Provider Website Reference Guide

DeltaDentalVA.com helps you streamline efficiency by providing 24-hour access to your patients' benefits information, online claims submission, existing claims and payment tracking and more.

As you use our site, some sections will appear in pop-up windows or new tabs, depending on your browser. Make sure you have pop-up blockers turned off, or have customized blockers to accept pop-ups from **DeltaDentalVA.com**. For the best viewing, we recommend you use Firefox as your browser.

Not a Delta Dental Participating Provider?

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

Create Your Account

- From **DeltaDentalVA.com**, click **Providers**.
- Click **New Users Register Here**, under "Providers Login" at the top left corner of your screen. 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. When completed, close the pop-up window to return to **DeltaDentalVA.com** and log in with your new user name and password.

Forgot User Name?

- From the **Providers** page, click **Forgot user name?** under the **Provider** login boxes; click the Delta Dental National website link.
- Select **I am either a Dentist** or **am associated with a Dentist** and then click **Go**.

- Follow the steps to retrieve your user name.
- When completed, close the pop-up window to return to the **Providers** page.
- Check your email for your user name; then log into **DeltaDentalVA.com** as usual.

Forgot Password?

- From the **Providers** page, click **Forgot password?** under the **Provider** login boxes; click the Delta Dental National website link.
- Select **I am either a Dentist** or **am associated with a Dentist** and then click **Go**.
- Follow the steps to create a new password.
- When completed, close the pop-up window and return to the **Providers** page to log in with your user name and new password.

Log into the Secure Provider Website

- From **DeltaDentalVA.com**, click **Providers**.
- Enter your user name and password in the **Providers Login** boxes at the top left of your screen and click **Login**.
- Your secure provider home page will appear.

Verify Patient Benefits

- Use **Find A Patient** to type in the patient's subscriber ID or SSN, first name and date of birth; then click **Search**.
- The patient's information 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,

maximums and deductibles used and remaining to date.
- Click **View Full Benefit Report** at the bottom of the summary page for a complete overview of the patient's benefits.

Frequencies and Limits tab

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

Treatment Plans tab

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

Patient Appointments Feature

- Use **Find A Patient** 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 see a list of today's Delta Dental 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 **Find A Patien**t 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 **Submit New Claim** 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 **Add A Procedure** and fill in the appropriate fields.
- Read and check the boxes next to the two legal statements; then click **Submit Claim**.
- 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.

Submit New Treatment Plans

- Use **Find A Patient** 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 **Submit New Treatment Plan** 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 **Add A Procedure** and fill in the appropriate fields.
- Read and check the boxes next to the two legal statements; then click **Submit Treatment Plan**.
- 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.

Convert Treatment to Claim

- Use **Find A Patient** 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; then click **Convert Treatment to Claim** next to the appropriate Treatment plan.
- The treatment plan information will appear. Select the date of service; then click **Submit Claim**.
- The claim status report will appear as a PDF.

Track Practice Claims

- Your secure **Provider** 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.

Track Practice Payments

- From your secure **Provider** 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.

Documents

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

No Login in Needed for the Remaining Sections

Practice Resources

Access 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.

Oral Health and Wellness

Access oral health information available to your Delta Dental patients, including topics such as adult oral health, children's oral health, and even oral cancer, plus there is an oral health risk assessment tool that identifies their oral health risks.

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 answers about your Delta Dental patients' benefits, including information about Delta Dental's participating provider networks and the preventive benefits we offer to encourage regular dentist visits.