



# Member Web Portal Member Access



## Initial Registration for Member Web Portal

- Once the Group Administrator registers with Member Web Portal, Members can create their own user name and password
- Go to [www.denexdental.com](http://www.denexdental.com)
- Click on *Members*
- Click on the Member Login hyperlink
- On the Member Web Portal login page, click on the Register Now hyperlink
- Enter the following information:
  - Group Number
  - Subscriber ID
  - Date of Birth
  - First Name
  - Last Name
  - Email Address
  - User Name
  - Password
  - Retype Password
- Click **Submit**
- On the Login page, enter newly created User Name and Password
- Click **Submit**



## View the Enrollment Summary

The Enrollment Summary allows you to view a summary of your current enrollment and dependent coverage

- Click on the Enrollment Summary hyperlink
- Use the Detail hyperlink(s) for each dependent to see their information

## Use the Claim Center

The Claim Center allows you to view your personalized claim history and details

- Click the Claim Center hyperlink
- Select your or your dependent's name from the drop down list box to view Claim information
- Enter a date of service range
- Click View Claims
- Click the Detail hyperlink in the View column to see more detailed information about the selected claim



Once you have completed the new registration process, you can skip the Register Now step and log into MWP by entering your Member User Name and Password



## View the Benefit Summary

The Benefit Summary shows you current or past accumulations on Plan Deductibles and/or Benefit Maximums, as well as your Coinsurance levels

- Click the Benefit Summary hyperlink
- Select your or your dependent's name from the drop down list box to view Benefit information
- Click View Benefit Summary
- Select the appropriate Benefit Plan from the drop down list box
- Click **View Report**
- The Member's benefit history report is displayed

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## Find a Provider

Allows the Member to use his/her own, or another starting address to find the closest provider

- From the Providers menu, select 'Find a Provider'
- The Member's home address will populate the location section (this can be changed to another location)
- Select the following to refine your search:
  - Specialty
  - Language
  - Provider Last Name
  - Handicap Access
  - Office Name
  - Special Needs
  - City
- Click Begin Search
- A listing of Providers and their Specialty, Address, and Phone Numbers will be displayed



## ID Card Services

To Request a new or replacement ID card:

- Click the Request ID Card hyperlink
- The Subscriber's name and address will be displayed
- Click Yes, Send New ID Cards

To print a replacement ID card:

- From the 'Enrollment' menu, select 'Print ID Card Info'
- A sample of the printable ID card is displayed, along with a print dialog box
- Click **Print**

**NOTE:** The temporary ID card will have the info that your Provider needs to verify benefits. You can use this as a replacement if needed.

## Managing Personal Information

### Change Address

Update your, or a dependent's, current address

### Update Phone

Update your, or a dependent's, phone number

### Change Name

Update your, or a dependent's, name

### Change Marital Status

Update your marital status

### Coordination of Benefits

Review and/or update Other Insurance Coverage Information

### Indicate Special Needs

Let us know if you, or a dependent, have special needs that should be addressed

## Viewing Documents

Documents available from this screen include your Certificate of Coverage and Schedule of Benefits.

From the 'Documents' menu, select 'View'

- The listing of available documents are displayed
- Double click on a document to open

Forgot your password? Have questions? Please call Customer Service: 1-866-433-6396