New Website Launching Soon!

New Look, New Services, Same Web Address

As part of our ongoing technology initiatives, we’re pleased to announce that we are launching the new Delta Dental website in July. And – while you’ll find a fresh look and a host of new services, you can still find us at: deldadentalsri.com. This special issue of Dentist Dialogue will review many of the new services and features.

Multiple Registration Options for Your Practice Needs

Whether you’re a dentist, insurance coordinator or business manager, you’ll find the right tools to efficiently and cost-effectively manage your Delta Dental patients online. To make sure you receive the appropriate level of access based on your individual role and responsibilities, we offer several levels of registration, including a Business registration (one per business), a Location registration and an Individual Dentist registration.

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**New Registration Options**

**Business Registration**
This option offers full access to business and payment information, benefits, eligibility and claims history for patients treated at ALL locations. A Business User can also update banking and practice information for all locations. A TIN is required for registration, and only one Business Registration is allowed per TIN. Typical users of this type of registration include: Business Managers at corporate headquarters for a multi-location practice who are responsible for managing banking and practice information for ALL locations.

**Location Registration**
This option also offers full access to business and payment information, as well as benefits, eligibility and claims history by Location. You can also update practice information for the location you select. More than one Location Registration is allowed if your practice has multiple locations. Typical users of this type of registration are: Office Managers or Insurance Coordinators overseeing benefits, claims and banking information for one or more office locations, but who may not need access to all locations. You can select a specific location(s) for each registration. A TIN is required to register.

**Individual Dentist Registration**
You’ll be able to access the following information for all locations where you practice: patient-specific benefits, eligibility and claims information. In addition you’ll be automatically registered in our national database, allowing you access to the national Delta Dental plan website for your out-of-state Delta Dental patients. It does not include access to banking information or payment history. To register, you’ll need your License Number and TIN.

**New Tools to Easily Manage Your Online Account**
Along with new registration options, you’ll also find new tools to make it easier to manage your online account with us. Now, you’ll be able to reset your password, change your email address or change your security questions without having to call to us.

**Update Your Practice Profile**
You’ll also be able to update such important details about your practice as:
- Hours of operation
- Languages spoken
- Handicapped access
- Public Transportation access

Delta Dental members can view your Practice Profile when searching for a dentist using our **Find A Dentist** tool. Providing patients with a clear picture about your office will help them make more informed choices when selecting a dentist or dental practice.
We know that your office regularly checks benefits and eligibility online to prepare for each day's roster of Delta Dental patients. The new website will continue to offer such patient-specific benefit details as deductibles, maximums, time and frequency limitations and claims status. Plus, we’re adding several new features that we think you’ll like.

**Procedure Code Lookup**

This new feature allows you to search at the procedure code level to determine if a patient is covered for that specific procedure. Just enter a valid CDT procedure code, and you’ll have access to the following information: co-insurance percentage, deductible and waiting periods, if applicable.

**Tooth History**

In addition, you can search for a patient’s tooth history by entering a tooth number, a procedure code or a combination of both. You’ll be able to view the treatment history on that tooth for services we have processed. (Please note: The tooth history is for Delta Dental of Rhode Island coverage only). Tooth history is for processed claims only, and does not include pre-treatment estimates. This tool is a great resource when working with new patients.

**DON’T HAVE PATIENT’S ID NUMBER? NO PROBLEM!**

Here’s one more feature we think you’ll like: an alternate ID search. Now if you don’t have a patient’s ID number handy, you can enter the subscriber’s last name, patient’s first name and date of birth as an alternate search.
NEW: Direct Deposit and Online Settlement Statements (CEOBs)

These new features let Business and Location users update banking information in a secure environment and take advantage of the convenience of Direct Deposit and online CEOBs. And going paperless is the greenest way to do business.

**EFT/Direct Deposit**

If you don’t already use our EFT/Direct Deposit program, we encourage you to sign up. It’s fast, easy and convenient. All you need is your bank’s account and routing number and you’ll be up and running. Your payments will post directly to your bank account, which means no more checks, deposit slips or trips to the bank. It also reduces the risk of theft or fraud by preventing lost or stolen checks. And it’s quicker: Direct Deposit is usually in your bank account a day earlier than your office would receive a paper check.

**ONLINE SETTLEMENT STATEMENTS/CEOB**

In addition to Direct Deposit, your office can also sign up to receive paperless Settlement Statements, known as Consolidated Explanation of Benefits (CEOBs), instead of multiple pages of paper statements in the mail. Your office will receive notification that the CEOBs are available on the same day as your Direct Deposit – much faster than mailed statements.