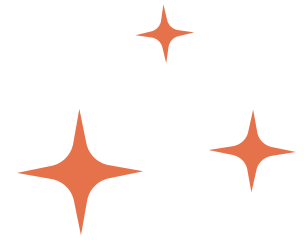


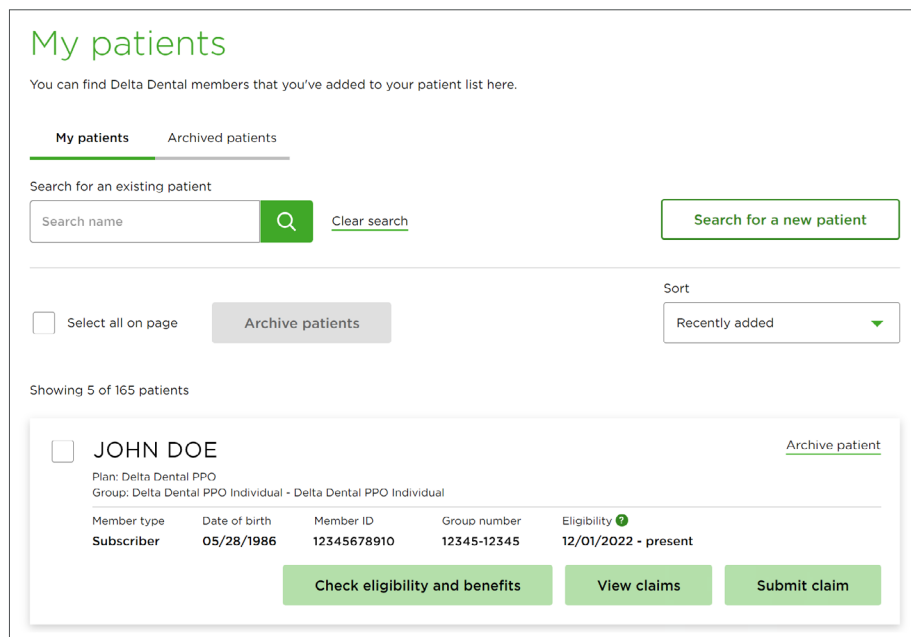
Using Provider Tools

How to find and manage your patients



Provider Tools has everything you need to take care of business, all in one convenient place. Use this summary to get started with managing your patients. For more information about Provider Tools, webinar schedules and videos, visit deltadentalins.com/dentists/provider-tools.

For a comprehensive list of your Delta Dental patients, use the My patients feature. This list will continue to expand as you submit claims for additional patients who are active in our database. The My patients page is updated daily. You can also manually add patients.



The screenshot shows the 'My patients' interface. At the top, there's a heading 'My patients' and a sub-heading 'You can find Delta Dental members that you've added to your patient list here.' Below this, there are two tabs: 'My patients' (active) and 'Archived patients'. A search bar is present with a search icon and a 'Clear search' button. To the right of the search bar is a button labeled 'Search for a new patient'. Below the search bar, there's a 'Select all on page' checkbox and an 'Archive patients' button. To the right, there's a 'Sort' dropdown menu currently set to 'Recently added'. Below this, it says 'Showing 5 of 165 patients'. A patient card for 'JOHN DOE' is shown, including details like Plan, Group, Member type, Date of birth, Member ID, Group number, and Eligibility status. At the bottom of the card are three buttons: 'Check eligibility and benefits', 'View claims', and 'Submit claim'.

My patients

The My patients display shows a list of your patients that includes their full name, plan, group name, member type, date of birth, member ID, group member and eligibility status. For each patient you can check their eligibility and benefits, view submitted claims or submit a new claim.





Find a patient

1. Enter patient's name in the **Search for an existing patient** field.
2. Click **Search**.

Sort

Use the **Sort** feature to find recently added patients or organize patients by their first and last names.

Add a new patient

1. Click on **Search for a new patient**.
2. For new patients, you have two search options:
 - First and last name and date of birth
 - Member ID and date of birth
3. Click **Search**.

Tip: A patient must be on your **My patients** list before you can submit a claim for that patient.

Archive a patient

1. In your patient list, select the patient you wish to archive.
2. Select the **Archive** button.
3. To view a list of your archived patients, select the **Archive** patients tab.

Tip: Your **Archived patients** list is separate from your **My patients** list. If you archive a patient, they will be removed from your **My patients** list.