Frequently Asked Questions
New England Dental Administrators, LLC
eBill Document Center
Last Revised: November 2016

This document answers questions to many frequently asked questions about your New England Dental Administrators eBill account. To select a topic, click the item with your mouse.

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General Information

About New England Dental Administrators eBill Document Center

Welcome to the New England Dental Administrators eBill Document Center. My Dashboard displays your recent documents from New England Dental Administrators in one easily accessible location. From here you can view, print, download documents, pay your bills, and access important information about your account. You can also use the "Show All documents" button to view all your documents, which accumulate for 18 months. Or, you can use the "Choose Date Range" button to filter your search to a specific date range.

IMPORTANT: Since email notification is the way we remind you that your documents are available to be viewed online, please ensure the email address you provide us is accurate and that you check your email on a regular basis. You can view/change your email address in the My Profile menu.

What information do I need to set up an account?

In order to create an account you will need to contact our Accounting Department for assistance. You can contact us by phone at 603- 223-1160 or toll free at 800-537-1715 and ask for ext 1160 or send an email to accountingdepartment@nedelta.com.

Our contact information is located in the Contact Us dropdown in the Questions menu.

I forgot my password. What do I do?

Click on the Forgot your password? link located on the login page. Follow the instructions to receive a temporary password, which will be sent to the email address provided when you first created your account.

I forgot my User ID. What do I do?

Click on the Forgot your user ID? link located on the login page. After you answer a Secret Question you will receive an email containing your User ID, which will be sent to the email address provided when you first created your account.

How can I contact you if I have questions about this site?

Our contact information is located in the Contact Us dropdown in the Questions menu.

Contact Us

For assistance please call one of the following numbers:
603-223-1160 Accounting Department
800-537-1715 ask for ext 1160

Email: accountingdepartment@nedallc.com

Business hours are 8:00 am – 4:45 pm EST Monday through Friday except major holidays.

Questions about eBilling

What is eBilling?

eBilling provides your documents in an electronic format, accessible online. When documents are produced for your account you will receive an email requesting that you log in where you can view them securely.

How do I view my eBills?

After you register for eBilling your bills will be available on the Dashboard where you can select them to view, print, export, and pay electronically from your bank account (ACH).

How do I add additional users?

Click on eBill Management in the menu bar at the top of the Dashboard, and choose User Setup from the dropdown menu that appears. Detailed instructions are provided on screen. You may set up as many additional users as you need.

How do I delete users?

Click on eBill Management in the menu bar at the top of the Dashboard, and choose User Setup from the dropdown menu that appears. Click the ACTIONS button adjacent to the user in the Search Results grid and select Delete.

What is a Group Admin?

A Group Administrator is a security role that has rights to enroll additional eBills and to set up and manage additional users. You can assign your additional users to a Security Group of Group Admin, View-Only, or View-Pay. If you are the first person to have registered for eBills you automatically inherit the security role of Group Administrator.

What if I don't receive an email notification?

There are a few reasons why you have not received your email notification:

- The email address in your profile may be old or incorrect. You can update your email address in your profile.
- Your notification may have been filtered to your spam email folder or blocked by your email server. Add the domain ebilling.nedallc.com to your approved senders list.

Please note: Your eDelivery email notification is our way of reminding you that your documents are available to be viewed online; please ensure your email address is accurate and that you check your email on a regular basis. If you do not receive an email containing the link to the eBilling site, you can key ebilling.nedallc.com into your browser to access the site.

Can I receive both eBilling and paper delivery?

In the interest of being environmentally sensitive, and securing personal data, we no longer produce or mail paper bills. You may choose to print out any of the documents you view online.

How will I know when my documents are available?

Once you are signed up for eBilling an email notification will be sent to your email address when new documents are available.

What if my email address or other personal information has changed?

Click the My Profile menu located at the top of the Dashboard. Update your information and then click Save.

Questions About Billing and Payment

The balance due on my statement doesn't seem to be right. What should I do?

The balance column on My Dashboard reflects the balance of the bill as of the prior business day. If you have a question about your balance, please contact us. Our contact information is located in the Contact Us dropdown in the Questions menu.

What are my options to pay my bill?

- Pay online: make an electronic payment from your bank account (ACH) via the Dashboard. The first time you make a payment, you will need to enter your bank routing and account number. The system will remember your bank information for all future payments unless you change bank accounts. You can set up and use multiple accounts from which to make payments.

- Pay by check or money order: Print your remittance page by checking the box to the left of the bill on your Dashboard. Click the View/Pay button and click the Pay by Check button and print the remittance page. Mail it with a check or money order to the remit address on the bill.

You do not have to use the same payment method each time you make a payment. You can decide if you want to pay a bill online or with a paper check each time you are ready to make a payment.

I make ACH payments on the site. I need to change my banking information. How do I do that?

During the payment process, a window will pop up to prompt you to click a radio button if you need to change any of your banking information.

What if I decide not to pay a bill online anymore?

You are not required to pay online. Each time you make a payment you can choose which payment method to use.

Is there a charge to pay my bill online?

There is no charge to pay your bill online. We offer this service free of charge for our customers' convenience.

Do you offer recurring electronic (ACH) payments?

Recurring electronic (ACH) payments are not available on this web site. You can still receive your bills electronically and arrange for recurring ACH payments through automatic withdrawal by contacting our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160. We can set this up for you directly in our Banking software.

I am currently signed up for automatic withdrawal for my payments. How can I stop that process so I can use the electronic (ACH) payment option on this web site?

Contact our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160.

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When will my electronic (ACH) payment appear on my account?

Electronic (ACH) payments made through the eBill Document Center will be applied to your account on the following business day if submitted by 7:30 pm EST. The Dashboard will display your current balance on the day following when the ACH transaction is posted to your bank account.

What happens if my electronic (ACH) payment is returned for insufficient funds?

When you determine that funds are available in your bank account you may remedy this by making another electronic (ACH) payment on this web site. Failure to have available funds in your bank account when making ACH payments may result in termination of your policy for nonpayment. Or you can print your remittance page and mail it with a check or money order to the remit address on the bill. Otherwise, your unpaid account will be processed through our collection system.

Is it safe to pay online using your service? Can my personal information be seen by others?

We are committed to protecting your personal information. In addition, whenever you are viewing or paying bills online, you are using a secure connection which fully encrypts your information in transit. Data you provide cannot be viewed by us or anyone else on the web. We do not share your information with anyone else. Security is maintained by industry-standard SSL (secure socket layer) encryption and decryption technology. You can do your part to protect your identity by ensuring you always log out of this system and close all browser windows, keeping your password private, and refraining from sending personal health information through email.

What kind of access do you have to my bank account?

Payments travel through a secure gateway service and we never have access to your bank account or your bank account numbers.

What if I make a mistake and pay too much? How can I get a refund?

Contact our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send an email to accountingdepartment@nedelta.com to request a refund.

How can I find out what my balance is?

You may contact our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send an email to accountingdepartment@nedelta.com for any account balance inquiries you may have.

What should I do if I have a credit invoice?

You can let the credit carry forward at which time it will automatically apply to your next invoice in our accounting system, or you may request a refund by contacting our Accounting Department by phone at 603-223-1160 or 800-537-1715 and ask for extension 1160 or send us an email at accountingdepartment@nedelta.com.

Technical Issues

Which browsers do you support?

We support Internet Explorer (IE) version 8+, FireFox version 3+, and Google Chrome because these versions support "strong" encryption. (Encryption allows us to encode your information so that no one else on the Internet can read it.)

You must be using 128 bit encryption, and it must be turned on in your browser. (See your browser's online help for more information.)

- JavaScript must be enabled in your browser. Normally, it is turned on by default, although you can disable it. (See your browser's online help for more information.)

We also support the industry standard browser display resolution of 1024 by 768 and higher. If you're viewing this site and cannot view your documents without having to use your horizontal scrollbar, you may want to check your resolution. To do this, follow these simple instructions:

- Make sure you are at your desktop
- Right click on your desktop
- Choose Properties
- Select the Settings tab
- Adjust Screen Resolution to 1024 by 768
- Select Apply
- Select OK

My Internet browser is blocking me from downloading my documents. What should I do?

From the Tools menu in your browser, use the security settings for internet options to make ebilling.nedallc.com a trusted site.

Do you use cookies?

While you are using our service, we need to store some information on your computer's hard drive in the form of a cookie. (A cookie is a small file that a Web site puts on your hard drive so that it can retain information for later use.) For this reason, the cookie functionality must be enabled in your browser in order to use this web site. However, the cookie will never read information from your hard drive or copy information about other sites that you visit.

For additional information or for an answer to a question not covered here, please contact us. Our contact information is located in the Contact Us dropdown in the Questions menu.