



DELTA DENTAL OF COLORADO SYSTEM UPGRADE

# Provider Guide



 DELTA DENTAL®

# Changes to Smile About



This guide will help you navigate the provider portal and additional changes related to our system upgrade.



There are additional materials available on our resource library:  
<https://www.deltadentalco.com/resourcelibrary/>



Throughout this guide, you will see this icon to note where there is a supplemental video available.

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## **Provider Portal Changes**

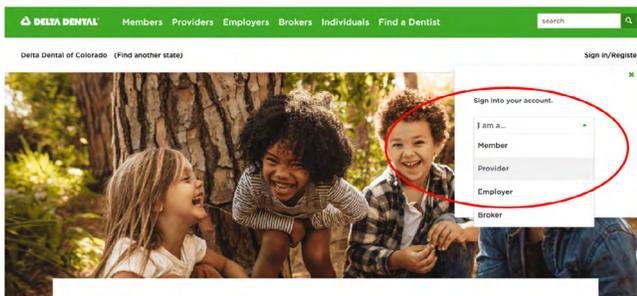
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## Logging in to the Provider Portal

### Creating an Account

- Go to **DeltaDentalCO.com**. Click on the **Providers** link at the top of the home page and scroll down to **Create an Account** on the provider landing page. Click **Create an Account** and follow the instructions to complete your registration.



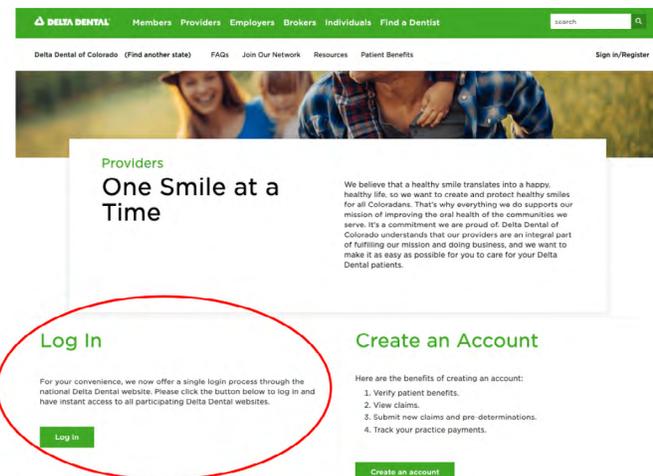
### Logging On

There are two ways to log in:

- Click on the **Sign in/Register** link on the top right-hand part of the page and select **Provider** from the I am a... dropdown menu, and click the green **Go** button. Enter your username and password and click **Log In**

**OR**

- Click on the **Providers** link at the top of the site and scroll down to Log In on the provider landing page, click **Log In**. Enter your username and password and then click **Log In**.



- If you forget your username or password, go to the Provider Log In page and click **Forgot Username or Password** to retrieve your information.
- Once you're logged in, you will land on the dashboard where you can easily search for patient records or view **Recent Claims** or **Payments**.

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## Reset Password

- To reset your password, look in the upper right-hand corner of the login page and click on the drop-down arrow next to your name.
- Select **My Profile**.
- Click the **change your password** link.

The screenshot displays the Delta Dental provider portal interface. At the top, there is a green header with the Delta Dental logo and navigation tabs for Dashboard, Find a Patient, Claims, Payments, and Documents. A user profile dropdown menu is open in the top right corner, showing options for My Profile and Log Out. The main content area features a 'Return to Dashboard' link and a 'My Profile' section. A note indicates that users should visit the Delta Dental National portal to change their password. Below this, there is a 'My locations' section with a table containing a 'Location' column and a 'Facility Report' column. A 'View Facility Report' button is located at the bottom right of the profile section.

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## Patient Records



On the **Find a Patient** tab, you can search for a patient and view:

- Dental Benefits
- Limitations
- Coverage
- Claims
- Treatment Plans

Let's take a look at each of these sections.

The **Dental Benefits** tab will provide a high-level overview of the patient's benefits, including policy information, maximums, and a list of **frequencies** and limits for common procedures.

The maximums will provide a snapshot of the amount that has been used to-date, the total allowed, and amount remaining.

You will also see the number of cleanings remaining for the patient and their next available coverage date, depending on their plan.



*Tip: If you need a full list of benefits for the patient, you can get a full report that can be downloaded, printed, etc. by clicking on the option at the very bottom of the screen.*



*Tip: All fields are required to search for a patient.*

Under **Limitations**, you can see a comprehensive list of the patient’s plan limitations with information such as:

- Type of limitation
- Number of allowed for the plan
- Age limit
- Next available
- Remaining

You may see N/A for certain treatments. This does not always indicate that coverage is not available; it may be that our system is unable to display the details for this coverage so it defaults to N/A.

For example, under Fillings, N/A will display for “How Many Allowed” because the system cannot display the information for each tooth. It’s best to cross-reference the **Coverage** section to confirm.

The **Coverage** section will show the benefit classes, copay, deductible waived, waiting period, and eligibility for benefit class details by network – Premier®, Out of Network, and PPO™

You can do an individual code search by clicking on the top search bar with the code and provider details.

A pop up box will appear with the details for that particular code.

[Submit Claim or Treatment Plan](#)

Dental Benefits	Limitations	Coverage	Claims	Treatment Plans
Type	How Many Allowed?	Age Limit	Next Available	Remaining
Bitewing X-Rays	2/11 rolling month	N/A	05/27/2021	1
Bridges	1/60 rolling month	Prosthodontics 16+	per tooth	0
Cleanings/Periodontal Maintenance	4/11 rolling month	N/A	05/27/2021	2
Consultations	1/12 rolling month	N/A	05/27/2021	1
* Crowns	1/60 rolling month	Crowns, Inlays, Onlays & Veneers 12+	per tooth	0
Exams	2/11 rolling month	N/A	09/21/2021	0
Fillings	N/A	N/A	per tooth	0
Fluoride	2/11 rolling month	N/A	05/27/2021	2
* Full Mouth Debridement	1/24 rolling month	N/A	05/27/2021	1
Full Mouth/Panoramic X-Rays	1/36 rolling month	N/A	05/27/2021	1
Implant Restoration	1/60 rolling month	Implants Surgical & Restorative 16+	per tooth	0
* Implants	1/60 rolling month	Implants Surgical & Restorative 16+	per tooth	0
Limited Exams	3/6 rolling month	N/A	05/27/2021	3
* Occlusal Guards	1/36 rolling month	N/A	05/27/2021	1
Orthodontics	N/A	Ortho 0-26 End of Month	N/A	0
Palliative Treatment	1/day	N/A	05/27/2021	1
Periapical X-Ray	N/A	N/A	N/A	0
* Periodontal Scaling	1/24 rolling month	N/A	per quadrant	0
* Periodontal Surgical Services	1/36 rolling month	N/A	per quadrant	0
* Prosthodontics	1/60 rolling month	Prosthodontics 16+	per tooth	0
* Root Canal Therapy	1/24 rolling month	N/A	per tooth	0
* Sealants	1/36 rolling month	Sealants 0-14	per tooth	0

CODE SEARCH: D2710 PROVIDER: C000000000 [SEARCH](#) [CLEAR](#)

**D2710 - CROWN - RESIN-BASED COMPOSITE**

Benefit Class: RS4K Crowns & Prosthodontics Major

Copay: 100% Deductible Waived: Yes

Eligible For Benefit Class: N/A Waiting Period: N/A

[OK](#)

There are codes listed in this patient's out-of-pocket summary. Please the

**PPO**

**Crowns & Prosthodontics**

**Diagnostic & Preventive Services** 100% Yes N/A N/A

**Eligible for Benefit Class**

N/A

On the patient record, you can also **Submit a Claim** or **Treatment Plan**.

For a pre-treatment estimate, click on the check box below treatment plan and proceed to adding all required information in the form below.

To submit a claim, complete the form with all required information.



Enter the appropriate procedures that were completed on the patient under the **Procedures** section. You can add or remove procedures as needed.



*Tip: Don't forget to check the legal check boxes at the end before you hit **submit**.*

[Back to Patient Overview](#)

/ **Submit Claim or Treatment Plan**

**Treatment Plan?**

Check here if you are only submitting a treatment plan and not a claim. Treatment plans are valid for a period of 90 days following submission.

**Payer Information:**

PRIMARY PAYER:  
Delta Dental of Colorado

**Additional Coverage Information:**

Patient has other Coverage?  
 Assignment of Benefits is on File

**Dentist Information:**

TREATING DENTISTS NPI: \* CO 800200...  
CO0000000

BILLING / BUSINESS NPI: \* CO 8...

[Back to Patient Overview](#)

/ **Submit Claim or Treatment Plan**

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**Dentist Information:**

TREATING DENTISTS NPI: \* CO 800200...  
CO0000000

BILLING / BUSINESS NPI: \* CO 8...

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## Claims

On the Claims tab, you can view submitted claims.

Each claim will show whether the claim is In Process, Denied or Paid.

From this screen, you can also edit or void claims in process, and view paid or denied claims.

You can download and/or print the EOB from here.

You can also filter claims by status, provider location, patient name or date range.

Claim:	2021070A414000 (Paid)	Processed:	05/05/2021
Patient:		Date of Service:	03/10/2021
Provider:		Paid Amount:	\$154.00
Subscriber:		Check:	N/A
Claim:	2021070A417100 (Paid)	Processed:	05/05/2021
Patient:		Date of Service:	03/10/2021
Provider:		Paid Amount:	\$91.20
Subscriber:		Check:	N/A
Claim:	2021071A038100 (Denied)	Processed:	05/05/2021
Patient:		Date of Service:	03/10/2021
Provider:		Paid Amount:	\$0.00
Subscriber:		Check:	N/A
Claim:	2021071A059800 (Paid)	Processed:	05/05/2021
Patient:		Date of Service:	03/10/2021
Provider:		Paid Amount:	\$480.00
Subscriber:		Check:	N/A

Claims	
CLAIM STATUS:	Filter by Provider Location: All locations
Showing From:	11/18/2020
Showing To:	05/18/2021
Claim:	2021070A417100 (Paid)
Patient:	
Provider:	
Subscriber:	
Processed:	05/05/2021
Date of Service:	02/11/2021
Paid Amount:	\$102.00
Check:	N/A
Claim:	2021043A285500 (Paid)
Patient:	
Provider:	
Subscriber:	
Processed:	05/05/2021
Date of Service:	02/10/2021
Paid Amount:	\$80.10
Check:	N/A

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## Payments

On the **Payments** tab, you can view current and historical payments.

If you need to look up a payment for a particular patient, you can also use the patient quick search.

You can also search payments by a specific time period by changing the dates on the Showing From and Showing To bar.

You can view and download check disbursement.

The screenshot shows the Delta Dental provider portal interface. At the top, there is a green navigation bar with the Delta Dental logo and the text "DELTA DENTAL". Below this, there is a secondary navigation bar with tabs for "Dashboard", "Find a Patient", "Claims", "Payments" (which is highlighted), and "Documents".

Below the navigation bar, there is a "Patient Quick Search" section with three input fields: "SUBSCRIBER ID OR SSN \*", "FIRST NAME \*", and "DOB \*". To the right of these fields is a calendar icon and a green "SEARCH" button.

Below the search section, there are two tabs: "Payments" (which is selected) and "Historical Payments (Prior to 04/09/2020)".

Under the "Payments" tab, there is a "SHOWING FROM:" field with the date "06/17/2020" and a calendar icon, and a "SHOWING TO:" field with the date "06/17/2021" and a calendar icon.

Below these fields is a table with the following columns: "DATE OF ISSUE", "CHECK", and "AMOUNT". The table contains five rows of payment data:

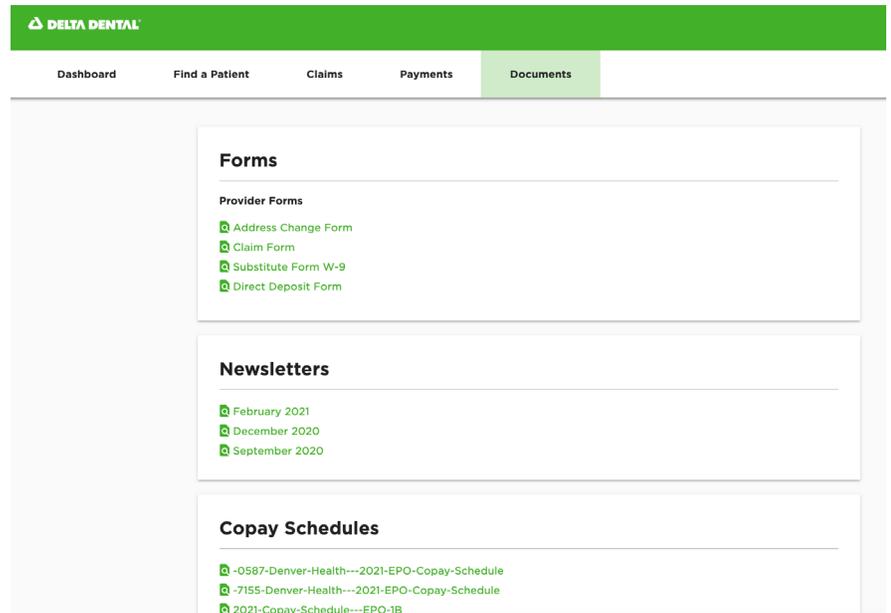
DATE OF ISSUE	CHECK	AMOUNT
06/16/2021	400030888	\$154.00
06/14/2021	400026950	\$68.00
06/11/2021	400020064	\$91.20
06/10/2021	400018794	\$276.00
06/09/2021	400017003	\$169.40

At the bottom right of the table, there is a pagination control: "Items per page: 5" with a dropdown arrow, followed by "1 - 5 of 8" and navigation arrows.

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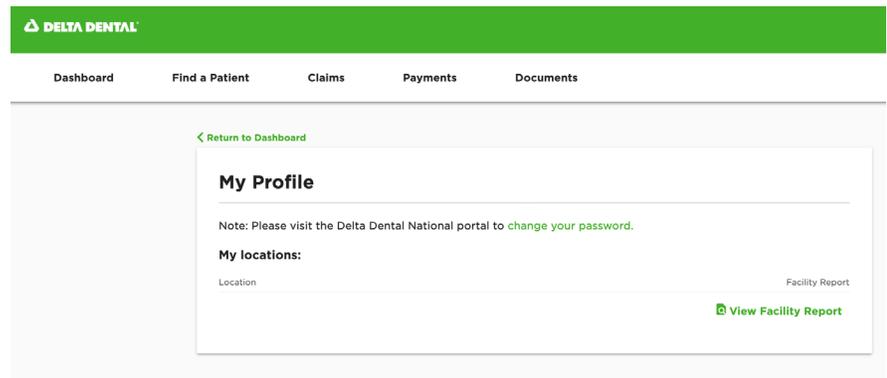
## Documents

Access important Delta Dental of Colorado documents such as the Provider Handbook, bi-monthly newsletter, fee and copay schedules, and more in the **Documents** tab.



The screenshot shows the Delta Dental website's navigation menu with the 'Documents' tab selected. The main content area is divided into three sections: 'Forms', 'Newsletters', and 'Copay Schedules'. Under 'Forms', there are links for 'Address Change Form', 'Claim Form', 'Substitute Form W-9', and 'Direct Deposit Form'. Under 'Newsletters', there are links for 'February 2021', 'December 2020', and 'September 2020'. Under 'Copay Schedules', there are links for '-0587-Denver-Health---2021-EPO-Copay-Schedule', '-7155-Denver-Health---2021-EPO-Copay-Schedule', and '2021-Copay-Schedule---EPO-1B'.

Visit **My Profile** to view the facility report for your provider's credentialing due dates and which providers are associated with the Tax ID.



The screenshot shows the Delta Dental website's 'My Profile' page. The navigation menu is visible at the top, and the 'My Profile' section is highlighted. A note states: 'Please visit the Delta Dental National portal to change your password.' Below this, there is a section titled 'My locations:' with a table. The table has two columns: 'Location' and 'Facility Report'. A 'View Facility Report' button is located at the bottom right of the table.

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## Other Changes Impacting Providers

In addition to a new web and portal experience, providers will also see the following changes:

1. Paper checks will only be processed **once per week on Tuesdays**. Sign up for direct deposit to conveniently receive daily payments, view your EOBs online 24/7, easily track payments, and more! Email **profservices677@ddpco.com** to sign up.
  - ACH payments will continue being processed daily.
2. Information requests (IR) for claims will now be sent as requests for information (RFI). Providers will have **30 days to submit the additional information requested**.

3. You will see new formats on documents such as ID cards, EOB's, and checks.



4. Some members and groups will see a change to their group numbers, and the format for termination dates will be different.
  - Group numbers will now be composed of an 11-digit number – group number, preceded by zeroes.
  - The format of termination dates is changing from “through date” to “to date”. The period that the member is covered is NOT changing. Currently, coverage is active through a particular date. The new format will be the date AFTER the last date of coverage or date up to which coverage was active.
    - Example: 1/1/2021 THROUGH 12/31/2021. Last day of coverage is 12/31/2021. 1/1/2021 TO (but not including) 1/1/2022. Last day of coverage is still 12/31/2021.

If you have any questions, please contact your provider representative or 303-889-8677 or **profservices677@ddpco.com**.