Dentist Connection
Connecting with Delta Dental of Arizona is easy!

Through the Dentist Connection, dentists and dental staff can easily look up patient benefits, submit a claim, access claims status, sign up for direct deposit and more. Fast access to the information you need means less time spent on patient administration and more time spent on your patient.

With the Dentist Connection, dentists and dental staff can:
- **Access Patient Information.** Look up patient benefits, such as eligibility, maximums and deductibles, and waiting periods.
- **Search by Procedure Code.** You can search by a specific procedure to determine a patient's benefit coverage.
- **Submit a Claim.** You can submit a claim online.
- **Access a Claims Status Report.** You can enter a desired date range and get a report with all submitted claims with associated status in a given date range.
- **Enhanced Benefits Program.** Delta Dental of Arizona offers additional benefits for at-risk individuals, including diabetics, individuals with heart conditions and pregnant women. You can enroll a patient in the Enhanced Benefits Program and check their coverage, if applicable.
- **Direct Deposit.** You can enroll in Direct Deposit and get reimbursed faster, as well as change your banking information in our secure portal. Once enrolled, you can access your statements.
- **Resources.** You can access key forms, our dentist newsletter and other value-added tools.

Dentist Connection
www.deltadental_x.com

IVR Automated Phone System
4. 0-366-1760 Mnrng 0
How to Register.

2. Select “Dentist” from the Registration page.
3. To register, follow the prompts and enter the following information.
   a. Business Tax ID Number (no dashes)
   b. Business City
   c. Business Zip
   d. Provider First Name (You must enter the name that Delta Dental has on file based on the information you provided the state of Arizona.)
   e. Provider Last Name
   f. License ID (No dashes, no “AZ” or “0” before number – CORRECT entry would be: 2345; INCORRECT entries would be 0-2345 or AZ2345.)
   g. License State

Please note: the information that you enter must match what Delta Dental has on file. The most common mismatched information is the dentist’s license ID. Do not use the zero or A preceding the number.

4. You will then be prompted to select your User ID and Password.
5. Access key information for your Delta Dental patients with the click of a mouse!
Call 602.588.3982 option 1 to access our IVR automated phone system 24 hours a day, seven days a week or to speak to a customer service representative during normal business hours (7:30 a.m. to 5 p.m. Monday - Thursday and 7:30 a.m. to 4:30 p.m. Friday, Mountain Time).

Faster service for you.

Our IVR automated phone system makes it easier and faster for callers to reach customer service. Our IVR identifies dental office calls, sending them directly to the appropriate queue.

Callers receive four options: Faxback, Eligibility, Claim Status or Contact Information.

If you can’t get what you need through the IVR, you can select Customer Service to be connected to a live customer service representative during normal business hours.

Through Faxback, you can get automated faxing of Delta Dental of Arizona patients’ eligibility, claim and benefit information together on one form. You can also check eligibility and claim status for the entire family with one entry. And you can get information for other enrollees, allowing you to get one fax for several enrollees. You’ll receive a fax in about 10 minutes or less.