

Tips for Getting Paid Faster

Electronic Claims and Website Tools

- Check your patient's benefit report (PBR) to ensure eligibility and benefits.
- Submit claims electronically through a clearinghouse or for free on deltadentalco.com.
- When selecting Relationship on the claims form, choose "Subscriber, Spouse or Child." Do not choose "Other" or the system will reject it.
- When using our website, use Internet Explorer to maximize our website features.
- Check claims status online and work Information Requests (IR) timely to avoid delays in payment.
- Sign up for Direct Deposit.

General

- Treating dentist (provider who actually treats the patient) needs to be listed on the claim.
- All completed procedures (even if not covered) must be submitted for processing.
- Use the same name as on the ID card. Avoid nicknames or initials.
- If you receive a check from us, cash it. We're only able to do adjustments once it is cashed.

Coding and Processing

- NPI Type 1 is related to the treating provider and must be populated on the claim.
- NPI Type 2 is related to the business or location and must be populated on the claim. If you don't have a Type 2 NPI, please leave this blank.
- Include quad tooth number and/or surface when appropriate.
- Treatment without a corresponding ADA/CDT code should be submitted with a narrative and the appropriate unspecified code (e.g., D9999, D2999, D4999).
- The completion/seat/delivery is submitted as the treatment date for multi-visit procedures (crowns, bridges, root canals, dentures, etc.).
- If you receive an Information Request (IR) form, return that info on the same form, not a new claim.
- Stay up to date on ADA codes and make sure all software is updated accordingly.

Paper Claims

- Save postage; send X-rays only upon request. Copiers and scanners don't reproduce these well. These X-rays are separated from the claim and are discarded.
- Place multiple claims in a single envelope.
- Make sure your claim form is current.
- Do not highlight amounts on paper claims. We only see a black box if there's highlighting.