



Delta Dental of Arkansas

System Enhancements Guide for Dentists

June 18, 2024



Thank You for Delivering Care to Our Members

Technology is always improving, and we're improving with it! **On July 22, 2024, we are scheduled to go live with administrative system enhancements for Delta Dental of Arkansas.**

We are excited about these upgrades, which will strengthen and modernize our systems, streamline the way we work with network dental offices and ultimately provide you with a higher level of service. Plus, they'll lay the groundwork for the creation of innovative benefit structures and new products that will bring more Delta Dental patients to your practice.

Many of the upgrades will be behind-the-scenes and impact only our administrative processes. However, there will be changes you'll notice, including a fresh design and new features in our online portal for dentists.

While July 22 is our scheduled date for our system enhancements, we all know how projects involving technology changes evolve. If we find that an adjustment to our schedule is needed, we will notify you immediately.

This guide was created to be a quick reference tool that includes a snapshot of key changes and dates, explains what these enhancements mean to you and your practice, and details the few things that you'll need to do to be best prepared for this transition. All the dates listed in this guide are based on our scheduled July 22 date. As noted earlier, if we find we need to reschedule this date, we will notify you immediately and provide an update to this guide.

As you go through this guide, please pay attention to the following icons:



This icon is used to highlight a new service or functionality available with our system enhancements.



This icon is used to alert you that an action is required.



This icon is used to highlight important information or helpful tips.

As always, if you have questions, our dedicated customer service and professional relations teams are available.

Thank you for being a Delta Dental of Arkansas network dentist and helping us further our mission to improve the oral health of all Arkansans.

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Contact Us

As we make enhancements to our systems, you can count on continuing to receive superior service from everyone here at Delta Dental of Arkansas. Our Customer Contact Center and our Professional Relations teams remain available to you and your staff at the same phone number and during the same hours.

Professional Relations

Our Professional Relations team is available when you have questions about our system enhancements or our new Dentist Portal. You can reach our Professional Relations team at (501) 992-1710 or profrelations@deltadentalar.com.

Contact Professional Relations for:

- Questions about contracting, credentialing or recredentialing.
- Requesting new dental team orientation or trainings
- Requesting an office visit with a Professional Relations Representative
- Questions about updating your dental office profile, adding providers or office locations, changing your tax ID number (TIN) or other changes affecting your practice or network participation

Customer Contact Center

Contact customer service for:

- Eligibility and benefit verification
- Claims status or other claims-related questions
- Appeal and grievances
- Login issues or questions about the Dentist Portal

800-462-5410 | Monday - Friday, 7 am - 7 pm CST

Our Interactive Voice Response (IVR) Unit is available 24/7 to members to check their benefits.

System Enhancements Webpage

We created a system enhancements page on our website to keep you in-the-know during this process. We recommend visiting the page regularly for the most up-to-date and accurate information. On this page you'll find:

- Copies of key communications
- The current version of this guide
- Information on scheduled downtime
- Links to resources and training

Our enhancements page can be found at www.deltadentalar.com/systemupgrade.

Online Portals

As part of our system enhancements, we are transitioning from one online portal to two online portals for dental practices.

“DENTAL OFFICE TOOLKIT”

Our current Dental Office Toolkit will remain an active online portal for dental practices to use for patients who:

- purchased their dental insurance directly from Delta Dental of Arkansas (individual members) OR
- have dental benefits through a “Wellcare by Allwell” Medicare Advantage plan.

Username and passwords for the Dental Office Toolkit are not changing. All functionality of the Dental Office Toolkit remains the same.



However, **starting Monday, July 22, 2024, information on the Delta Office Toolkit will only be for individual members and those with a Medicare Advantage plan.**



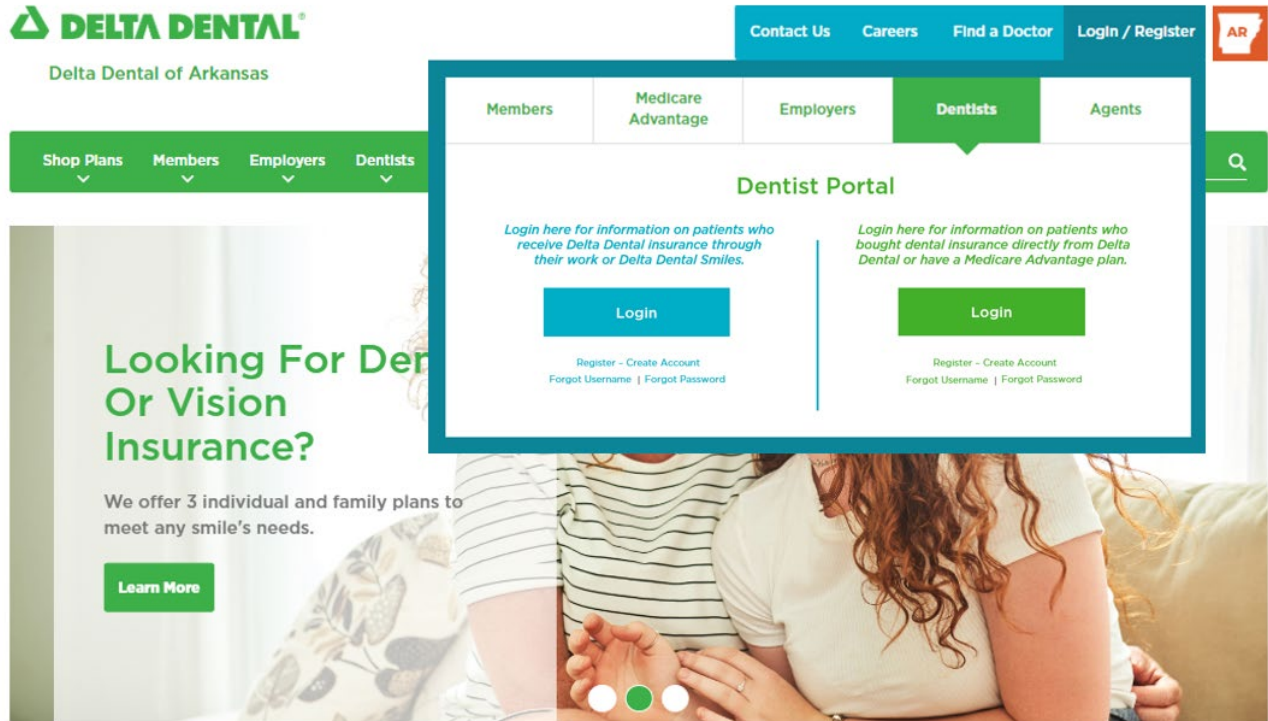
“DENTIST PORTAL”

The new “Dentist Portal” will be available on Monday, July 22, 2024, and should be used for patients who:

- have Delta Dental of Arkansas dental insurance through their employer (group members) OR
- have Arkansas Medicaid (Delta Dental Smiles).

LOGGING INTO THE PORTALS

On Monday, July 22, the Delta Dental of Arkansas website (www.deltadental.com) will update with these new login options as shown on the following page.



The login option shown in green is for the current “Dental Office Toolkit.” Login here for information on patients who purchased their dental insurance directly from Delta Dental of Arkansas (individual members) OR have dental benefits through a “Wellcare by Allwell” Medicare Advantage plan.

The login option shown in light blue is for the NEW “Dentist Portal.” Practices should login here for information on patients who have Delta Dental of Arkansas dental insurance through their employer (group members) OR have Arkansas Medicaid (Delta Dental Smiles).

After clicking the light blue “Login” button, users will arrive on the sign in screen shown on the following page.

Member

Dentist

Agent


Employer

DELTA DENTAL[®]

[Delta Dental of Arkansas](#)

Network dental practices login here for free instant online claims processing and easy access to information 24/7.

Username

Password 

Forgot [username](#) or [password](#)?

SIGN IN

[Log in with DDPA](#)

Don't have an account? [Register Now](#)

The first time a user signs into the new Dentist Portal, you will follow these two steps:

1. Enter the same username you used for the Dental Office Toolkit.
2. Enter “Password” as the password and you be prompted to create a new password.

If you are unsuccessful in signing in on your first attempt, you may need to create a new account.

To create a new account:

1. Click the “Register Now” link on the sign in page OR go directly to my.deltadental.com/self-service/dentist/registration. (See the screenshot on the following page.)
2. Complete the “Registration Security Question” which asks for the Tax Identification Number (TIN) of the practice and either:
 - a. the amount of a recent Payment Vouchers (not a single claim) for that TIN **OR**
 - b. a Member ID on a recent claim for the TIN.

Note: There will need to be at least one claim for the TIN that has been processed since July 22, 2024 in order to enter this information.
3. Enter the primary office location and provider details.
4. Enter your details (name, email address, etc.)
5. Create your username and password.

1 Provider Registration

Not a Provider? Register as a [Patient](#), [Broker](#) or [Employer](#) instead.

Registration Security Question 2

Business TIN

Please enter a member ID present on one of the most recent Payment Vouchers for the TIN

Hint: Entry should be 1-18 characters long, including all letters and numbers

A B

[Give me a new question instead.](#)

Cancel Continue

Primary Location and Provider 3

Your Details 4

Username and Password 5

Once your account is created, an email will be sent to the email address provided for verification.



Visit our System Enhancements webpage to register for a demo of the new Dentist Portal. You'll learn how to navigate the portal, perform key functions, and have an opportunity to ask questions.

Go to www.deltadental.com/systemupgrade and click on the "Providers" tab to find our schedule of demos and registration details.

New Payer ID for Individual Business

In April 2024, we notified provider offices of a new payer ID for our individual members. Individual members are those who purchase dental insurance directly from Delta Dental of Arkansas.

The new payer ID for individual is “ARIND” and replaced the former payer ID, “CDAR1,” for individual members only. We urge your practice to use this new payer ID (ARIND) immediately to avoid any claims submissions disruptions.

The other payer IDs for Delta Dental of Arkansas **are NOT changing.**

- **CDAR1** – for all members who have Delta Dental of Arkansas dental insurance through their employer (group members) or those who received dental benefits through Arkansas Medicaid (Delta Dental Smiles).
- **ARCMS** - for all member who have dental benefits through a “Wellcare by Allwell” Medicare Advantage plan.



TO DO: Double-check the payer IDs you have in your files for your Delta Dental of Arkansas patients with individual plan coverage. Submitting claims with an incorrect Payer ID will result in claims processing delays.

Filing Claims

Your practice is encouraged to submit claims electronically via your patient management software or the “Dental Office Toolkit” or the new “Dentist Portal.” Claims submitted through the “Dental Office Toolkit” and the new “Dentist Portal” are processed in real-time, allowing you to immediately know how much the patient owes for services provided. *Note:* If a procedure requires consultant review, the status may show as pending and will not process until the review is complete.

If you submit paper claims, the mailing addresses for our different plans is NOT changing. Please continue mailing them to Delta Dental of Arkansas at the addresses shown below.

Group & Individual Plan Claims

Delta Dental of Arkansas
P.O. Box 15965
Little Rock, AR 72231

Individual Plan Claims

Delta Dental of Arkansas
P.O. Box 15965
Little Rock, AR 72231

Delta Dental Smiles Plan Claims

Delta Dental of Arkansas
P.O. Box 6247
Sherwood, AR 72124

Medicare Advantage Plan Claims

Delta Dental of Arkansas
P.O. Box 9298
Farmington Hills, MI 48333-9298

Payment of Claims

Your practice is encouraged to submit claims electronically via your patient management software or the “Dental Office Toolkit” or the “Dentist Portal.”

Electronic Funds Transfer (EFT) offers next-day payment and is the fastest payment option for your practice. If you already receive claims payments by EFT, you do not need to make any changes. If you have not set up direct deposit but would like to, please contact our Professional Relations team.

Because EFT payments are made daily, you will not receive an email notification when claims are paid. However, information on these payments is available in both the “Dental Office Toolkit” and the new “Dentist Portal.”



For offices still receiving claims payments via paper checks, please note that starting Monday, July 22, 2024, paper checks will be paid/mailed every 2 weeks. The exception here is for claims for patients with Arkansas Medicaid dental benefits (Delta Dental Smiles). Claims paid by paper check for patients with Delta Dental Smiles will continue to be paid weekly.

Again, if your practice is not signed up for direct deposit but would like to, please contact our Professional Relations team.

Updated Interactive Voice Response (IVR)

Please listen carefully when you call us, as our phone prompts will change as of Monday, July 22, 2024!

Practices will continue to be able to use the IVR to access eligibility and claims information for your Delta Dental of Arkansas patients. Our IVR accesses our live database to give you the most up-to-date information on your Delta Dental of Arkansas patients, including:

- Breakdown of benefits, complete or partial by category or procedure code
- Maximums and deductibles, including amount met to date and services that apply
- Patient eligibility (current and future)
- Frequency limitations and eligibility for specific benefits like exams, cleanings, fluoride, X-rays and occlusal guards
- Claim and pre-treatment estimate status
- Coordination of benefits allowances
- Information on waiting periods, if applicable



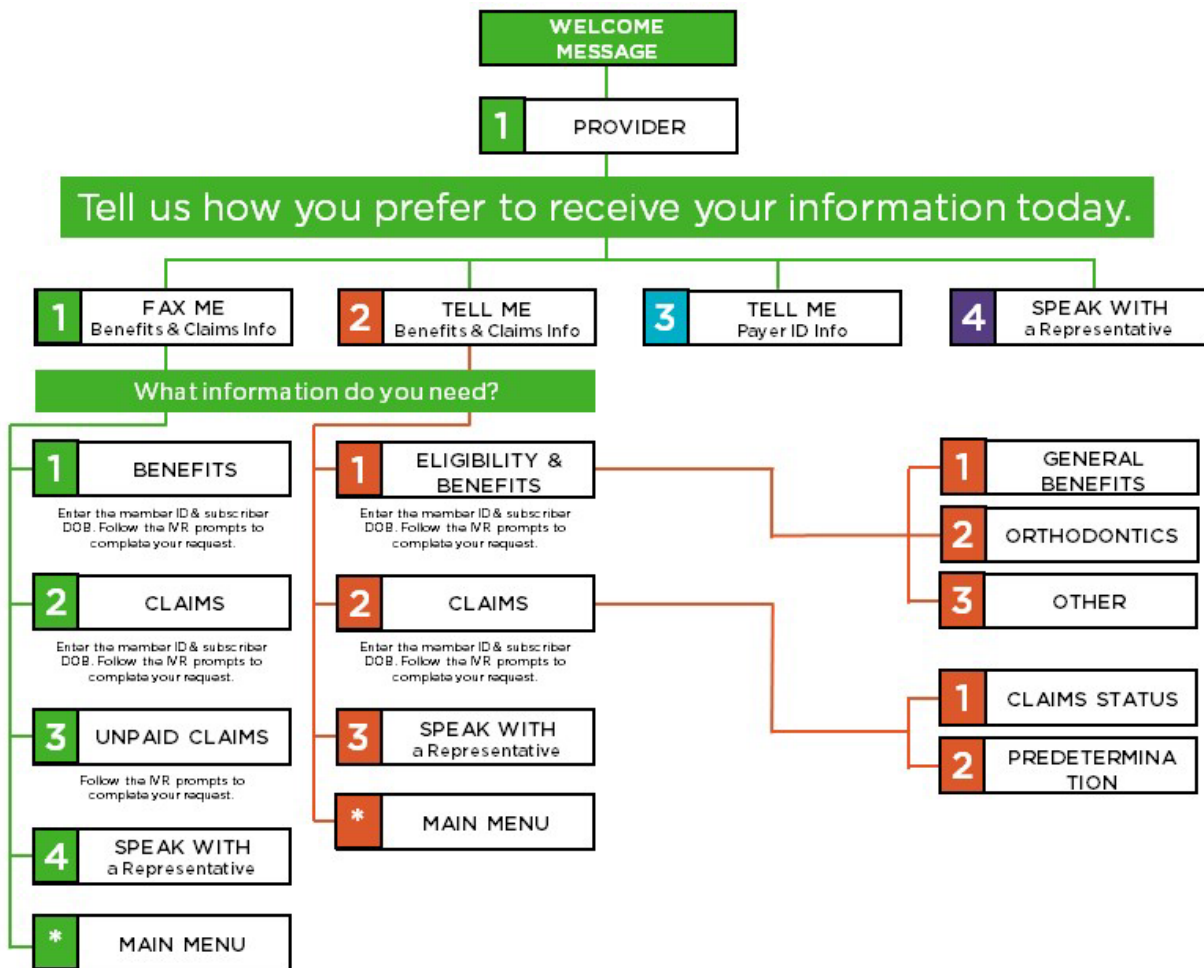
To access patient information on the IVR, you'll need the subscriber's member ID or social security number, relationship of the patient to the subscriber and the patient's date of birth.

You can also use the IVR to request information on the status of a claim check, our claims address, our payer ID or to request a faxback of your patient’s benefits and eligibility or pre-treatment estimate. Because we are using a new platform for the faxback service, the look of faxbacks from Delta Dental of Arkansas will change.

Use the guide below to quickly navigate Delta Dental of Arkansas’ updated Interactive Voice Response (IVR) Unit. No need to listen to the entire menu. Instead, use these shortcuts to get the information you need quickly and efficiently.

Follow this menu starting July 22, 2024.

Call Delta Dental of Arkansas at
800-462-5410



Credentialing and Recredentialing

Good news here! Delta Dental of Arkansas will continue using DDS Enroll by DentalXChange for dentist credentialing and recredentialing. DDS Enroll fully automates the credentialing and recredentialing process for network providers. Complete, submit, and track all necessary paperwork for all our networks: Premier, Premier/PPO, Delta Dental Smiles, and Medicare Advantage.

If you have questions, please contact the DentalXChange credentialing team at 800-576-6412, ext. 471.

System Upgrade Period

We've identified **Saturday, July 13 through Sunday, July 21** as our “**System Upgrade Period.**” Please review the details below on how claims submission and payment plus access to certain systems will be impacted during this period.

- **Access to Online Portals:** Access to and use of the current “Dental Office Toolkit” will be available during and after the System Upgrade Period. As already noted in this guide (see page 5), the “Dental Office Toolkit” will remain available for use by providers for patients who purchased their dental insurance directly from Delta Dental of Arkansas (Individual members) or if their dental coverage is part of a Medicare Advantage plan.

The new “Dentist Portal” will be available on Monday, July 22 and should be used for patients who have Delta Dental of Arkansas coverage through their employer (group members) or have Arkansas Medicaid (Delta Dental Smiles members).

- **Submitting Claims:** Before and during our System Upgrade Period, providers may continue to submit claims as usual via clearinghouses, USPS mail, or the current “Dental Office Toolkit.” Delta Dental of Arkansas **will not pause accepting** claims as we upgrade our systems.

After our System Upgrade Period, the only change to submitting claims is for providers who submit claims using our online portals. Starting Monday, July 22, providers will need to use the new “Dentist Portal” for patients who have Delta Dental of Arkansas coverage through their employer (group members) or have Arkansas Medicaid (Delta Dental Smiles members).

- **Processing of Claims: Claims received BEFORE the end of business on Friday, July 12** will be processed normally. Providers can expect the normal turnaround time for processing claims and issuing payments via EFT or check.

Claims received from Saturday, July 13 – Sunday, July 21 will be held for processing until Monday, July 22. Providers should expect a slight delay in processing and payment once the processing of claims resumes on Monday, July 22. We will be back to our normal turnaround times for processing and payment of claims as soon as possible after July 22.

If you currently receive claim payments via paper check, we encourage you to sign up for direct deposit. Providers on direct deposit receive daily payments for approved claims.

- **Benefits and Eligibility Verification:** It is possible that we will be unable to provide benefits verification for a small number of new Delta Dental of Arkansas members during the System Upgrade Period. This will only happen if the member joined a plan during the System Upgrade Period and visits the dentist during the System Upgrade Period.

You will have access to the upgraded system and functionality enhancements starting Monday, July 22, 2024.

Checklist for Dentists

For your convenience, we've created this handy checklist that outlines any action items you should take to ensure your practice's successful transition to our upgraded systems. The page numbers listed refer to the System Enhancements Guide for Dentists.

- Remember July 22, 2024, is our scheduled date for Delta Dental's system enhancements to go live. If we find that an adjustment to our schedule is needed, we will notify you immediately.
- Bookmark www.deltadental.com/systemupgrade to see communications we've shared with all our customers, including our network providers. Check the site frequently for updates including revisions to this System Enhancements Guide.
- Begin using the new Payer ID for individual plan members. Double-check the payer IDs you have in your files for your Delta Dental of Arkansas patients with individual plan coverage. The new payer ID for individual members is "ARIND." See page 9.
- Document your username for the current "Dental Office Toolkit." You'll use this username to login to the new "Dentist Portal" beginning July 22. See page 7.
- Visit our System Enhancements webpage to register for a demo of the new Dentist Portal. Go to www.deltadental.com/systemupgrade and click on the "Providers" tab to find a schedule of demos and registration details.
- Setup your practice to receive claims payments via direct deposit or electronic funds transfer (EFT). If your practice is not signed up for direct deposit but would like to, start the process by contacting our Professional Relations team. See page 10.



Delta Dental of Arkansas

deltadental.com

