



# Claim escalations made easy

This summary will show you how to get started with claim adjustments and claim disputes in Provider Tools. By filing adjustments and escalations online, you can easily track your claims' status in real time.



## First, start with a claim adjustment

### 1. Log into your Provider Tools account.

If you don't already have one, you can create one at [www1.deltadentalins.com/login](http://www1.deltadentalins.com/login).

### 2. Go to My claims. Find the processed claim you want to adjust and click on the claim ID. You can submit adjustments for any claim submitted within the past 90 days.

### 3. File a claim adjustment. Scroll down to claim adjustment, click "Submit a request" and follow the prompts.

### 4. Get the decision. You'll receive an answer on your adjustment request within 30 days.

**CLAIM 202207085689965** Print | PDF

**Enrollee data**

Claim ID: 202207085689965	Enrollee name: [Redacted]	Relationship: [Redacted]
Member ID: [Redacted]	Date of birth: [Redacted]	Plan number: [Redacted]
[Redacted]	Patient name: [Redacted]	[Redacted]
[Redacted]	Patient date of birth: [Redacted]	[Redacted]

**Billing provider data**

ICD: [Redacted]	Rendering provider data
Name: [Redacted]	Name: [Redacted]
[Redacted]	Provider status: [Redacted]
[Redacted]	LOB: [Redacted]

**Claim record**

Status: Processed	Delta Dental plan: \$0.00	Date of service: 07/05/2022
	Original price: \$0.00	
	Total claim deductible: \$0.00	
	Paid to another plan: \$0.00	

**Direct request information**

Account: [Redacted]	Payment status date: 07/06/2022	\$4,873.00	Date sent: 07/06/2022
			member

**Procedures**

Procedure code	Qty	Surface	Date of service	Price	Submitted fee	Accepted fee	Maximum contract allowance	Contract benefit total	Total claim deductible	Delta Dental paid	Patient paid
			07/05/2022	D0120	\$80.00	\$24.00	\$24.00	100%	\$0.00	\$0.00	\$0.00
			07/05/2022	D1100	\$120.00	\$70.00	\$70.00	100%	\$0.00	\$0.00	\$0.00
			07/05/2022	D0214	\$85.00	\$44.00	\$44.00	100%	\$0.00	\$0.00	\$0.00
			07/05/2022	D1906	\$48.00	\$25.00	\$25.00	100%	\$0.00	\$0.00	\$0.00

**Claim adjustment**

Do you need to modify this claim? You can submit a claim adjustment request. The adjustment review process may take up to 30 calendar days.

If you have submitted a claim adjustment request and believe it has not been processed correctly, you can dispute this decision.

## What if I still need help with a claim?

If a claim adjustment doesn't solve your issue, you can easily submit a claim dispute.

In My claims, select "Dispute the Decision" and complete a Provider Inquiry form to open a dispute. You'll be able to see the status of your disputes in real time in your dispute dashboard, and you'll receive a response within 45 days.

**Claim disputes**

Welcome to the dispute dashboard. Please use the claims portal to first resubmit any claims before continuing with a formal dispute. Provider claim disputes will only be accepted after a resubmission has been processed. All completed disputes will automatically archive after 90 days.

Filter by provider: All providers

Filter by service date: MM/DD/YYYY

0 Action required | 4 Submitted | 0 In review | 0 Completed

**Active disputes - Jane L. Doe**

Case ID	Patient	Provider	Date of service	Date submitted	Status
CMP-123456	Jane Doe	Dr. Jane Doe	10/26/2021	05/10/2022	Submitted
CMP-123456	Joe Doe	Dr. Jane Doe	04/14/2022	05/05/2022	Submitted
CMP-123456	James Doe	Dr. Jane Doe	04/17/2022	05/04/2022	Submitted