



# news YOU CAN USE

From Delta Dental of North Carolina

September 2017

## New groups bring new patients to your door



We welcome the following large groups to the Delta Dental family, effective January 1, 2018!

<b>Group Name</b>	<b>Number of Eligible Subscribers</b>
Honda	35,000
Wake County Public School System	16,000
Volvo Group North America	12,000
JELD-WEN, Inc.	6,500
Union County Public Schools	3,000

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# Recredentialing: Why it's important for your office

Delta Dental of North Carolina recredentials our in-network providers every three years as required by the state of North Carolina.

This process provides your patients with the best possible service, and it is vital that we maintain accurate records about our network providers. Our credentialing and recredentialing process serves many purposes:



- It enhances Delta Dental of North Carolina's commitment to long-term partnerships with highly qualified providers and organizations that share Delta Dental's commitment to oral health.
- It assures Delta Dental of North Carolina members that network providers are current with the standards set for the dental community.
- It ensures that our network providers' claims are paid properly by maintaining records with current updated information.

If it has been three years since you last recredentialled your office, you should have already received your recredentialing packet. Please complete and return the recredentialing application and all supporting documents as soon as you receive it to ensure continued accurate payments for your Delta Dental claims.

For questions concerning the recredentialing documents, please contact us at [ncproviderrecordscredentials@deltadentalinc.com](mailto:ncproviderrecordscredentials@deltadentalinc.com) or 800-656-6495.

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## Important notice

Delta Dental of North Carolina's fee, claim submission and reimbursement policies are available on our website at [www.deltadentalnc.com](http://www.deltadentalnc.com).

Participating dentists have access to the most current Delta Dental® Premier and Delta Dental PPO™ network fees by submitting a pre-treatment estimate through Dental Office Toolkit®, which is our real-time database that includes the most up-to-date information about claims, enrollee eligibility and benefits 24/7. The Toolkit meets and exceeds all privacy and security standards with password encrypted entry only, and direct deposit transfers are routed through approved banking channels in highly protected formats.



If you do not already have access to Dental Office Toolkit®, please click [here](#) to register. As in the past, a confidential fee profile, containing the top 35 services or procedures most commonly billed, can be obtained by contacting your dedicated Professional Services Representative. If you are not sure who your dedicated representative is, please refer to the [territory map](#) on our website. Participating dentists can access the updated Delta Dental Dentist Handbook online through the Delta Dental Plans Association (DDPA) [portal](#). Enter your user name and password (or register if you are a new DDPA site user). The Dentist Handbook includes general policies and a complete list of current CDT codes, descriptors, and specific processing policies that apply to each code. You may also request a copy of the Dentist Handbook by contacting your Professional Services Representative. From time to time, this handbook will be revised as policies or regulatory requirements change. We notify you in advance of any changes and updates to the Dentist Handbook.

We at Delta Dental of North Carolina appreciate all you do to support our mission of improving the oral health of the communities we serve. We sincerely value your partnership in care of all North Carolinians.

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# National EFT

We are pleased to announce new enhancements that will allow you to be paid faster and simpler through National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) with all Delta Dental plans! Signing up for National EFT/ERA will allow your office to receive direct deposit payments from Delta Dental member companies nationwide.



## How to participate:

### **If you are already enrolled in EFT with Delta Dental of North Carolina**

You can easily take advantage of this new option by updating your direct deposit payment method from non-national EFT to National EFT within the Dental Office Toolkit® (DOT). By doing so, the other Delta Dental plans will begin to use the information on file and generate EFT payments for claims paid.

### **If you have not yet enrolled with Delta Dental for direct deposit**

Visit DOT at [www.toolkitsonline.com](http://www.toolkitsonline.com). Then, choose National EFT as payment method when entering your bank or financial institution information.

## How to review statements:

Providers who participate in National EFT/ERA will have access within DOT to view EFTs and Explanations of Benefits (EOBs) for Delta Dental plans in **Arkansas, Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio and Tennessee, as well as federal government programs.**

For claims filed with other Delta Dental member companies, you can create an account or log in to your account at [www.deltadental.com](http://www.deltadental.com). Once logged in, click on “Explanation of Payment Links,” and you will have the ability to choose the correct Delta Dental plan to view your EOB/ERA from a state Delta Dental not listed above.

***If you have any questions about this exciting change, please contact us at 866-356-0301.***

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Keep in touch

If your practice is changing email addresses, please let us know. Please send your name and new email address [here](#).

*Delta Dental of North Carolina*