Delta Dental of Arizona

System Enhancements Guide for Dentists

Revised September 7, 2021

DELTA DENTAL®

Thank You for Delivering Care to Our Members

Dear Dentist,

Technology has changed, and we need to change with it. Effective September 13, 2021, we will go live with administrative system enhancements for all Delta Dental of Arizona business. 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.

This handbook was created to be a quick reference guide that includes a snapshot of key changes and explains what these enhancements will mean to you. In addition, we include information on where you can find resources and training once the system enhancements are live.

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

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

This icon is used to highlight a helpful tip or other useful information.

As always, if you have any questions, our dedicated customer service and professional relations teams are available. Please do not hesitate to reach out!

Thank you for being a Delta Dental dentist and helping us further our mission to improve lives by promoting optimal oral health.

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Contact Us

Dentist Direct Line

602.588.3982 or 866.746.1834 (TTY/TDD users may call 711)

Customer service representatives are available Monday through Thursday, 7:30 a.m. to 5 p.m. and Friday, 7:30 a.m. to 4:30 p.m. Contact customer service for:

- Eligibility and benefits verification
- Claims status or other claims-related questions
- Appeals and grievances
- Login issues or questions about the dentist portal

Professional relations representatives are available Monday through Friday, 7:30 a.m. to 4:30 p.m. Contact professional relations for:

- Questions about contracting, credentialing or recredentialing
- Request new dental team orientation or trainings
- Request an office visit with a professional relations representative
- Information or questions about Contract Compliance Reviews
- 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

New Claims Address

Group Plan Claims

Delta Dental of Arizona
Attn: Group Plan Claims
PO Box 9092
Farmington Hills, MI 48333-9092

Payer ID: 86027

Individual Plan Claims

Delta Dental of Arizona
Attn: Individual Plan Claims
PO Box 9092
Farmington Hills, MI 48333-9092

Payer ID: 86027

New Appeals Address

Group Plan Appeals

Delta Dental of Arizona
Attn: Group Plan Appeals
PO Box 9219
Farmington Hills, MI 48333-9219

deltadentalaz.com/appeals

Individual Plan Appeals

Delta Dental of Arizona
Attn: Individual Plan Appeals
PO Box 1950
Indianapolis, IN 46206

deltadentalaz.com/appeals

Upgrade Period

We've identified August 25 to September 12 as our upgrade period. During this time, access to certain systems or functionality may be limited. This includes:

- **Submitting claims through the Dentist Connection** – Access to this feature will be unavailable starting August 25. However, you will still be able to submit claims electronically via your practice management software or via paper forms.
- **Evidence-based Integrated Care (EBIC) program enrollment** – The ability to enroll eligible patients with EBIC plan benefits for a third cleaning will not be available.
- **Benefits and eligibility verification for some new members** – It is possible that we will be unable to provide benefits verification for a small number of new Delta Dental of Arizona members during the upgrade period. This will only happen if the member joined a plan during the upgrade period *and* visits the dentist during the upgrade period.

Although we will receive and process claims during this period, claims payments may be delayed. However, all claims received during the upgrade period will be paid in accordance with statutory time frames. We recognize this may be an inconvenience, so we will be paying claims daily until the system upgrades start generating claims payments for all patients.

TIP: If you would like to continue to receive daily claims payments after October 1, please sign up for direct deposit.

You will have access to the upgraded system and functionality enhancements starting September 13.

Dental Office Toolkit

Starting September 13, Delta Dental of Arizona's Dentist Connection will have a new name, new layout and enhanced functionality! The new Dental Office Toolkit (DOT) empowers your staff to perform everyday tasks like submitting claims, looking up member benefits and updating office information—all without having to call customer service. This saves valuable time and lets your staff work more efficiently.

You may already even use DOT if you have patients with coverage through these Delta Dental member companies:

- Delta Dental of Arkansas
- Delta Dental of Indiana
- Delta Dental of Kentucky
- Delta Dental of Michigan
- Delta Dental of Minnesota
- Delta Dental of Nebraska
- Delta Dental of New Mexico
- Delta Dental of North Carolina
- Delta Dental of Ohio
- Delta Dental of Tennessee

Keep an eye on the dentist forms and documents page of our website for training documents and how-to videos for using DOT.

TO DO: If you're new to DOT, visit https://bit.ly/ddaz-dot to register for a live training session. You'll learn how to navigate DOT, perform key functions and have an opportunity to ask questions. If you can't attend the live training, we'll make an on-demand version available on our website that you can view anytime.

Signing Into DOT

If you already use DOT, you do not need to re-register. Your existing DOT username and password will allow you to look up Delta Dental of Arizona members. *Note:* You will not be able to view Delta Dental of Arizona members in DOT until September 13.

Haven't tried DOT but use the Dentist Connection? We're porting your Dentist Connection username and password to DOT, so you can sign in with those credentials to look up Delta Dental of Arizona members starting on September 13.

TIP: As a security precaution, our new platform automatically deletes accounts after 12 months of inactivity. Deleted accounts cannot be recovered and usernames cannot be reused. Sign into your account regularly to ensure uninterrupted access to DOT.

When you first sign into DOT, you may be asked to confirm and/or complete the following information for your account:

- Your first name and last name
- Your email address (used for account recovery)
- Your phone number (used for account recovery)
- Security questions

Creating a New DOT Account

Never used DOT or the Dentist Connection and need to create a DOT account? No problem! Starting September 13, you can follow these steps to create a DOT account:

1. Visit deltadentalaz.com/dentist and click **Create Account**.
2. Follow the prompts. Be sure to have your office tax ID number (TIN), dentist license information, service office zip code and email address associated with the service office handy.
3. The service office will receive an email from no-reply@mydeltadental.com with your registration passcode. Enter the passcode on the registration page and follow the prompts to finish setting up your account.

TIP: We encourage offices to use a separate DOT login for each user. Once you set up a DOT account associated to your service office and TIN, you'll be able to manage additional user roles and permissions.

New Features and Enhancements

With a fresh look and streamlined functionality, the DOT will change how you manage day-to-day office operations. Check out a few of the enhancements we know you'll love!

One Portal to Look Up Group and Individual Plan Patients

One of the biggest enhancements we're making is streamlining management of your Delta Dental of Arizona patients into a single portal experience. This means you'll be able to sign into DOT at deltadentalaz.com/dentist and look up any Delta Dental of Arizona patient, regardless of whether their coverage is through an employer-sponsored plan or an individual and family plan.

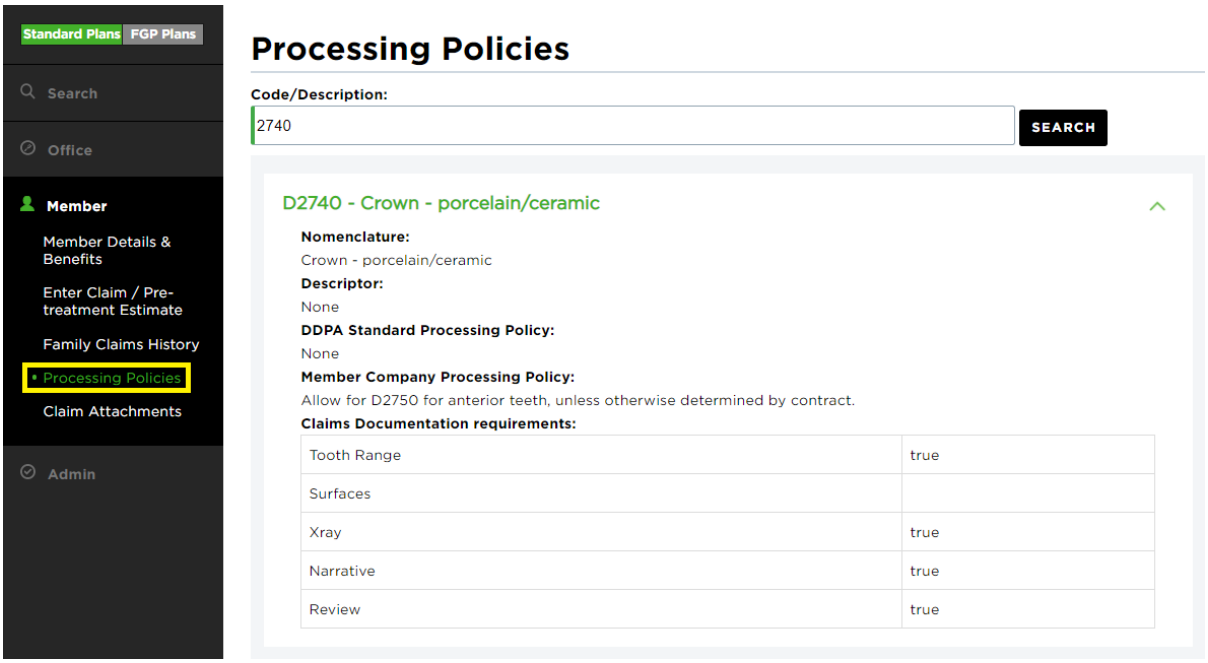
Note: At launch, you'll need to use your patient's member ID or social security number to look up your patient's benefits in DOT. Shortly thereafter, we'll be adding the ability to search for patients by name and date of birth.

Real-time Claims Processing

Claims and pre-treatment estimates submitted through the new portal are processed in real-time, allowing your office to immediately know the patient's responsibility, treatment plan more effectively and improve your experience working with us. *Note*: If a procedure requires consultant review, the status may show as pending and will not process until review is complete.

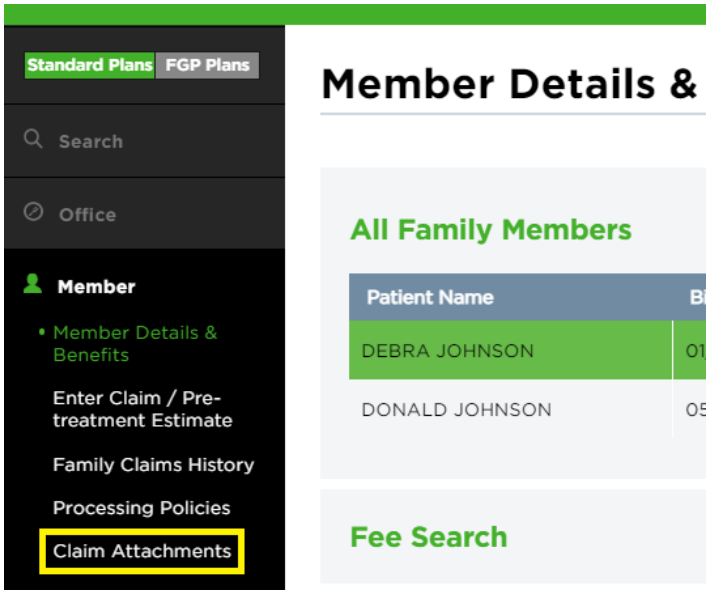
Built-in Processing Policy by CDT Code Lookup

Our popular processing policy lookup tool is now embedded into the DOT experience when you view Delta Dental of Arizona members. Access the tool via a link in the left menu.



Convenient Access to Our Supporting Claims Documentation Tool

Need to upload an X-ray or other supporting claims documentation for a Delta Dental of Arizona patient claim? Now you can do so without leaving the portal! Just look for the link in the left menu when viewing a Delta Dental of Arizona member or submitting a claim for a Delta Dental of Arizona member.



Fee Schedules

Your fee schedule is now available in DOT. If your office has multiple specialties, you'll need to view each specialty provider in DOT and download their fee schedule.

Additional Enhancements

Other new features of our revamped portal include the ability to:

- Set your home office as the default for each session
- Toggle between different offices and members
- Sign up for direct deposit and manage your direct deposit preferences
- Search comprehensive claims history for a patient, even if services were provided by another dentist
- Manage user roles and permissions for office staff

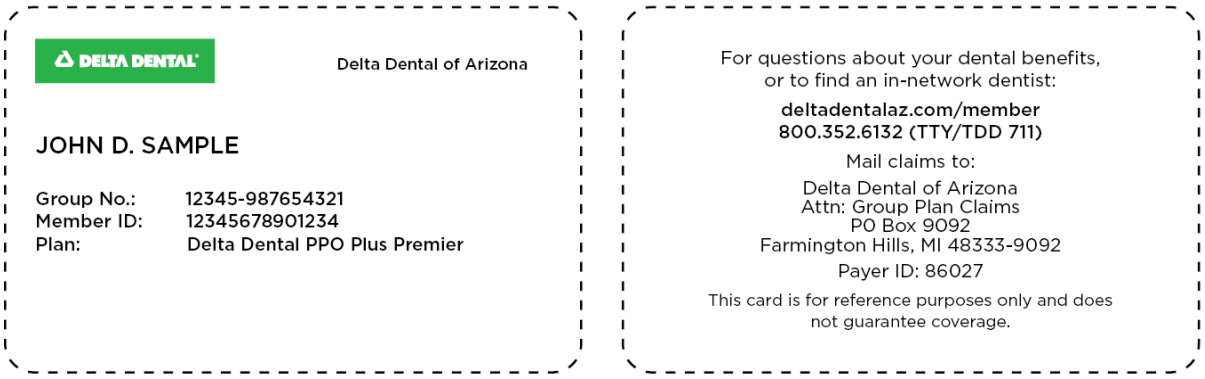
Keep an eye on the dentist forms and documents page of our website for a DOT user guide, plus on-demand training and videos.

New Group and Member ID Numbers

The group number and member ID for most of your Delta Dental of Arizona patients will change. Most of your Delta Dental of Arizona patients will receive new ID cards in the mail the week of September 13.

TO DO: Verify your patient's group number (if applicable) and member ID at the time of service and update your records to ensure quick and accurate claims processing.

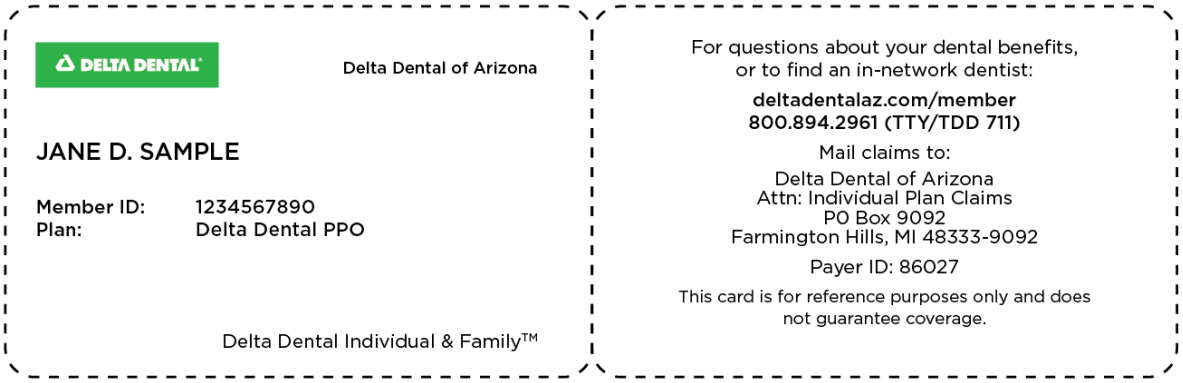
Here is a sample of the new ID card for employer-sponsored/group plans:



Note: Some employers requested that we do not re-card their members. For these members, the Dental Office Toolkit (DOT) will have the most up-to-date member ID. For your reference, members of these groups are not receiving a new ID card:

- A & M Air Conditioning and Heating
- Acorn Montessori Charter School, Inc.
- Arizona Advocacy Network
- Arizona State Retirement System/Public Safety Personnel Retirement System
- ASM America Inc.
- Atlas Healthcare Partners
- Cavco
- Center for Orthopedic Research and Education, LLC
- City of Avondale
- Corbin's Electric
- Freebird Desert Mountain Company LLC
- Freeport-McMoran
- Guidance Management Group, LLC
- HonorHealth
- Integrated Medical Services
- Kitchell Corporation
- Knight Transportation
- Maricopa County
- Native Seeds/SEARCH
- Northern Arizona Healthcare
- Orion Health Insurance Pool
- Orthopedic Specialists of North America
- Phoenix Children's Hospital
- Pinal County
- Ponderosa Hotel Management Services
- Porretta Center for Orthopaedic Surgery, PLLC
- RedHammer Arizona
- Salt River Project
- State of Arizona
- SunTree Snacks
- The Center for Orthopedic and Research Excellence, Inc.
- The Coverage Pro
- Tilmann Electric, Inc.
- U-Haul International
- VM Consolidated
- VSEBG - Cartwright School District

Here is a sample of the new ID card for individual and family plans:



TIP: The member ID in your patient management software and submitted on claims must *exactly match* the member ID listed on your patient's ID card or in the Alternate ID field when viewing the patient's benefits in the Dental Office Toolkit.

Updated IVR and Faxback

Please listen carefully when you call us, as our phone prompts are changing!

In addition, we'll be using Delta Dental's Automated Service Inquiry (DASI) to help you access eligibility and claims information for your Delta Dental of Arizona patients. DASI accesses our live database to give you the most up-to-date information for your Delta Dental of Arizona 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

TIP: To access patient information in DASI, 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 DASI 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 and feel of your patient faxbacks will change.

TIP: The new faxback only provides information for the requested patient. If you need benefits and eligibility information for additional covered family members, you'll need to request additional faxbacks through DASI.

Payment and Billing

The system enhancements we're making will allow you to use Delta Dental of Arizona's payer ID (86027) for any Delta Dental of Arizona patient you treat, regardless of whether they have an employer-sponsored/group plan or an individual and family plan.

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

Filing Claims

You are encouraged to submit claims electronically via your patient management software or the Dental Office Toolkit (DOT). Claims submitted through DOT 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 review is complete.

If you submit paper claims, please note the change in the claims mailing address for both employer-sponsored/group plans and individual plans:

Group Plan Claims

Delta Dental of Arizona
Attn: Group Plan Claims
PO Box 9092
Farmington Hills, MI 48333-9092

Individual Plan Claims

Delta Dental of Arizona
Attn: Individual Plan Claims
PO Box 9092
Farmington Hills, MI 48333-9092

TO DO: Update our claims address in your files. Submitting claims to our old claims address will result in claims processing delays.

Direct Deposit for Claims Payments

Electronic Funds Transfer (EFT) offers next-day payment and is the fastest payment option for you. 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, you may sign up through the Dental Office Toolkit (DOT).

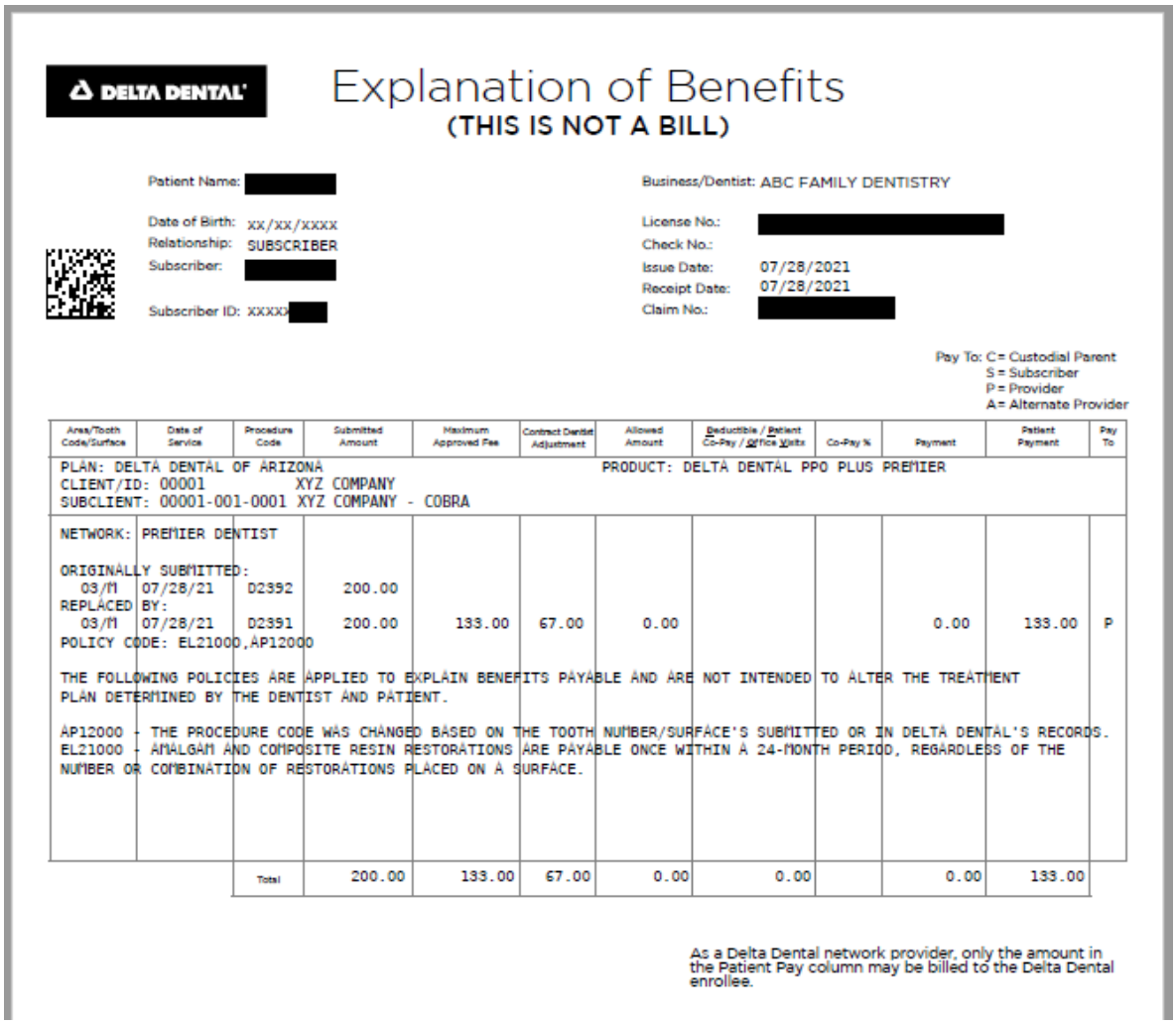
Because EFT payments are made daily, you will not receive an email notification when claims are paid. However, information on these payments will be available in DOT.

Explanation of Payments

Explanation of Payments (EOPs) for claims processed prior to September 1 will not be available for download or online viewing after we update our systems. For this reason, we recommend downloading your EOPs in the existing Dentist Connection portal by September 8. These historical EOPs will not be available for download through the Dental Office Toolkit and, if you need access to a specific historical EOP after September 10, you will need to call customer service.

TO DO: Download Explanation of Payments (EOPs) for processed claims in the existing Dentist Connection portal by September 8.

When we complete our system upgrades, EOPs will have a new look and feel. New EOPs will give a line-by-line service explanation for adjustments, making it easier to view each message for the associated service. Here is a preview of the new EOP:



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Explanation of Benefits

(THIS IS NOT A BILL)

Patient Name: [redacted]

Date of Birth: xx/xx/xxxx
Relationship: SUBSCRIBER
Subscriber: [redacted]

Subscriber ID: xxxx[redacted]

Business/Dentist: ABC FAMILY DENTISTRY

License No.: [redacted]
Check No.:
Issue Date: 07/28/2021
Receipt Date: 07/28/2021
Claim No.: [redacted]

Pay To: C = Custodial Parent
S = Subscriber
P = Provider
A = Alternate Provider

Area/Tooth Code/Surface	Date of Service	Procedure Code	Submitted Amount	Maximum Approved Fee	Contract Dentist Adjustment	Allowed Amount	Deductible / Patient Co-Pay / Office Visits	Co-Pay %	Payment	Patient Payment	Pay To
PLAN: DELTA DENTAL OF ARIZONA PRODUCT: DELTA DENTAL PPO PLUS PREMIER CLIENT/ID: 00001 XYZ COMPANY SUBCLIENT: 00001-001-0001 XYZ COMPANY - COBRA											
NETWORK: PREMIER DENTIST											
ORIGINALLY SUBMITTED:											
03/M	07/28/21	D2392	200.00								
REPLACED BY:											
03/M	07/28/21	D2391	200.00	133.00	67.00	0.00			0.00	133.00	P
POLICY CODE: EL21000,AP12000											
THE FOLLOWING POLICIES ARE APPLIED TO EXPLAIN BENEFITS PAYABLE AND ARE NOT INTENDED TO ALTER THE TREATMENT PLAN DETERMINED BY THE DENTIST AND PATIENT.											
AP12000 - THE PROCEDURE CODE WAS CHANGED BASED ON THE TOOTH NUMBER/SURFACE'S SUBMITTED OR IN DELTA DENTAL'S RECORDS.											
EL21000 - AMALGAM AND COMPOSITE RESIN RESTORATIONS ARE PAYABLE ONCE WITHIN A 24-MONTH PERIOD, REGARDLESS OF THE NUMBER OR COMBINATION OF RESTORATIONS PLACED ON A SURFACE.											
		Total	200.00	133.00	67.00	0.00	0.00		0.00	133.00	

As a Delta Dental network provider, only the amount in the Patient Pay column may be billed to the Delta Dental enrollee.

TIP: The new EOPs give guidance on whole dollar coordination of benefits at the claim level. This change is due to the variations in how practice management systems post coordination of benefits payments.

Credentialing and Recredentialing

Delta Dental of Arizona no longer uses DDS Enroll by DentalXChange for dentist credentialing and recredentialing. Moving forward, you will receive an email from evalAppCentral@CACTUSSoftware.com when you are due for recredentialing. This email will contain information about our new electronic credentialing platform, AppCentral, plus instructions for creating an account and completing your recredentialing paperwork.

TO DO: Add evalAppCentral@CACTUSSoftware.com to your safe senders list in your email program and/or security software. This will ensure that credentialing/recredentialing notices are delivered to your inbox instead of being marked as spam.

AppCentral benefits include:

- Forms and applications that auto-populate with existing provider information
- The ability to easily upload required documentation
- Automatic email notifications when you're due for recredentialing
- Real-time application status updates

Keep an eye on the dentist forms and documents page of our website for on-demand training and how-to videos to learn more about using AppCentral for credentialing and recredentialing.

Adding/Removing Providers

If you want to add a provider who already participates with Delta Dental of Arizona to an office location, you no longer need to complete a new Participating Dentist Agreement. Just complete the dental office profile update form on our website and we'll reach out if we have questions and/or to confirm participation.

You can also use the dental office profile update form to add a provider who does not already participate with Delta Dental of Arizona. Since the provider is new to the network, they will need to go through the contracting and credentialing process. This means they will get an email from evalAppCentral@CACTUSSoftware.com to complete this process.

Adding New Locations

We've made it easier to add a new practice location! Simply complete the dental office profile update form on our website and we'll reach out if we have questions and/or to confirm the location is added.

TIP: Have your IRS EIN confirmation handy, as you'll need to upload this required document when you submit the form.

Reporting a Tax ID Number Change

We've simplified the process for reporting a tax ID number (TIN) change to us! Simply complete the dental office profile update form on our website and we'll reach out if we have questions and/or to confirm the TIN change.

TIP: Have your IRS EIN confirmation handy, as you'll need to upload this required document when you submit the form.

Additional Information and Resources

deltadentalaz.com/systemupgrade

We've 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. You'll find:

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

deltadentalaz.com/dentist/forms

These upgrades may affect some of the forms you use regularly. Updated forms will be available on September 13.

We'll also share training and user guides for the Dental Office Toolkit on our dentist forms and resources page when it becomes available.

Checklist for Dentists

For your convenience, we've created this handy checklist that outlines any action items you should take to ensure a successful transition to the upgraded system. The pages listed refer to the System Enhancements Guide for Dentists.

- ☐ **Download explanations of payment (EOPs) for processed claims in the existing Dentist Connection.** Must be completed by September 8. See page 13.

- ☐ **Register for DOT training at https://bit.ly/ddaz-dot or visit the dentist forms and documents page for on-demand training resources.** Training documents will be available on September 13. See pages 6-9.

- ☐ **Update your records to reflect our new claims address.** See page 12.
  - *For group plan claims:*
    Delta Dental of Arizona
    Attn: Group Plan Claims
    PO Box 9092
    Farmington Hills, MI 48333-9092
  - *For individual plan claims:*
    Delta Dental of Arizona
    Attn: Individual Plan Claims
    PO Box 9092
    Farmington Hills, MI 48333-9092

- ☐ **Update your records to reflect our new appeals addresses.** See page 4.
  - *For group plan appeals:*
    Delta Dental of Arizona
    Attn: Group Plan Appeals
    PO Box 9219
    Farmington Hills, MI 48333-9219
  - *For individual plan appeals:*
    Delta Dental of Arizona
    Attn: Individual Plan Appeals
    PO Box 1950
    Indianapolis, IN 46206

- ☐ **Double-check the payer ID you have in your files for your Delta Dental of Arizona patients with individual plan coverage.** The correct payer ID for individual plan claims is 86027. See page 12.

- ☐ **Verify your patient's group number (if applicable) and member ID at the time of service and update your records.** The member ID submitted on claims must exactly match the member ID listed on your patient's ID card or in DOT. See pages 9-11.

- ☐ **Add evalAppCentral@CACTUSSoftware.com to your safe senders list.** This will reduce the likelihood that recredentialing notices go to spam. See page 14.

- ☐ **Follow new processes for adding/removing providers, adding new locations or reporting TIN changes.** See pages 14-15.

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