

# Accessing electronic claims documents

Based on your survey feedback and in compliance with the Virginia Ethics and Fairness in Carrier Business Practices Act (§38.2-3407.15), claim-related documents are now easier to access electronically.

Offices will receive an email notification when new documents are available on Delta Dental of Virginia’s dentist portal. The portal includes:

- Claims
- Predeterminations
- Information requests

Offices can sort these documents by status, location or patient name.

If you have questions, please contact your Network Development Specialist or email the Professional Relations team at [ProfessionalRelations@deltadentalva.com](mailto:ProfessionalRelations@deltadentalva.com).

Documents are listed on individual tabs within the Claims section. The most recently processed documents will appear at the top of each list.

