Online Bill-pay Instructions

Go to www.DeltaDentalTN.com/OnlineBillPay and click on 'Pay My Bill'

Make Payment
Screen 1
Click 'Next' to approve the $3.00 fee.

Screen 2
Enter your Group Number (without leading zeros).

Screen 3
Choose 'Make Payment' in the upper left corner (see 'View Payment' instructions below). Click the check box next to the invoice you would like to pay. You can only pay the total invoice amount, not a partial amount.

Screen 4
Set up your payment method by clicking 'Add Account.' You can select 'Credit Card' or 'Checking' from the drop down list, and then add the information. The payment information will be saved for future use, so you won't have to add it again.

Screen 5
With the correct payment method selected, click 'Continue.' You can also select 'Add Account' to add another payment method.

Screen 6
For a credit card, enter the CVV2 code, expiration date, and set the payment date (which can be up to 5 business days out). For a checking account, the payment date will default to the same day, although the payment won't clear until the next business day.

Screen 7
Review the payment details and accept the terms and conditions by clicking on the check box. You can click 'Cancel' to end the transaction, or click 'Pay Now' to complete the payment.

Screen 8
You will see your payment confirmation and receive a confirmation number.

View Payment
Screen 1
Choose 'View Payment' in the upper left corner. Choose your search criteria from the dropdown menu ('Group Number/Payment Amount' is best), and then search for a payment by the amount or the payment date. When a list of payments is generated, you can view the payment by clicking on the Confirmation Number.

Screen 2
You will see the complete payment information for that invoice, including the confirmation number. You can also download this information into Excel format.