

#1 Logging into Webpage

- 1) Go to www.dcue.org
- 2) Click on the Dental Tab
- 3) Click on Dental Members
- 4) Enter Employee #
- 5) Enter Password
- 6) Click on Enter Site

* same as when you complete your annual enrollment.



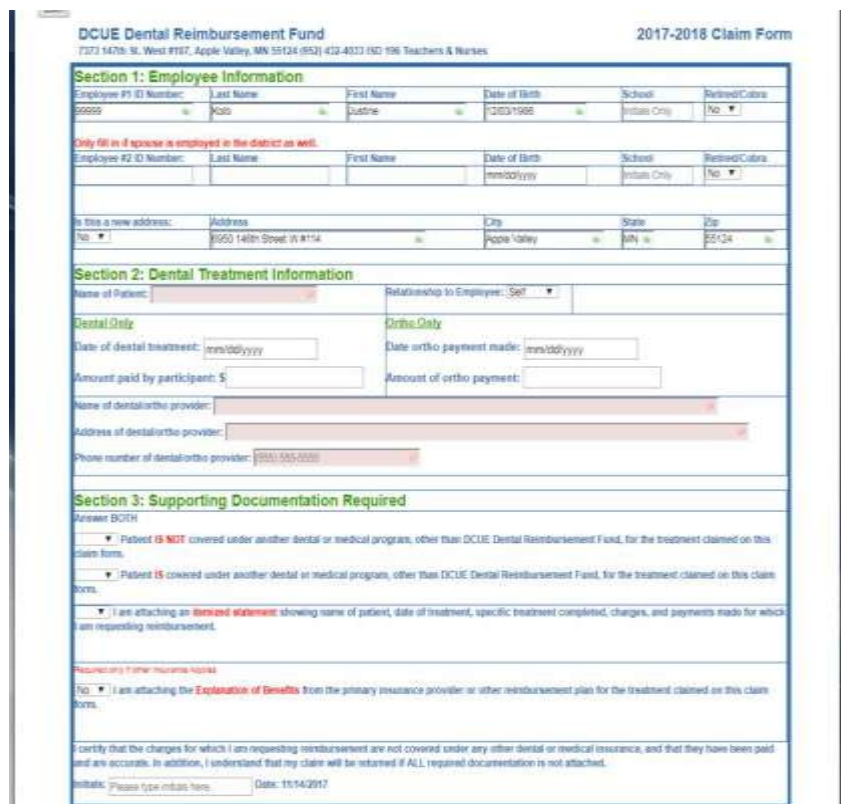
#2 Select Claim Form

- 1) Click on File a Claim
- 2) Click on View a Claim to check your claim status



#3 File Claim Form

- 1) Employee information will automatically populate. • **be sure to change and mark if you have a new address**
- 2) Complete each Section of the claim form. • **1 claim form for each patient and 1 claim form for each date of treatment**
- 3) Upload your dental statements.
 - **directly on the claim form you will be able to upload a PDF or JPG- you can only upload 1 file, if there are multiple pages they need to be scanned/saved together as 1 file**
 - **if you have other insurance you will upload your Explanation of Benefits (EOB) under the last question in Section 3**
- 4) Type in initials and click File Claim.



Additional Information for Online Claim Submission

*If you have not completed a current plan year enrollment form you will not be able to submit a claim.
Online Claim Submission is not required, paper claims will still be accepted.*

- School field: enter the school's initials where your mailbox is located.
- Employee #2 field: this field is only for your spouse if he/she is also covered under the ISD196 Collective Bargaining Unit.
- Section 2: claim form can be used for Dental or Orthodontic claims, but NOT together on the same claim submission.
- Section 2: One date of treatment and one patient per claim form submission.
- Section 3: You must answer all questions in this section in order to file your claim.
- Section 3: attaching your *Itemized Statement
 - *If the statement from the dental/orthodontic office has multiple pages you need to scan/file as ONE document to upload
 - *If the statement has multiple patients listed you may use the same statement for multiple claim submissions. Be sure that the statement lists all the necessary information.
- Section 3: If there is other insurance involved in your claim select YES to attaching the Explanation of Benefits (EOB), you will then have the option to upload ONE file.
- Once initials are entered the option to File Claim will pop-up.

After you have filed your claim you will see the View Claims update under the Member Area.

In View Claims you can see your Electronically submitted claims and the status of those claims. Once your claim is complete you can retrieve a COPY of your EOB from DCUE Dental.

Call us with questions.

Thank you

Justine & Theresa

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