Welcome to Delta Dental’s Online User Guide for dentists.

This guide helps you register as an Individual Dentist, Office Administrator or by Location. Once you are registered, you can:

- See a patient’s eligibility, deductibles and maximums
- Check a patient’s benefit summary
- Check coverage for a specific procedure with procedure code look-up
- Check a patient’s claims and pre-treatment estimates
- Look up a patient’s tooth history
- Edit your account information

This guide outlines the steps for registration and many common online tasks. If you have questions or need assistance, call Customer Service at 1-800-843-3582.
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17. Important Information
1. Click on the Dentists tab at the top of the screen
2. Under Log in to Your Account, click on ‘No Account? Click here to register’

A. If you are a dentist working at multiple practices and need access to patient-specific benefit, eligibility and claims information, click the purple 'Individual Dentist' button

B. If you manage a group of dental offices or manage banking and payment information, click the purple ‘Office Administrator’ button
How to Register as an Individual Dentist

1. After you’ve clicked on the ‘Individual Dentist’ button, enter your License number, Tax Identification Number (TIN) and state where your office is located.
2. Click the purple ‘Continue’ button at bottom of page.
3. Select your office location.
4. Click the purple ‘Continue’ button at bottom of page.
5. You will see a screen that shows the information you have just entered. Click the purple ‘Continue’ button at bottom of page to confirm that you have selected the correct office location.
6. On the next screen, enter your first name, last name and e-mail address.
7. Create a username, password and answers for the security questions.
8. Re-enter your first and last name (exactly as above) and click to accept the terms.
9. Click the purple ‘Submit’ button at bottom of page.
10. Once the confirmation screen appears, an e-mail will be sent to you.
11. Click the link in the e-mail to complete your registration.

Confirm Your Registration

Thank you for registering to use our online services. Our website is the fastest and most convenient way to access patient benefit and claims information.

Click the link below to verify your registration. You’ll need to enter your username and password to log in to the site.

https://stage.deltadentalri.com/ProviderRegistration/ConfirmEmail.ink

Note: You must click on the link in the confirmation e-mail to complete registration.

For security purposes, you must confirm your registration within 72 hours. Otherwise, you will need to re-register.
There are two different types of Office Administrator Registration: Business Registration and Location Registration.

**A Business Registration**
If you manage all office locations and need access to patient information and banking information

**B Location Registration**
If you manage some locations, but not all, and need access to patient information and banking information for the practice

**Important:** To access banking information for a dental practice, the physical address of the location for which you register as a Location Registration must match the payment address we have on record.

If you need further explanation of the two registrations, click the ‘Need help deciding?’ button at bottom of page.
How to Register as an Office Administrator (Business Registration)

1. After you've clicked on the ‘Office Administrator’ button A, click the purple ‘Business Registration’ button B.
2. Enter the TIN and state where your office is located.
3. Click the purple ‘Continue’ button at bottom of page.
4. On the next screen, enter your first name, last name and e-mail address.
5. Create a username, password and answers for the security questions.
6. Re-enter your first and last name (exactly as above) and click to accept the terms.
7. Click the purple ‘Submit’ button at bottom of page.
8. Once the confirmation screen appears, an e-mail will be sent to you.
9. Click the link in the e-mail to complete your registration.

Dear LEE SMITH,

Thank you for registering to use Delta Dental of Rhode Island’s online system. Our website is the fastest and most convenient way to access patient benefit and claims information.

Note: You must click on the link in the confirmation e-mail to complete registration. You’ll need to enter your username and password to log in to the site.

https://stage.deltadentalri.com/ProviderRegistration/ConfirmEmailLink
How to Register as an Office Administrator (Location Registration)

1. After you’ve clicked on the ‘Office Administrator’ button A, click the purple ‘Location Registration’ button B.
2. Enter the TIN and state where the office is located. Click the purple ‘Continue’ button at bottom of page.
3. Select your office location(s).
4. Click the purple ‘Continue’ button at bottom of page.
5. You will see a screen that shows the information you have just entered. Click the purple ‘Continue’ button at bottom of page to confirm that you have selected the correct office location.
6. On the next screen, enter your first name, last name and e-mail address.
7. Create a username, password and answers for the security questions.
8. Re-enter your first and last name (exactly as above) and click to accept the terms.
9. Click the purple ‘Submit’ button at bottom of page.
10. Once the confirmation screen appears, an e-mail will be sent to you.
11. Click the link in the e-mail to complete your registration.

Note: You must click on the link in the confirmation e-mail to complete registration.
How to Look Up a Patient

1. Log in to your account using your username and password
2. Click ‘Benefits & Claims Information’ on the menu at left
3. Enter the subscriber ID number, first name and D.O.B. Click the purple ‘Submit’ button

   **Note:** If you do not know the subscriber ID number, click the purple ‘Click Here’ button to search by subscriber last name. Enter the subscriber’s last name, patient first name and patient D.O.B., then click the purple ‘Submit’ button.

4. The patient information will appear in the gray box
5. Select the patient by clicking on the purple ‘View Details’ button

**Note:** To print multiple patient benefits, select the appropriate check boxes. Then, click ‘Print Benefits.’
How to See a Patient’s Eligibility, Deductibles and Maximums

1. Log in to your account using your username and password
2. Click ‘Benefits & Claims Information’ in the menu at left
3. Look up and select a patient (see page 6)

Click the ‘Eligibility/Deductibles/Maximums’ tab at the top of the ‘Benefits & Claims Information’ screen and the patient’s eligibility, deductibles, maximums, and time and frequency status will be displayed.

Note: If you are checking benefit information for a patient that is covered by a Delta Dental plan other than Delta Dental of Rhode Island, click on the ‘National Benefits & Claims’ tab in the menu at left.
How to Check a Patient’s Benefit Summary

1. Log in to your account with your username and password
2. Click ‘Benefits & Claims Information’ in the menu at left
3. Look up and select a patient (see page 6)
4. Click the ‘Benefits’ tab at the top of the ‘Benefits & Claims’ screen
5. A screen will appear with the patient’s benefit summary

Note: If you are checking benefit information for a patient that is covered by a Delta Dental plan other than Delta Dental of Rhode Island, click on the ‘National Benefits & Claims’ tab in the menu at left.
How to Check Coverage with Procedure Code Look-up

1. Log in to your account with your username and password
2. Click ‘Benefits & Claims Information’ in the menu at left
3. Look up and select a patient (see page 6)
4. Click the ‘Benefits’ tab at the top of the ‘Benefits & Claims’ screen
5. Under Benefits Summary, click the purple ‘Click Here’ button next to ‘Need help finding a specific procedure code?’
6. Enter a valid CDT procedure code into the box provided, then click the purple ‘Submit’ button
7. A screen will appear with the name of the procedure, the percentage at which it’s covered, if a deductible applies, what the waiting period is and if an alternate benefit may apply

Note: This plan does not include a missing tooth clause. In addition, crowns, bridges, partials and complete dentures are paid when the permanent structure is inserted (seated) by the dentist. Member coverage must be active on the date that the permanent structure is inserted and payment is based on benefits available on that day — for example, if the member’s annual maximum has been paid prior to the insertion of the permanent structure, the service will not be paid.

Procedure Code Look-Up

To search for a specific procedure, please enter a valid CDT procedure code. You’ll have access to the following information: co-payment percentage, deductible and waiting periods, if applicable.

<table>
<thead>
<tr>
<th>CDT Code</th>
<th>Extraction/Erupted Tooth/Exposed Root</th>
</tr>
</thead>
<tbody>
<tr>
<td>D7140</td>
<td>100% Covered At, No Deductible Applies, None Waiting Period, No Alternate Benefit May Apply</td>
</tr>
</tbody>
</table>

Please review the benefit summary below for additional criteria associated with this procedure code.
How to Check a Patient’s Claims and Pre-treatment Estimates

1. Log in to your account with your username and password
2. Click ‘Benefits & Claims Information’ in the menu at left
3. Look up and select a patient (see page 6)
4. Click the ‘Claims’ tab at the top of the ‘Benefits & Claims’ screen
5. A screen will appear with the patient’s claims and pre-treatment estimates

**Note:** If you are checking claims for a patient that is covered by a Delta Dental plan other than Delta Dental of Rhode Island, click on the ‘National Benefits & Claims’ tab in the menu at left.
How to Look Up a Patient’s Tooth History

1. Log in to your account with your username and password
2. Click ‘Benefits & Claims Information’ in the menu at left
3. Look up and select a patient (see page 6)
4. Click the ‘Tooth History’ tab at the top of the ‘Benefits & Claims Information’ screen
5. A screen will appear where you can check the patient’s tooth history by time frame, procedure code and/or by tooth/quad/arch
To enroll in Direct Deposit (Business or Location Registrations):

1. Log in to your Business or Location account with your username and password
2. Click ‘Direct Deposit/Paperless CEOBs’ in the menu at left
3. To enroll in Direct Deposit, click the purple ‘Enroll in Direct Deposit Program’ button
4. You must select the payee/location and click the white ‘Enroll in EFT’ button
5. Enter the practice and banking information. Then, click the purple ‘Submit’ button
6. Make sure the information entered is correct and click to accept the terms. Then, click the purple ‘Submit’ button
7. You will receive an e-mail confirming that your office is now eligible to receive Direct Deposit payments. This e-mail will contain the date when your office will receive its first electronic payment

**Note:** By enrolling in Direct Deposit, your office will automatically be enrolled in Delta Dental Plans Association’s (DDPA) National EFT File. You may disenroll from Delta Dental’s National EFT File at any time.
To enroll in:

1. Log in to your Business or Location account with your username and password
2. Click ‘Direct Deposit/Paperless CEOBs’ in the menu at left
3. To enroll in paperless CEOBs, click the purple ‘Enroll in Paperless Settlement Statements-CEOBO’ button
4. On the next screen, enter your TIN. Then, click the purple ‘Continue’ button
5. Make sure the location is correct. Then, click the white ‘Enroll in eCEOBO’ button
6. Enter the practice information. Then, click the purple ‘Submit’ button
7. Make sure the information entered is correct and click to accept the terms. Then, click the purple ‘Submit’ button. **Note:** Electronic signature name must match the name of the individual who registers
8. You will receive an e-mail confirmation
How to Update Your EFT Email Address

1. Log in to your Business or Location account with your username and password
2. Click ‘Direct Deposit/Paperless CEOBs’ in the menu at left
3. To update your EFT email address, click the purple ‘Manage My EFT’ button
4. Select the location for which you are updating the EFT email address by clicking the white ‘Edit EFT’ button next to the appropriate location
5. Enter the practice and banking information that you would like to update
6. You can also update your eCEO email address to match your EFT email address by checking the box at the bottom of the screen
7. Click the purple ‘Submit’ button when you have finished updating your information
8. Make sure the information entered is correct and click to accept the terms. Then, click the purple ‘Submit’ button. **Note:** Electronic signature name must match the name of the individual who registers
9. You will receive an email confirmation
How to Update Your eCEOB Email Address

1. Log in to your Business or Location account with your username and password
2. Click ‘Direct Deposit/Paperless CEOBs’ in the menu at left
3. To update your eCEOB email address, click the purple ‘Manage My eCEOB’ button
4. Select the location for which you are updating the eCEOB email address by clicking the white ‘Edit eCEOB’ button next to the appropriate location
5. Enter the practice information that you would like to update
6. You can also update your EFT email address to match your eCEOB email address by checking the box at the bottom of the screen
7. Click the purple ‘Submit’ button when you have finished updating your information
8. Make sure the information entered is correct and click the purple ‘Submit’ button
9. You will receive an email confirmation
How to Edit Your Online Account

1. Log in to your account using your username and password
2. Click ‘Edit Online Account’ in the menu at left
3. To change your security questions, click the purple ‘Change Security Questions’ button
4. To change your password, click the purple ‘Change Password’ button
5. To change your e-mail address, click the purple ‘Change Email Address’ button

Note: If you are registered as a Business or Location, you can update your practice profile features, such as hours and accessibility. These features will be displayed on the Find a Dentist page.
Delta Payer ID: 05029

Claims should be sent to:
Delta Dental
P.O. Box 1517
Providence, RI 02901-1517