

# Delta Dental of Virginia's Provider Website Quick Reference Guide



## Secure Provider Site

The secure Provider website at [deltadentalva.com](http://deltadentalva.com) helps you streamline your office efficiency with 24/7 access to your patients' benefits information, online claims submission, existing claims and payment tracking and more. As you click through our site, certain sections will appear in pop-up windows or new tabs, depending on the browser you use. Please make sure you have any pop-up blockers turned off, or have customized your blockers to accept pop-ups from the Delta Dental of Virginia website. For the best viewing experience, we recommend you use the Mozilla Firefox browser.

## Registration and Password

- From the [deltadentalva.com](http://deltadentalva.com) home page, click the **Providers arrow**.
- Click **New Users Register Here**, then click the **Delta Dental national website** link to go to the registration page.
- Select **I am either a Dentist or am associated with a Dentist** and follow the simple instructions to complete your registration.

## Not a Delta Dental participating provider?

- To participate with Delta Dental, go to the provider page of our site and click on the **Participate with Us** link. Print, fill out and submit the participation packet to us via mail or fax according to the instructions in the packet.

## Log into the secure Provider website

- From the [deltadentalva.com](http://deltadentalva.com) home page, click the **Providers arrow**.
- Enter your user name and password in the Providers Login boxes at the top left of your screen and click the **Login** button.
- Your secure provider home page will appear.

## What you can do once you log into your secure Provider site

### Verify Patient Benefits

- Use the **Find A Patient** fields to type in the patient's subscriber ID or SSN, first name and date of birth; then click the **Search** button.
- The patient's information screen will appear, which shows you an overview of the calendar year benefits for your patient.

### DENTAL BENEFITS TAB

- See an overview of your patient's benefits, including plan information, and maximums and deductibles used and remaining to date.
- Click the **View Full Benefit Report** link at the bottom of the summary page for a complete overview of the patient's benefits information.

### FREQUENCIES AND LIMITS TAB

- View your patient's plan limits for each specific service type, as well as any remaining service available for the plan benefit period.

### COVERAGE TAB

- Check what Delta Dental will pay for a specific service type, the network payment level and if there is any deductible or waiting period associated with the particular service.

### CLAIMS TAB

- View, at a glance, all claims submitted to date for the calendar year, indicating how much Delta Dental will pay and how much the patient's responsibility will be for each claim.
- Click the **View Claim** button to print a PDF of the EOB. If the claim is in process, a Claim Status Report will appear.

### TREATMENT PLANS TAB

- Review the treatment plans submitted for this patient.
- Click the **View Claim** button to print a PDF of the Claim Status Report.

### Patient Appointments Feature

- Use the **Find A Patient** search boxes to access your patient's records.
- In the upper right portion of the screen, choose the appointment date from the calendar tool in the **Add Patient to Schedule on** box; then click **Go**.
- The **Patient Appointments** area to the left of the screen will now show the date of that appointment with the patient's name underneath.
- Once appointments are put into the system, you will always see a list of today's Delta Dental patient appointments on the left side of your screen, giving you one click access to all of your Delta Dental patients' benefits.
- Click on the patient's name to view complete benefits information, including deductibles, maximums, frequencies, limitations and coverage levels for your patient.

### Submit Claims

- Use the **Find A Patient** fields to search for your patient, or click the patient's name in today's **Patient Appointments** to go to the patient's benefits page.
- Click the **Submit New Claim** button at the top right of the screen.
  - Change any information by making a selection from the drop down boxes.
  - Fill in the **Procedure Code** field and other fields as necessary, being sure to fill in the fee amount.
  - To add additional procedures, click the **Add A Procedure** button and fill in the appropriate fields.
  - Read and check the boxes next to the two legal statements; then click the **Submit Claim** button.
- A Claim Status Report with an overview of the claim, the expected payment from Delta Dental and the patient's financial responsibility will appear on your screen as a PDF document.

## Submit New Treatment Plans

- Use the **Find A Patient** fields to search for your patient, or click the patient's name in today's **Patient Appointments** to go to the patient's benefits page.
- Click the **Submit New Treatment Plan** button at the top right of the screen.
  - Change any information by making a selection from the drop down boxes.
  - Fill in the **Procedure Code** field and other fields as necessary, being sure to fill in the fee amount.
  - To add additional procedures, click the **Add A Procedure** button and fill in the appropriate fields.
  - Read and check the boxes next to the two legal statements; then click the **Submit Treatment Plan** button.
- A Claim Status Report with an overview of the claim, the expected payment from Delta Dental and the patient's financial responsibility will appear as a PDF document.

## CONVERT TREATMENT TO CLAIM

- Use the **Find A Patient** fields to search for your patient, or click the patient's name in today's **Patient Appointments** to go to the patient's benefits page.
- Click the **Treatment Plans** tab; click **Convert Treatment to Claim** next to the appropriate Treatment plan.
- The treatment plan information will appear. Select the date of service; then click the **Submit Claim** button.
- The claim status report will appear as a PDF document.

## Track Practice Claims

- Your secure Provider home page automatically opens to the **Claims** tab, where you can view and print pending claims submitted to Delta Dental of Virginia.
- Click on the **claim number** to view a detailed claim status report as a PDF document.

## Track Practice Payments

- From your secure Provider home page, click the **Payments** tab to view and print your recent payments from Delta Dental of Virginia.
- Click on the **check number**; the check disbursement, including all payment and patient detail, will appear as a PDF document.

## Documents

- From your secure Provider home page, click the **Documents** tab to view and print important forms and materials, such as claim forms and Delta Dental of Virginia's provider newsletters.

**Delta Dental General Practice Resources and Oral Health Information – available 24/7.** From the [deltadentalva.com](http://deltadentalva.com) home page, click on the Providers link. From this page you can access information about your Delta Dental partnership and your patients' benefits, helpful practice resources and more.

## Forgot User Name?

- From the Providers home page, click on the **Forgot user name?** link under the Providers login boxes; click the **Delta Dental National website** link.
- Select **I am either a Dentist or am associated with a Dentist** and then click the **Go** button.
- Follow the 4 easy steps to retrieve your user name.
- When completed, close the pop-up window to return to the [deltadentalva.com](http://deltadentalva.com) Providers page.
- Check your email for your user name; then log into the secure [deltadentalva.com](http://deltadentalva.com) website as usual.

## Forgot Password?

- From the Providers home page, click on the **Forgot password?** link under the Providers login boxes; click the **Delta Dental National website** link.
- Select **I am either a Dentist or am associated with a Dentist** and then click the **Go** button.
- Follow the 3 easy steps to create a new password.
- When completed, close the pop-up window and return to the [deltadentalva.com](http://deltadentalva.com) Providers page to log in with your user name and new password.

## Practice Resources

- Access important tools and resources, such as clinical policies, newsletters and forms, that will help you make the most of your practice.

## Participating with Delta Dental

- Learn about the benefits of participating with Delta Dental.
- Access forms to apply for participation.

## Continuing Education

- Learn about seminars for CE credit sponsored by Delta Dental of Virginia.
- Download registration forms for upcoming seminars.

## Understanding your Patients' Benefits

- Get an overview of Delta Dental's networks, patient benefits and preventive care measures that will help you better understand your patients' Delta Dental benefits.

## FAQs

- Get answers to our most frequently asked dentist questions.

## Oral Health and Wellness

- Find out more about adult oral health, children's oral health, and even oral cancer, including an oral health risk assessment that identifies oral health risks.