



Re-credentialing FAQ



How often does re-credentialing occur?

We conduct re-credentialing once every three years.

Why do I have to comply?

Numerous state and federal regulations and contractual provisions mandate that we re-verify dentists' qualifications to participate in our networks once every three years. (Some states require an even more extensive process.) Most network dentist contracts require compliance with re-credentialing.

Why is everything due in 30 days?

We've kept the process as simple as possible for you by asking only for the information we need to verify your qualifications through the required professional associations, regulatory agencies, databanks and educational institutions. We provide a form for easy reporting, a checklist to help you review and complete your part of the process, and a fax number and email address for quick submission.

Why do you need my social security number?

It's necessary, along with other identifying information, to obtain the required reports. (See the answer above.)

I'm in a group practice. Does each dentist have to submit his/her own forms and documents?

Yes. Dentists are re-credentialed individually.

If I can't obtain the documents needed by the due date, what should I do?

Let us know. Call the Credential Department at **888-858-5252, ext. 5325**

What do you do with the information I send?

First, we keep it confidential. Second, we use it to verify your qualifications through the required professional associations, regulatory agencies, databanks, educational institutions and Delta Dental contract provisions.

Will my participation contract be terminated if I don't respond?

Yes. Those numerous state and federal regulations and contractual provisions mentioned in the second question also require that a dentist be removed from our network if we are unable to re-verify his/her qualifications.

If my participation contract is terminated, can I re-join?

You can apply to re-join under the terms of the current participating dentist agreement, which may be different from the one under which you were previously contracted. For example, in many states, new Delta Dental dentists are contracted as in-network dentists for both Delta Dental PPO™ (Dental Provider Organization/DPO in Texas) and Delta Dental Premier®. In addition, all the credentialing criteria must be met.

How can I check if my submission was received, change a submission, request an extension, or can't provide everything requested?

Call the Credential Department at **888-858-5252, ext. 5325**.

Should I notify you if something changes before I'm re-credentialed again?

Yes. Use the appropriate administrative form or online services help form located at deltadentalins.com.