

Information and Recommendations for Stress-free Dental Billing

What is KCARES?
KCARES is Keenan's web-based benefits administrative system. Benefit administrators are able to easily enter and manage employee benefits.



Important dates to keep in mind when entering KCARES plan updates ...

- Enrollment updates are transmitted to Delta Dental on the 1st, 8th, 15th and 22nd of each month (new employee enrollments are transmitted on the 15th)
- Enrollment changes should be entered as soon as possible. KCARES will automatically calculate adjustments to determine any applicable premium increases/decreases. (Exception: changes retro over 90 days)
- Retroactive changes can be entered up to 90 days back from the effective date. KCARES will automatically calculate retro adjustments for changes within the 90 day window.
- Retroactive changes beyond 90 days will need approval from NBSIA, and manual adjustments are required.
- Billing data is captured on the 15th of every month. Changes entered prior to the 15th will be reflective in the following month's bill.



Commonly used KCARES reports and recommendations

helpful tips

Overage Dependent Report (OAD)

- Lists all dependent children (DC) who will age out the following month
- KCARES will auto terminate overage DC (district to update KCARES if DC qualifies for continued coverage)
- OAD reports emailed on the 2nd of each month

Carrier Billing Report (CBR)

- **This is the member's billing statement**
- CBR will be emailed on the 20th of every month
- Payment is due to NBSIA by the 20th of the following month

Use the CBR in order to process payments (not the Eligibility List)



Use the Eligibility List to verify enrollment changes and eligibility



Only make manual payment adjustments on changes older than 90 days (with approval)



Wait for KCARES to make auto adjustments!

Eligibility List

- Reflects enrollment and changes from the 16th of the last month to the 15th of the current month
- It is NOT intended to be the current month's billing statement
- EL emailed on the 23rd of each month

Carrier Enrollment Census

- Generated on an as-needed basis
- Provides demographic info, employment info, and coverage and premium information