



Delta Dental Single Sign-On (SSO) In Employee Self-Service (ESS)

Q 1. Who is eligible to participate in the Single Sign-On?

A 1. Benefit-eligible State, school district, charter school and higher education employees (with the exception of the University of Delaware) who are currently enrolled in a State of Delaware dental plan administered by Delta Dental, are eligible and encouraged to access their Delta Dental member account via Single Sign-On (SSO) in Employee Self-Service.

In instances where both spouses are state employees and enrolled under one plan, only the employee who holds the coverage (policy/contract holder) can access their Delta Dental member account via SSO in Employee Self-Service (ESS). Spouses in these instances are still encouraged to register on the Delta Dental member website to access their online tools and resources.

Q 2. What is the purpose of Delta Dental SSO?

A 2. The purpose is to provide benefit-eligible employees who are currently enrolled in a State of Delaware dental plan administered by Delta Dental the ability to access their Delta Dental member account using Employee Self-Service at employeeselfservice.omb.delaware.gov.

Q 3. How do I access Delta Dental through SSO?

A 3. You can access your Delta Dental member account via Single Sign-On in Employee Self-Service: employeeselfservice.omb.delaware.gov. In Employee Self-Service, follow the navigation: Employee Self-Service → Benefits → Benefits Websites → Delta Dental. Please note, if you have not already registered on the Delta Dental member portal you will be prompted to register the first time. Future access through SSO will automatically take you to your Delta Dental member account. If you are not currently a Delta Dental member you will receive an error message stating “Your Delta Dental enrollment cannot be accessed, please contact the Statewide Benefits Office at 1-800-489-8933 or by email at benefits@delaware.gov.”

Q 4. What are the benefits of registering on Delta Dental’s website?

A 4. Following registration, you can access your Delta Dental account to:

- Find a dentist
- Elect paperless EOBs
- Check your plan details and eligibility
- Review claim statements and plan documents
- View or print your ID card
- Learn how your dental plan works
- Learn how to improve your dental health by checking out the latest recipes, articles and videos.
- Submit an online question to Customer Service

Q 5. Who do I contact if I am having trouble registering on the Delta Dental member website?

A 5. For technical questions about the website, contact Delta Dental at 1-800-873-4165.

Q 6. How do I access Employee Self-Service?

A 6. Employees can access Employee Self-Service by visiting employeeselfservice.omb.delaware.gov.

Q 7. What if I have questions about navigating Employee Self-Service or resetting my password?

A 7. For questions regarding Employee Self-Service navigation or password resets, please email ePay_Security@state.de.us or call 1-866-751-7833.

Q 8. Once I am logged into Employee Self-Service, what is the navigation to view my Delta Dental member account?

A 8. Employee Self-Service → Benefits → Benefits Websites → Delta Dental.