Dentist Website Reference Guide

DeltaDentalVA.com helps streamline efficiency with 24-hour access to your patients' benefits information, claims, payment tracking and more.

Not a Delta Dental Participating Dentist?

To participate with Delta Dental, go to the **Dentists** page of DeltaDentalVA.com and click **Join our Network**. Submit the participation packet according to the instructions.

Create an Account

- From **DeltaDentalVA.com/dentists**, click **Create an account** and follow the registration steps.
- When completed, close the pop-up window to return to **DeltaDentalVA.com** and log in with your new username and password.

Privacy and security is very important to Delta Dental of Virginia. To maintain your privacy and security while using the secure section of our website, it is recommended that you do not share your username or password.

Note: It may take up to 24 hours for your information to be updated in our system if you are a new participating provider or have recently had a TIN change.

Forgot Username?

- From the **Dentists** page, click the **Log in** button, then click the **Forgot username** link.
- Follow the steps to retrieve your username.
- When completed, close the pop-up window to return to the **Dentists** page.
- Check your email for your username, then log into **DeltaDentalVA.com**.

Note: Do not share your log in information with anyone.

Forgot Password?

- From the **Dentists** page, click **Log in**, and then click the **Forgot password** link.
- Follow the steps to create a new password.
- When completed, close the pop-up window and return to the **Dentists** page to log in.

Edit Account Information

From the Dentist dashboard, click on the arrow beside your name at the top left screen, then click **My Profile**, then click **Change Password**.

Log In

- From **DeltaDentalVA.com/dentists**, click **Log In**.
- Enter your username and password and click the **Log in** button again.
- Your personalized dentist dashboard will appear.
- From your dashboard, you can verify patient benefits, view recent claims and recent payments.

Manage Patient Benefits

- From your dentist dashboard or from the **Find a Patient** tab, search for a patient using their subscriber ID or Social Security Number, first name and date of birth. Then click **Search**.
- You'll see an overview of your patient's benefits, including plan and network information, maximums and deductibles used to date, and cleanings remaining.

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DELTA DENTAL®

- To print benefits information, use the print function on your browser.

Coverage

- Click on the Delta Dental network in which you participate to view the network payment level and whether the patient is subject to deductibles or waiting periods.
- Search specific procedure codes by selecting the magnifying glass at the top of the page. Add the procedure code, and then select the dentist name from the dropdown menu to select the dentist. Then click Search.
- To print coverage information, use the print function on your browser.

Limitations

- View the patient's plan allowances and limitations for each service type, as well as any remaining services available.
- You can print patient benefits information by using the print function on your browser.

View Claims

- 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. You can print claims information by using the print function on your browser.
- Click **View Claim** to print a PDF of the EOB. If the claim is in process, a **Claim Status Report** will appear.

Submit Claims

- From your dentist dashboard or the **Find a Patient** tab, search for a patient to go to the patient's benefits page.
- Click **Submit Claim** or **Treatment Plan** at the top right of the patient benefits screen.
- Fill in the coverage, dentist, patient and subscriber information.
- Fill in the **Procedure Code** field and other fields as necessary, being sure to fill in the fee amount.
- Click **Add Procedure** and fill in the information, being sure to fill in the fee amount. To add additional procedures, click **Add Procedure** and fill in the appropriate fields.
- Read and check the boxes next to the two legal statements and click **Submit**.
- 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.

View Treatment Plans

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

Submit New Treatment Plans

- From your dentist dashboard or the **Find a Patient** tab, search for a patient to go to the patient's benefits page.
- Click **Submit Claim** or **Treatment Plan** at the top right of the patient benefits screen.
- Check the box at the top for **Treatment Plans** and fill in the coverage, dentist, patient and subscriber information.

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- Click **Add Procedure** and fill in the information, being sure to fill in the fee amount. To add additional procedures, click **Add Procedure** and fill in the appropriate fields.
- If treatment is for orthodontic services, be sure to complete the ancillary treatment section.
- Read and check the boxes next to the two legal statements and click **Submit**.
- 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

- Find a patient from your dashboard or by clicking on the **Find a patient** tab.
- Click the **Treatment Plans** tab; then click **Convert Treatment to Claim** next to the appropriate treatment plan.
- To print a PDF of a claim, click **View** next to the claim you wish to print. To print your claims payments overview screen, use the print functionality in your browser.
- The treatment plan will appear. Select the date of service; then click **Submit Claim**.
- The claim status report will appear as a PDF.

Track Practice Claims

- View claims in process from your dentist dashboard.
- To find a specific claim, click **Claims & Payments**. You can filter by claim status, location, patient name and date. The status of the claim, amount paid, service date, and patient name will be displayed.

Track Practice Payments

- View recent payments from your dentist dashboard.
- To check the payment status of a claim, click **Payments**. Filter by date and click on the check number to view the payment information.

No Login is Needed for the Remaining Sections

Join the Delta Dental Network

Visit the Dentists page at DeltaDentalVA.com and click **Join our network** to learn how to become a Delta Dental participating dentist.

Dentist Resources

Access forms, flyers and newsletters that will help you make the most of your dental practice.

Understanding Your Patients' Benefits

Get answers about your Delta Dental patients' benefits, including information about preventive benefits we offer to encourage regular dentist visits.

Oral Health and Wellness

Access oral health resources for your clients, including oral health brochures and fliers.

Documents

Visit the **Dentists** page at DeltaDentalVA.com and click **Resources** to view and download claim forms, dentist newsletters and more.