



# Top Things to Know for You and Your Practice

**Delta Dental of Nebraska  
System Enhancement Guide**



# Thank You for Delivering Care to our Members

Similar to enhancements made last fall to our Individual and Family business, this letter is to inform you that effective December 11, 2017, we will implement administrative system enhancements for all Delta Dental of Nebraska business.

We are excited about these upgrades, which will strengthen and modernize our systems with technological improvements and more agile administration for long-term efficiencies. And most importantly for you, when these enhancements are complete, your claims experience with Delta Dental of Nebraska will be streamlined!

## This handbook includes:

Contact Information .....	P. 2
I. Dental Office Toolkit.....	P. 3
II. Prepayment Review.....	P. 3
III. Filed Fees.....	P. 3
IV. Payment and Billing .....	P. 4
- Filing Claims	
- Electronic Funds Transfers	
- Payments	
V. New Member ID Cards .....	P. 5
VI. Processing Policies.....	P. 5
VII. Provider Record Maintenance.....	P. 5
VIII. Credentialing and Re-credentialing .....	P. 5
IX. Additional Online Tools.....	P. 6

We hope you find this information helpful. If you have any questions that the handbook does not answer, please contact us.

## About Delta Dental of Nebraska

At Delta Dental of Nebraska, we believe everyone deserves a healthy smile. We are a leading provider of dental benefits in Nebraska. Incorporated in 1985, Delta Dental of Nebraska is an independently operated affiliate of Delta Dental Plans Association. Our mission is to improve oral health in the communities we serve by providing access to a wide range of quality, affordable dental benefit plans that meet the needs of our customers and subscribers.

**Delta Dental plans collectively provide dental coverage to more than 76 million people in more than 129,000 groups across the nation.**

Delta Dental of Nebraska is an independent licensee of Delta Dental Plans Association, Chicago IL (DDPA). All other entities or organizations identified in this document are not authorized licensees of DDPA. Nothing contained in this statement or set forth in this document is meant to imply or suggest that any products or services identified in this document, not licensed by DDPA, are in any way sponsored, approved, endorsed or recommended by DDPA.



## Contact Us

### **New: Provider Support (available 12/11/17)**

**866-524-1134**

- Option 1:** Member eligibility, benefits, or questions regarding claims or Explanation of Benefits
- Option 2:** Dental Office Toolkit support, including password resets or navigation support
- Option 3:** Provider's record, address, tax ID changes, adding or terminating a provider

### **Customer Service**

**866-827-3319**

### **Dental Office Toolkit Password Reset (available 12/11/17)**

**866-524-1134**

(Option 2)

### **Updated Claims Address**

Delta Dental

Attn: Claims Processing

PO BOX 9120

Farmington Hills, MI 48333-9120

## I. Dental Office Toolkit

### See the Dental Office Toolkit Manual included in this mailing!

We introduced our Dental Office Toolkit (DOT) last fall with the system upgrades first rolled out to our Individual and Family dental insurance business. Effective in December, all of Delta Dental of Nebraska's patient information will be available through the Dental Office Toolkit.

If you already use the Dental Office Toolkit, you do not need to re-register.

Haven't tried the Dental Office Toolkit yet?

- Access validation may take a few days, so sign up today!
- Visit [DeltaDentalNE.org/providers](https://DeltaDentalNE.org/providers) to access the Dental Office Toolkit.
- Register by clicking on "Not yet registered" and follow the prompts. Be sure to have your office tax ID number and participating provider license information handy!

### Important:

Confirmation codes are required when registering for the DOT. Be sure to use the advertised office email address to complete the registration process, where a registration code will be emailed. If the email address used at registration does not match, or we do not have an email address on file for your office, the authorization code will be mailed via the US Postal Service to your business office address. When you have the code, you will have access to the portal. If you need assistance logging into the DOT website, please call the following number and identify yourself as a provider: 866-356-0301.

### The Dental Office Toolkit offers all of these self-service options:

- Instant Explanation of Benefits
- Pre-treatment estimate processing
- Information requests
- Denied claim details
- Electronic payment transactions
- Status of submitted claims

## II. Prepayment Review

As is typical within the dental practice to best serve patients, **prepayment review will now take place**. To make this change for our existing providers as seamless as possible, **we have enclosed a list of procedure codes** which will require attachments. Beginning Dec. 11, 2017, defined claims submitted without attachments will be returned with a request for information.

## III. Filed Fees

Beginning Dec. 1, 2017, filed fees will no longer be used for reimbursement and participating dentists will not need to submit them. Providers will be paid the lesser of the submitted or the maximum allowed charge for each procedure.

## IV. Payment and Billing

The Delta Dental of Nebraska Payor ID has not changed. It remains 07027. Claims payments will now include both purchased and employer-sponsored plan patients combined. Please note the change in the claims mailing address, detailed below.

### Filing Claims

*Please update our claims address:*

Delta Dental  
Attn: Claims Processing  
PO BOX 9120  
Farmington Hills, MI 48333-9120

For more information on filing claims, see the Dental Office Toolkit manual.

### Electronic Funds Transfer

Electronic funds transfer (EFT) offers next-day payment and is the fastest payment option available to you. If you have already set up EFT, you do not need to make any changes. If you have not set up EFT but would like to, you may sign up through the Dental Office Toolkit.

### Payments

Delta Dental of Nebraska currently issues payments by single check, bulk check, and electronic funds transfer (EFT).

**Single Check:** Check issued for one claim to provider or subscriber.

**Bulk Check:** Check issued for multiple claims to provider.

**Electronic Funds Transfer:** The electronic transfer of money from Delta Dental of Nebraska to the provider.

The following is a list and description of the various electronic transactions:

#### 837-Sending the claim information from dental office to payor

- Requires the use of a payor ID (07027).

#### 835- Returned Remittance (EOB) from payor

- Go to website for enrollment form.
- New form must be submitted if an office changes clearing houses.

#### 270/271- Eligibility Transactions

- 270 Office sending member information: ID, name, date of birth, etc.
- 271 Returned eligibility information from the payer.

#### 276/277 - Claims Status

- 276 Claim Inquiry
- 277 Response to the Claim Inquiry open, pending, or closed

These electronic transactions are generated from your practice management system and sent to your clearing house. That clearing house then sends the transaction to Delta Dental of Nebraska's clearing house. Delta Dental of Nebraska downloads valid transactions into the claims processing system. You need to know which clearing house you are using.

Delta Dental of Nebraska currently accepts transactions from the following clearing houses:

1. Change Healthcare - Emdeon
2. Tesia

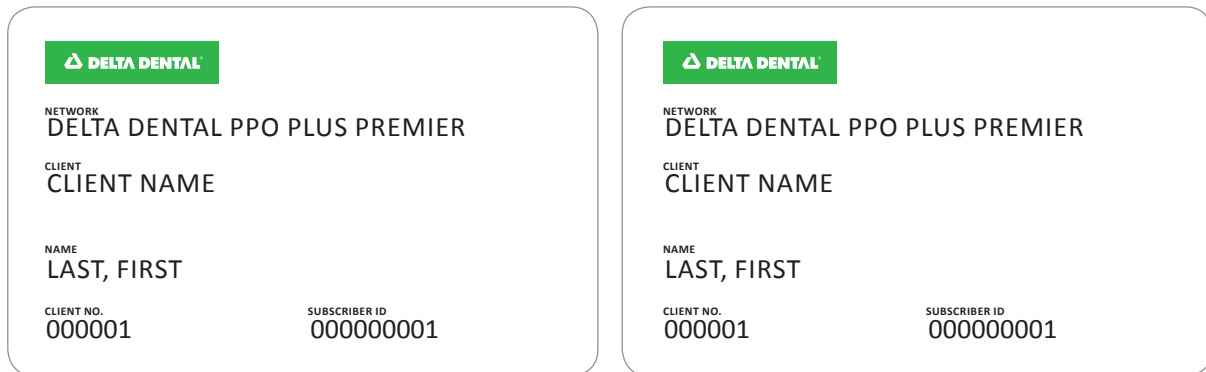
In order to direct a transaction to Delta Dental of Nebraska, you need to use the appropriate Payor ID (07027), which has not changed.

## V. New Member ID Cards

Your Delta Dental of Nebraska patients will receive new ID cards with new group numbers. Be sure to update this information in your practice management and billing systems.

Please note the following:

- ID card will not have dependent names on it.
- Subscriber ID number is changing.



## VI. Processing Policies

Delta Dental updates processing policies annually to reflect changes to the ADA CDT codes, and can be found online at [DeltaDentalNE.org](http://DeltaDentalNE.org). **You will need to log in to the secure Dental Office Toolkit to view this documentation.**

## VII. Provider Record Maintenance (available 12/11/17)

To make updates to your existing provider or clinic records that are displayed within our Find a Dentist tool, contact 866-524-1134, option 3.

As most of our communications are via email, please ensure your email address on file is accurate.

## VIII. Credentialing and Re-credentialing

To add a new provider to your clinic, contact 866-524-1134. Re-credentialing notification will occur every three years via email.

## IX. Additional Online Tools: DeltaDentalNE.org

Delta Dental of Nebraska's website features several easy and useful tools for providers.

### 1. Find a Dentist

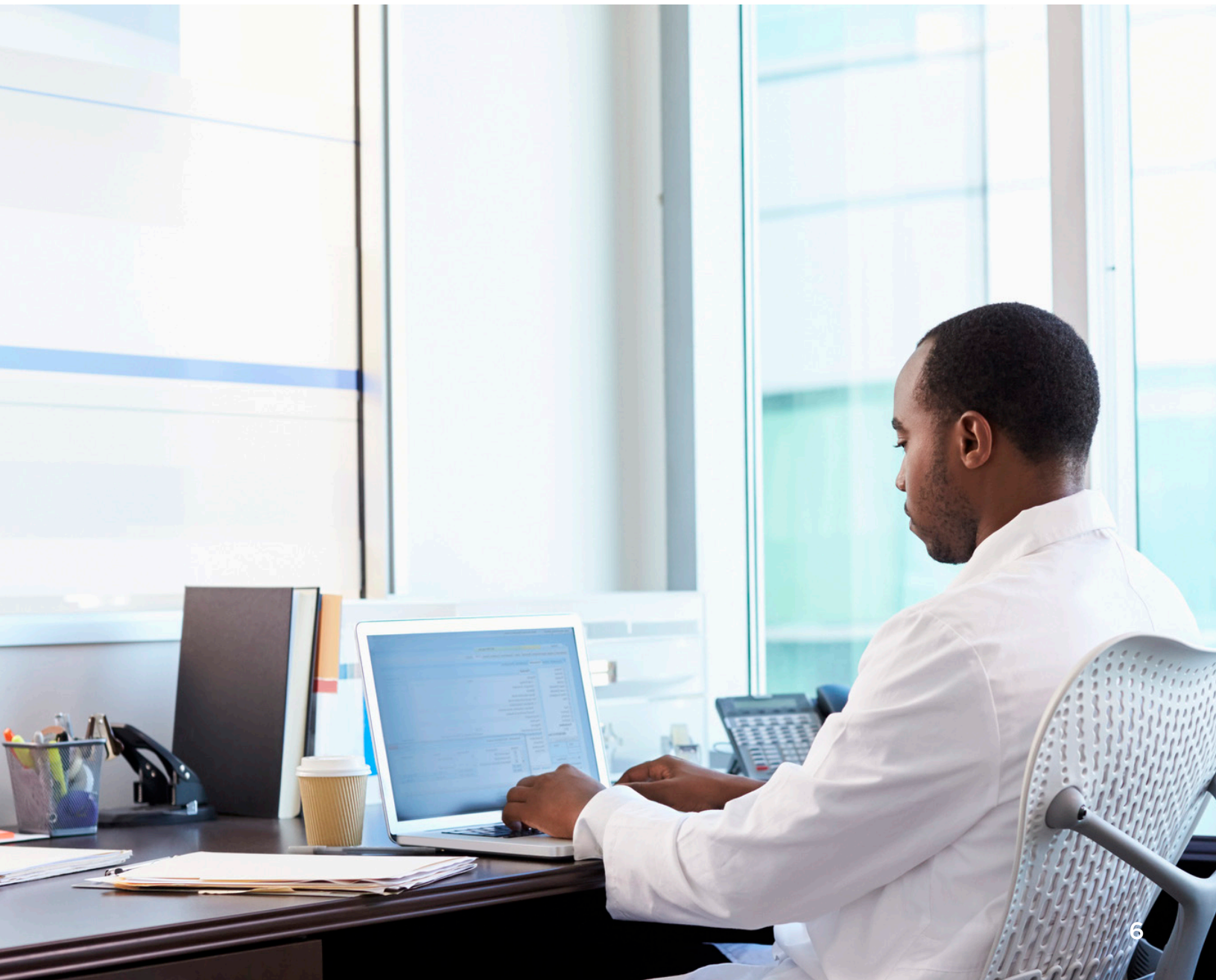
Our Find a Dentist tool is a quick and easy resource for patients to find an in-network dentist near them. Searches can be by name, location, specialties, proximity to transit, and more. To help patients find you, please verify your information is up-to-date.

### 2. Provider Resources

Visit [DeltaDentalNE.org/providers](http://DeltaDentalNE.org/providers) for access to the Dental Office Toolkit, commonly used forms (such as applications and participation contracts), fee schedules and more.

### 3. Tools for Your Patients

Our website offers easily printable fliers for your dental office or patients. Subjects include children's oral health, the importance of preventive care, making the most of your dental benefits and more.





Delta Dental of Nebraska

[DeltaDentalNE.org](http://DeltaDentalNE.org)

