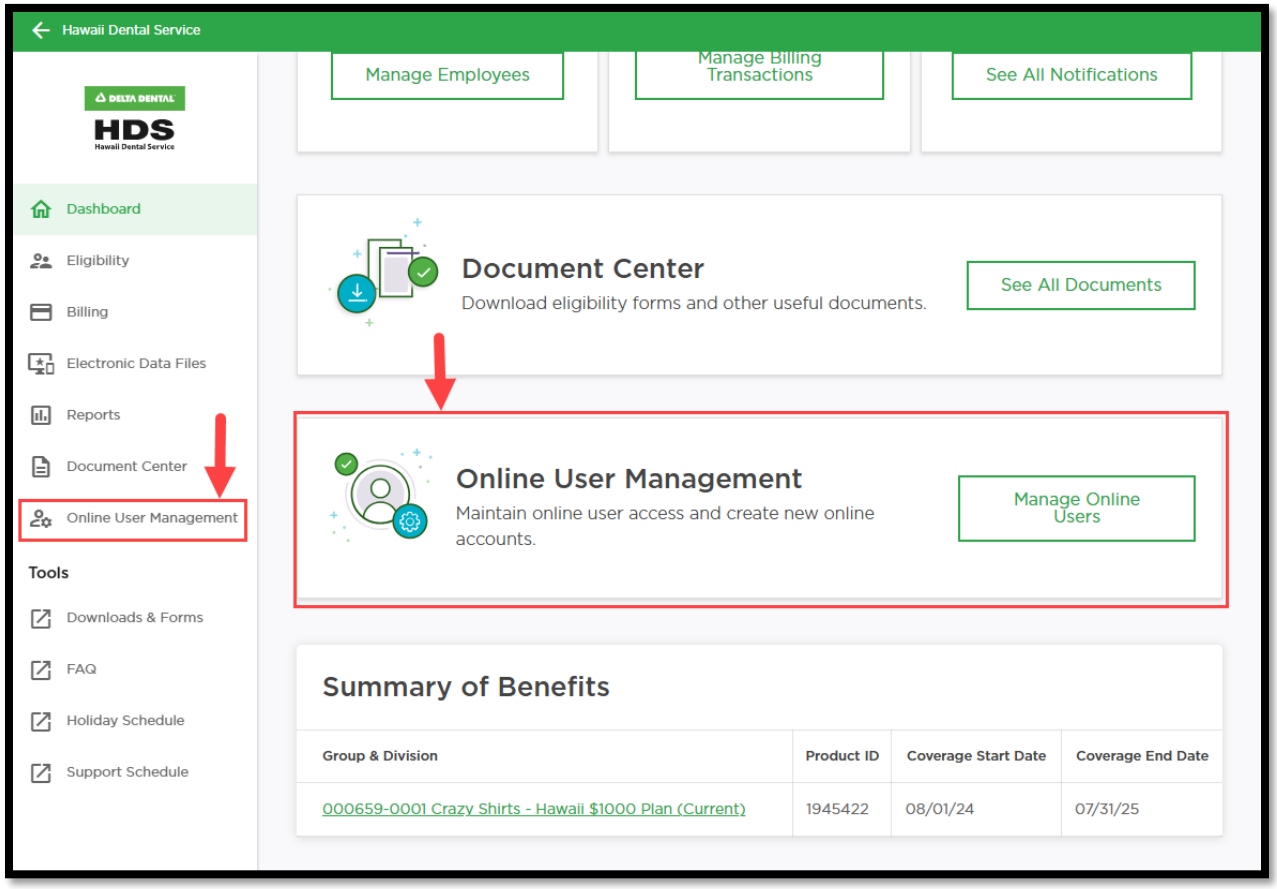





Document Center
Profile
Document Center
Currently viewing the "Requested Files" tab
Announcements
Forms
Requested Files
Requested Files
Showing 1 - 5 of 5 results
Date
Group/Division
Document Title & Description
12/26/2019
User Only
Testing Requested Files - URL Link
12/26 test
12/26/2019
User Only
Testing 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 “Online User Management” page allows you to add, edit, search or terminate online user accounts.

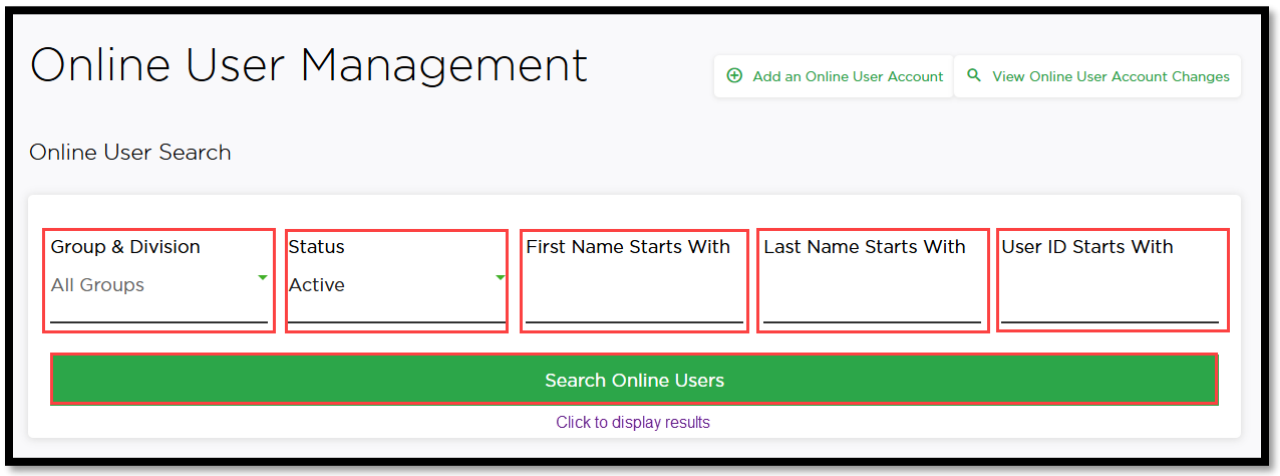
Online User Search

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.

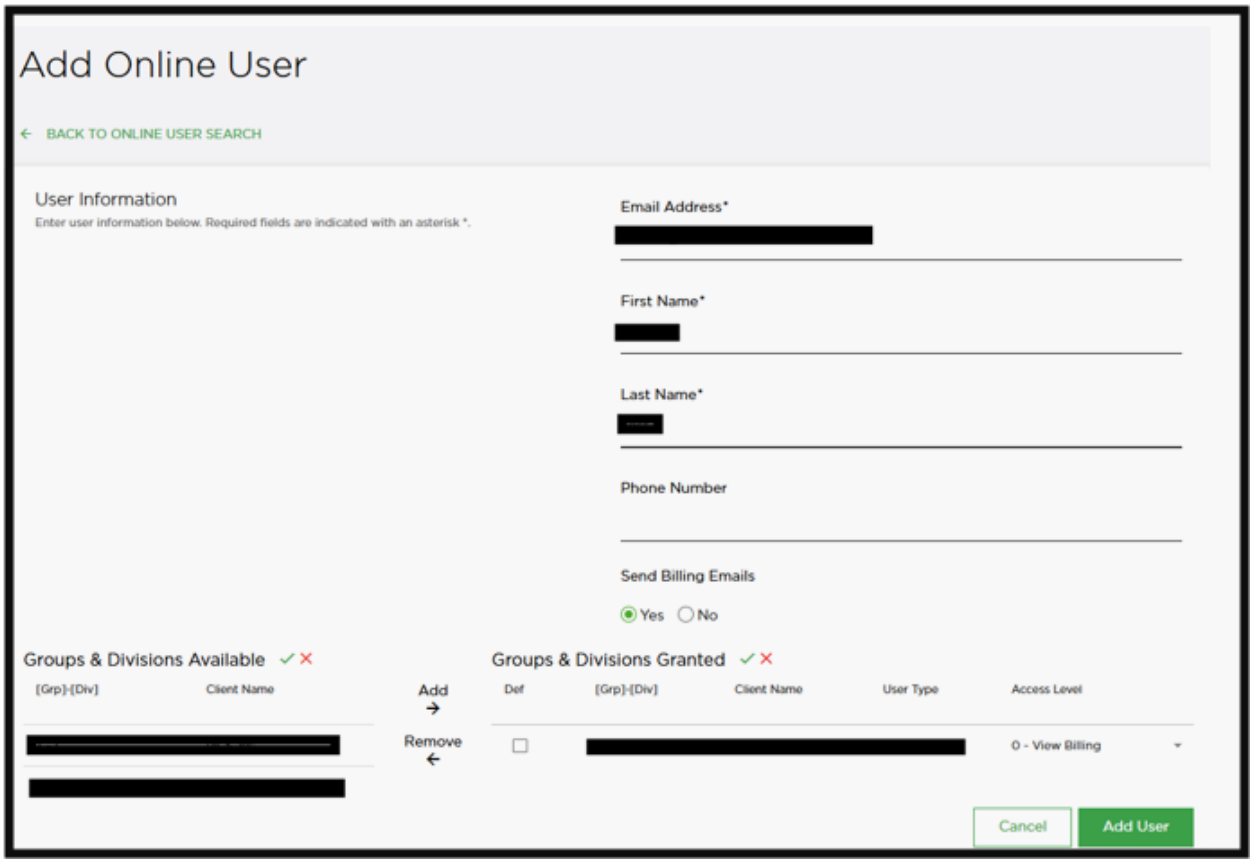


Add an Online User Account

When adding an online user account:

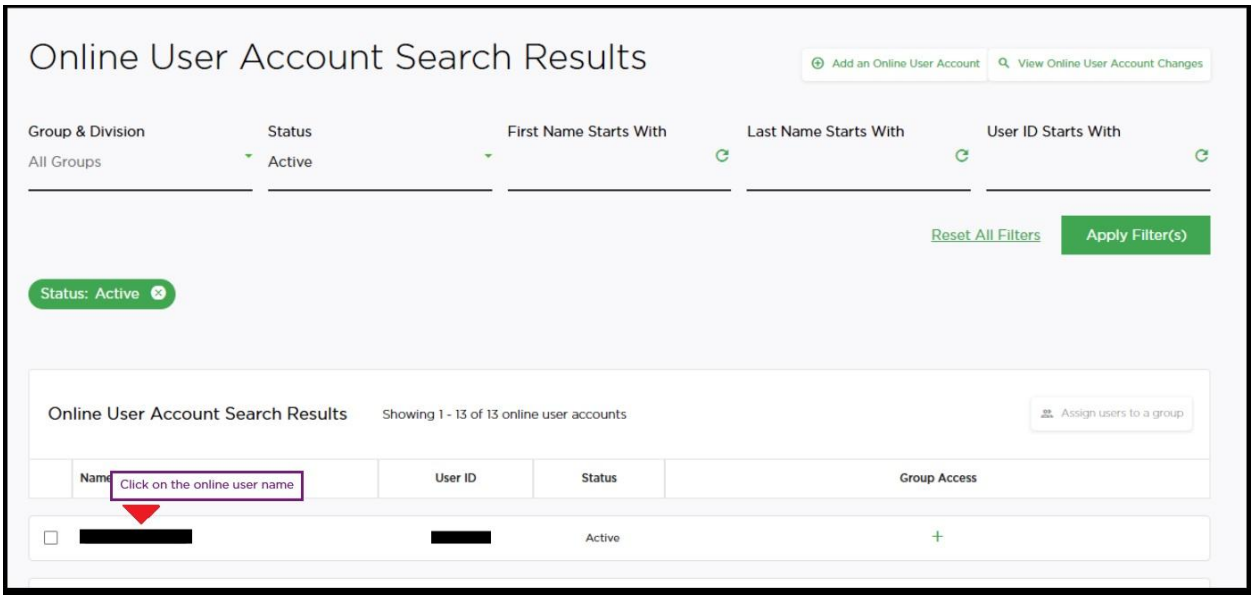
- Enter the required (*) information
- Use the Add and Remove buttons to add and remove groups from online user
- Select an Access Level for the online user for each group granted
- Select one group to be the default group by selecting the "Def" checkbox
- Click on the "Add User" button

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

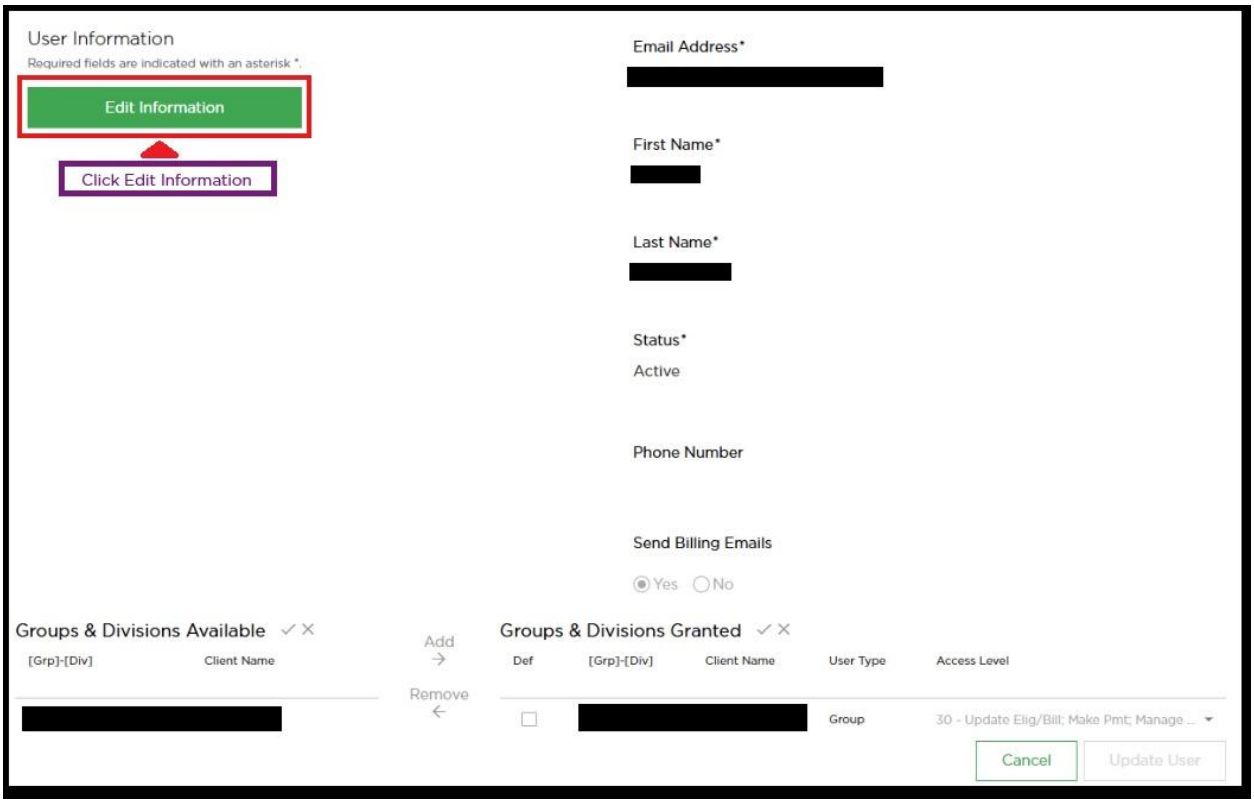


Modify an Online User Account

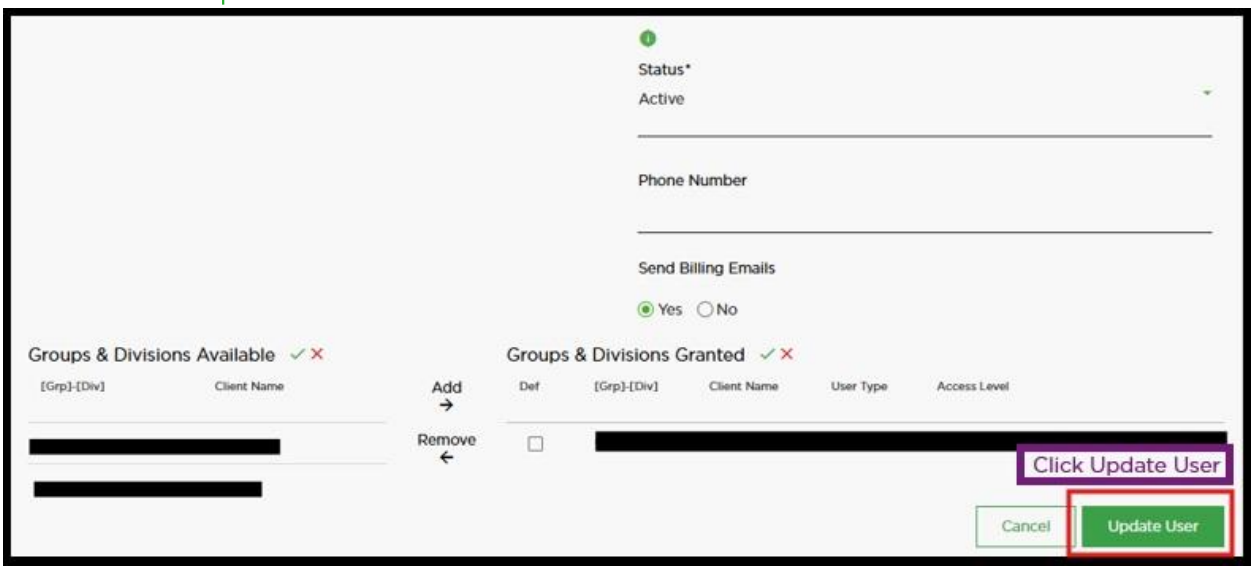
To modify an existing user account, select the name from the Online User Account Results page:



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

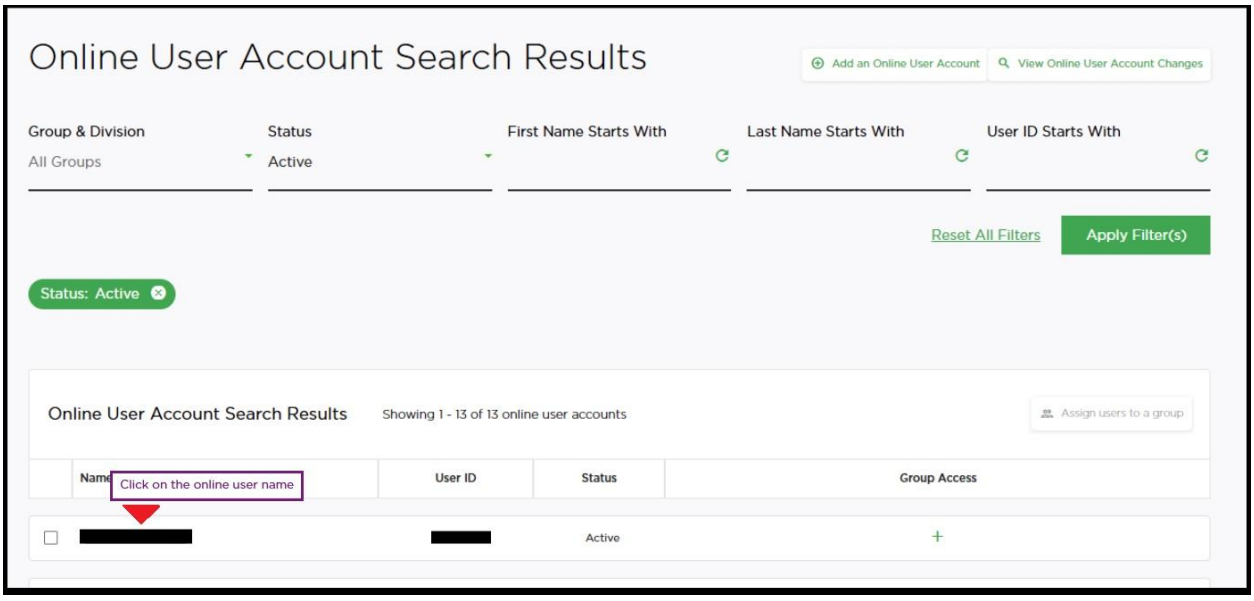


- Click on the "Update User" button

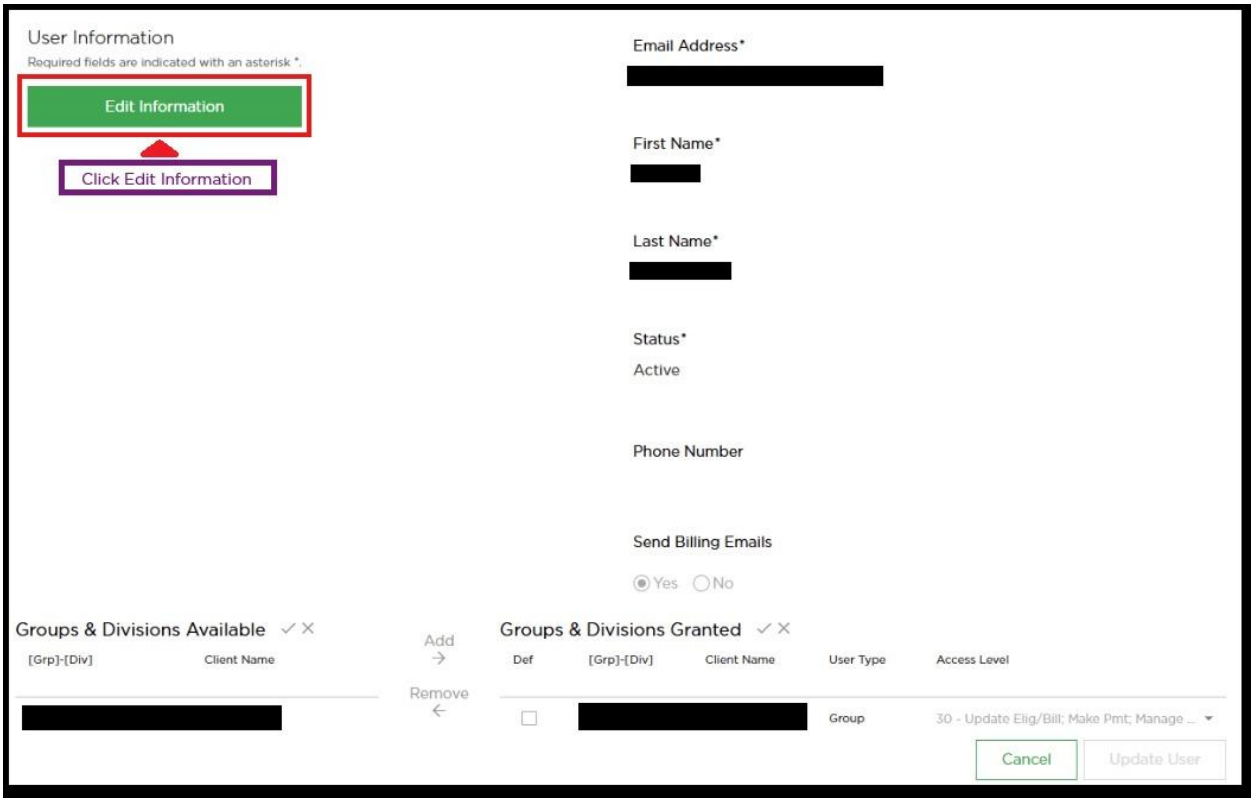


Terminate an Online User Account

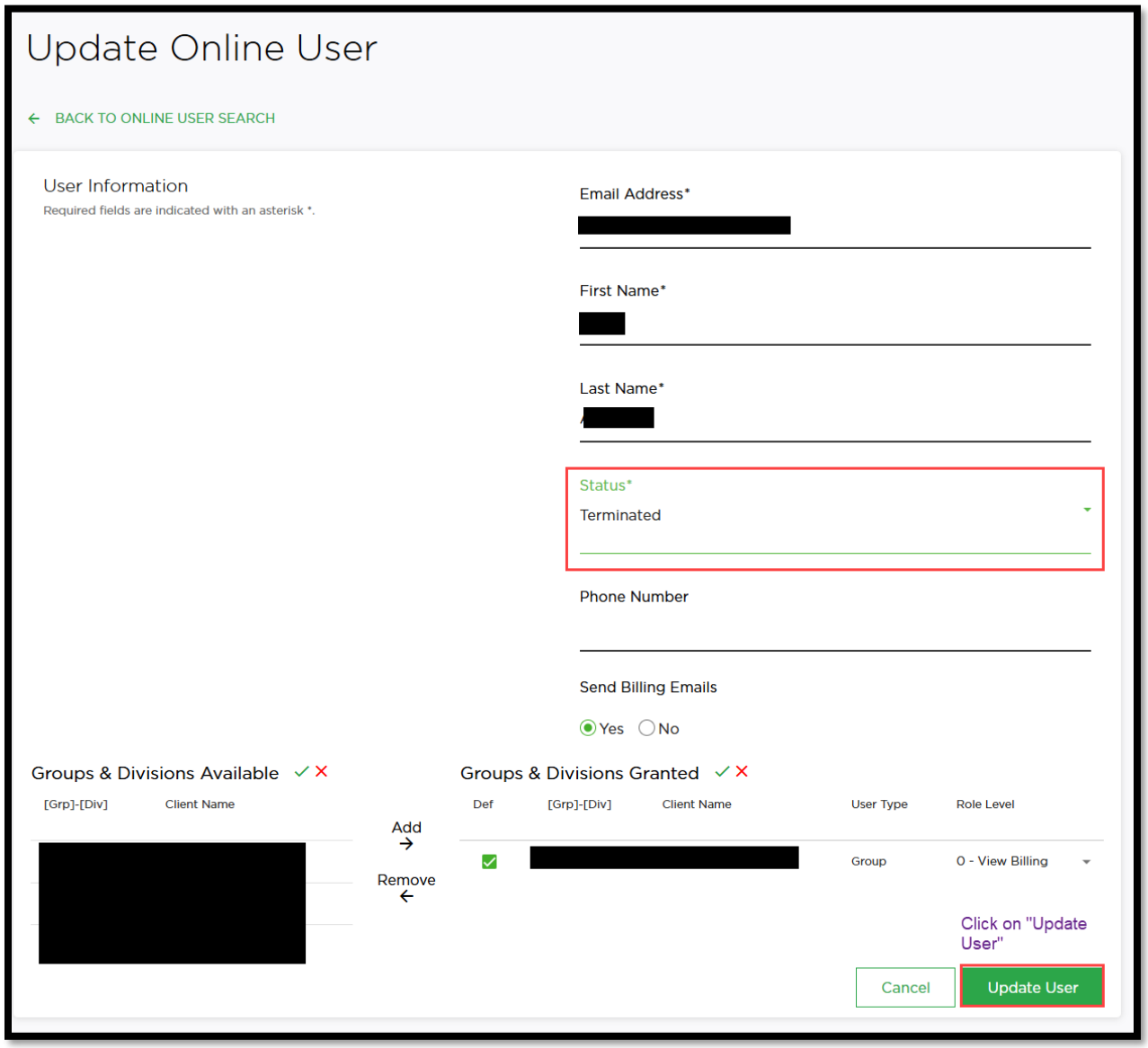
To terminate an existing user account, select the name from the Online User Account Results page:



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

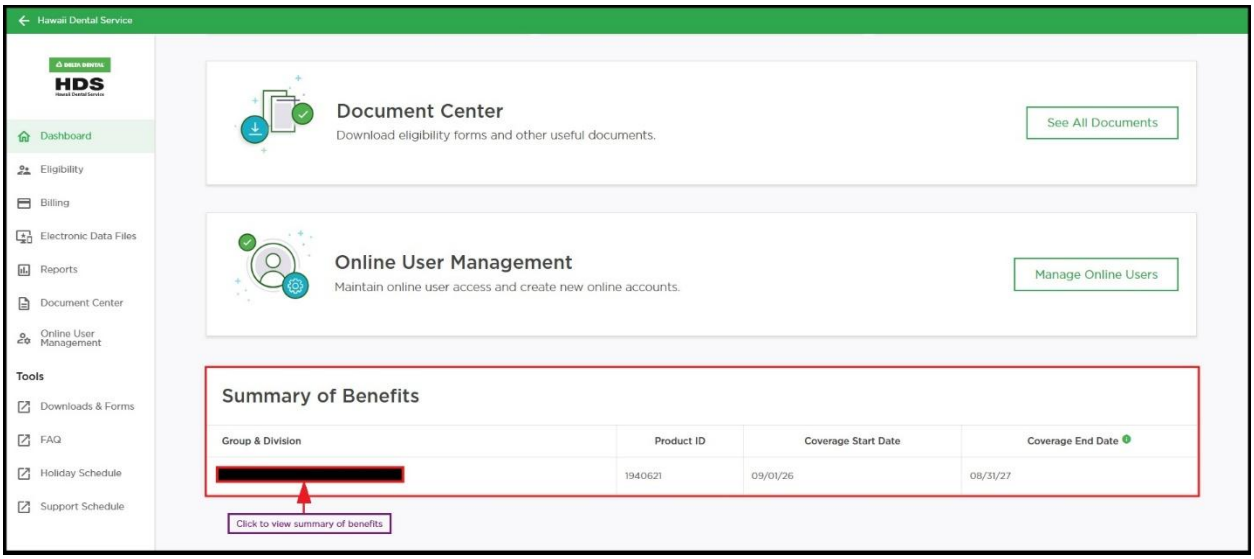


- Click on the "Update User" button

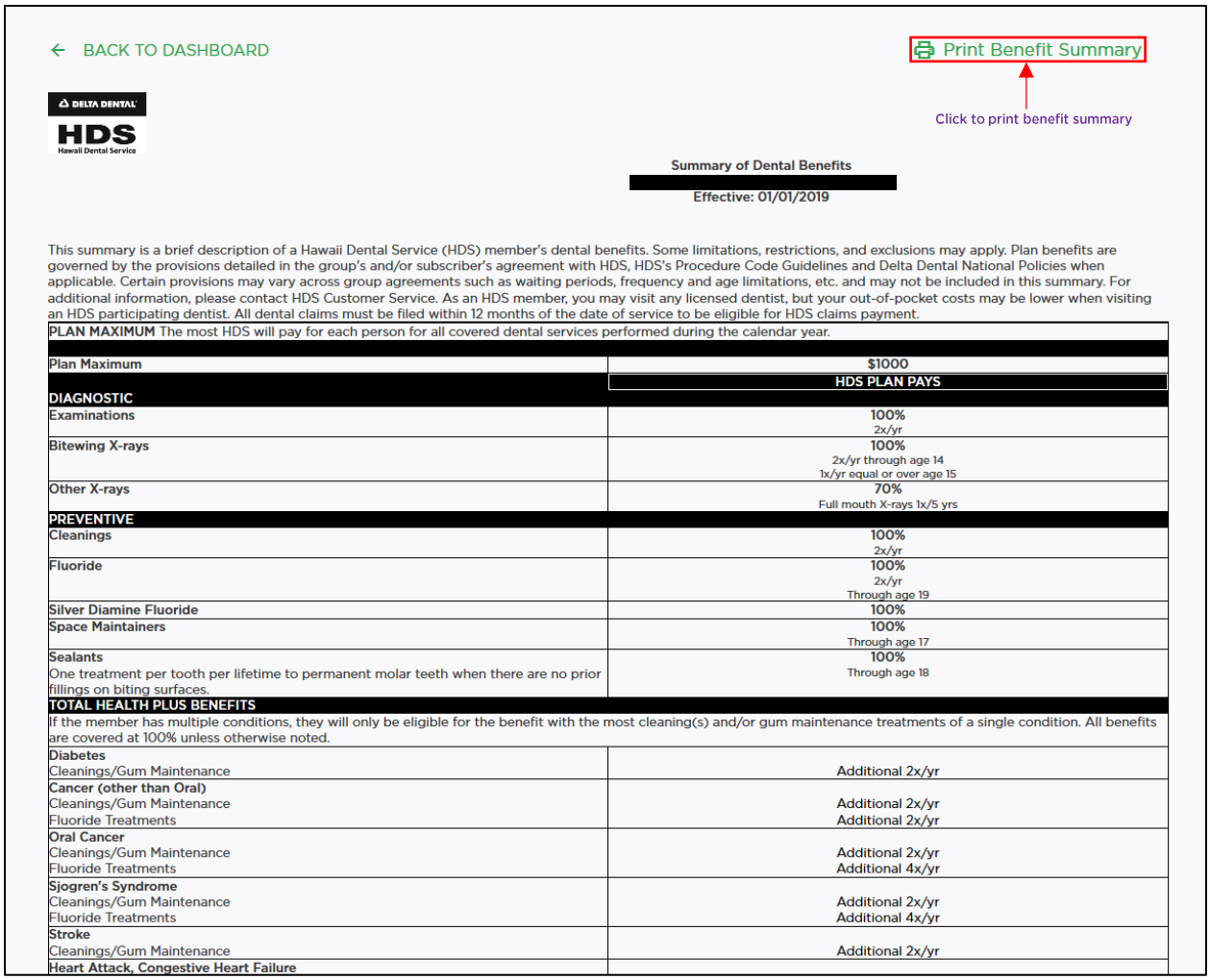


SUMMARY OF BENEFITS

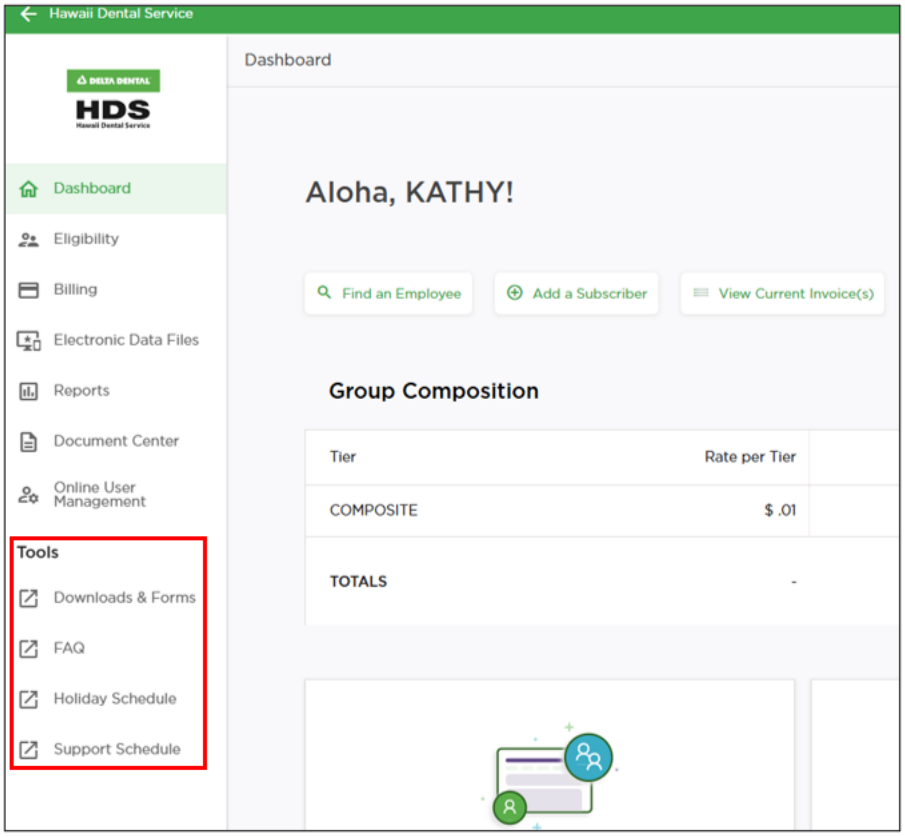
View your group's current "Summary of Benefits" by clicking on your hyperlinked group name.



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



TOOLS

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

- Downloads & Forms: https://hawaiidentalservice.com/employers
- FAQ: https://hawaiidentalservice.com/about/faq
- Holiday Schedule: https://hawaiidentalservice.com/about/holidays
- Support Schedule: https://hawaiidentalservice.com/about/sitesupport