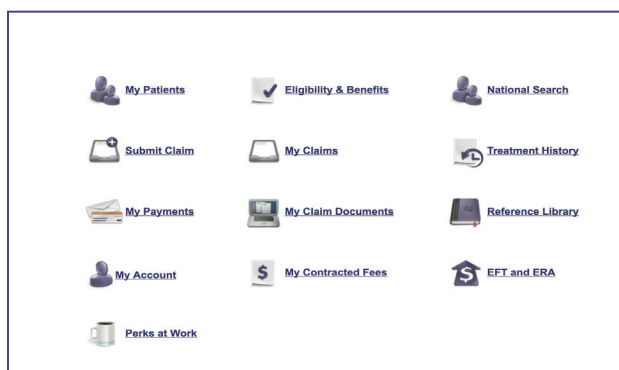


# Provider Tools Overview



Log in at [deltadentalins.com/dentists](https://deltadentalins.com/dentists) and select the tool you need to accomplish your task quickly and efficiently.



**My Patients:** A comprehensive list of your Delta Dental\* patients for whom you've submitted claims. The list will expand to include your additional Delta Dental PPO<sup>SM</sup> and Delta Dental Premier<sup>®</sup> patients as claims are processed. Access submitted claim information, eligibility and benefits (including remaining maximums and deductibles) and transmit free real-time claims. You can add more Delta Dental patients to your list via the Eligibility & Benefits tool, and create a daily work list, too.

**Submit Claim:** Free, real-time claim and pre-treatment estimate submission. Upload attachments at no charge. See Delta Dental's payment and the patient's payment portion often within moments (for claims that don't require clinical review).

**National Search:** Need to look up a patient's Delta Dental plan from another state? Never fear - National Search is here! Select National Search and enter the patient's ID, name and birth date to get eligibility, benefits and claims history from any of the 39 Delta Dental member companies.

**Reference Library:** Your Dentist Handbook and other resources to help answer all your questions.

**EFT and ERA:** Sign up for direct deposit (electronic funds transfer/EFT) of all your Delta Dental payments. You can also sign up for electronic remittance advice (ERA). Review questions and answers about EFT and ERA here, too.

**Perks at Work:** Discounts and special offers on products and services to help reduce your overhead expenses and save time, for Delta Dental PPO<sup>SM</sup> and DeltaCare<sup>®</sup> USA dentists. Not in one of these networks? Check out the "Join Delta Dental" tab at [deltadentalins.com/dentists](https://deltadentalins.com/dentists).

**Eligibility & Benefits:** Summaries and benefit details per procedure for the network(s) in which you participate. Obtain this information through My Patients, too, for your established patients.

**My Claims:** Your electronic and paper claims from receipt to completion.

**My Claim Documents:** Review your claim statements (including details of each processed claim) and pre-treatment estimates. To stop paper delivery of these documents and receive email notices when new online documents are ready to review, use the My Profile link.

**My Profile:** To reduce paper use, click "My Profile" in the upper right, then scroll to "Preferences". Select "Online with email alerts" to stop paper documents and receive email notices when new documents are ready to review online.

**Treatment History:** Procedures provided for your patients from claims we've processed from any dentist.

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[deltadentalins.com/dentists](https://deltadentalins.com/dentists)

 **DELTA DENTAL**<sup>®</sup>

**My Payments:** Your Delta Dental payments (direct deposit and/or paper checks), listed by payment date, and whether the payment has cleared your account or is outstanding. Link to claim details associated with each payment, too.

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## FREQUENTLY ASKED QUESTIONS

### **Q: Who may register for an online account in addition to the dentist?**

**A:** Any person authorized by the dentist may register. We encourage each person to register separately so that if someone leaves the practice, that person's user name and password can be deleted while leaving the others intact and usable.

### **Q: What information is necessary to register for an online account?**

**A:** Enter the following information, which must match our records exactly:

- The dentist's first and last names
- The dentist's tax identification number (TIN), without hyphens or spaces
- The practice's five-digit ZIP code
- The dentist's license number (letters or preceding zeros are usually not included)

In addition, your National Provider Identifier (NPI) must be registered with us.

### **Q: How do I obtain an NPI, and how do I send it to Delta Dental?**

**A:** Apply online at the National Plan & Provider Enumeration System (NPPES) website: <https://nppes.cms.hhs.gov>. When you receive a confirmation from the NPPES containing your NPI, email it to us at [npi@delta.org](mailto:npi@delta.org). (It is not sufficient to simply use your NPI on claims — we must be notified separately.)

### **Q: How long can I use Provider Tools before my session expires?**

**A:** Generally, your online account access will expire in 30 minutes. You'll receive a warning message two minutes before this occurs, asking you to click on "OK" to continue. If your session expires, you'll be redirected to [deltadentalins.com](http://deltadentalins.com) to log in again.

### **Q: Can I add patients to the My Patients list?**

**A:** Yes, by using the Eligibility & Benefits tool. First, verify the patient's eligibility. Then, select the option to add the patient. You can submit a real-time claim or pre-treatment estimate for patients using the link in the My Patients tool.

### **Q: How will information be displayed (with the My Patients tool) when a patient has two Delta Dental coverages?**

**A:** The patient will be displayed twice, with primary coverage first (when both coverages are within our group of Delta Dental companies).

### **Q: How many attachments can I transmit free for each claim or pre-treatment estimate?**

**A:** Up to five attachments per claim or pre-treatment estimate. The total size limit for all attachments combined is 5 MB. The file types that may be attached are PDF, JPG, GIF and TIF.

### **Q: If Delta Dental recoups a previous overpayment from a new payment issued to me, how will it display in My Payments?**

**A:** You will not see this type of adjustment in the payments list, but you will find it on your claim statement using the My Claim Documents tool.

### **Q: Who can sign up for EFT and ERA?**

**A:** Direct deposit (EFT) is available to any dentist who receives payments from our group of Delta Dental companies. ERA is available if you use a clearinghouse to submit claims. To see the list of clearinghouses we work with, review the ERA FAQs.

### **Q: Which payments will I receive if I sign up for direct deposit?**

**A:** All payments issued to you by Delta Dental companies.

### **Q: Which browsers work best with Provider Tools?**

**A:** Provider Tools works best with current versions of Internet Explorer, Chrome, Firefox and Safari. (Be sure to keep your browser updated.)

**Enterprise operations:** Delta Dental of Delaware, Inc., Delta Dental of the District of Columbia, Delta Dental of New York, Inc., Delta Dental of Pennsylvania (Maryland), Delta Dental of West Virginia, Inc., Delta Dental of California, Delta Dental Insurance Company (Alabama, Florida, Georgia, Louisiana, Mississippi, Montana, Nevada, Texas, Utah)

\* Your patients from our group of Delta Dental member companies: Delta Dental of Delaware, Inc., Delta Dental of the District of Columbia, Delta Dental of New York, Inc., Delta Dental of Pennsylvania (PA, MD), Delta Dental of West Virginia, Inc., Delta Dental Insurance Company (AL, FL, GA, LA, MS, MT, NV, TX, UT) and Delta Dental of California.