

A large green circle with a white border, containing the text "Office resource guide". The circle is partially enclosed by a thick green horizontal bar on the left and a thick grey horizontal bar on the right.

Office resource guide

Credentialing

All Delta Dental participating providers are required to be fully credentialed prior to accepting Delta Dental benefit plans from a patient. To initiate credentialing, go to providerwebportal.com and register an account using the dentist's type 1 NPI. Once registered, log in and create a new application. Complete the application, uploading any required documents as prompted. For more information, see the **Provider Application & Credentialing Toolkit** guide. If you need assistance, contact your professional services rep or provider records.

Applications will be sent to committee for review within 30 days of receiving a fully completed application. Including all required documentation with the initial application will help streamline the application process. Credentialing decisions may take longer if information is missing or additional documents must be requested.

Recredentialing is required of all providers every 36 months. Delta Dental's provider records staff will reach out via email to initiate the recredentialing process.

Adding a provider

All providers being added to an office as a participating provider must first be credentialed. If the provider being added is already

credentialed with Delta Dental, a **Provider Addition** form can be completed and returned to provider records. This form can be found in the forms section of Dental Office Toolkit™ (DOT). It can also be requested from your professional services rep or provider records.

Removing a provider

Delta Dental requires notification when a provider has left a practice. Please contact provider records, your professional services rep or complete a **Provider Removal** form found in the forms section of DOT to have a provider removed. This will not terminate the provider's network agreement at any other service office locations or tax identification numbers (TINs) not mentioned on the form.

Retirement or death

If your office experiences the loss of a provider due to retirement or death, and you need to add a doctor, please call provider records or your professional services rep as soon as possible.

All providers, including fill-ins, must be credentialed and added to each service office prior to accepting Delta Dental benefit plans from a patient. If the provider is already credentialed with Delta Dental, a **Provider Addition** form can be completed and returned to provider records to add them to the office.

Adding a new tax identification number (TIN)

To add a TIN, please complete the **Business Information** form. This form can be found in the forms section of DOT or can be requested from your professional services rep or provider records.

If the new TIN is taking place of an existing TIN due to sale of the business, retirement, etc., please send a request for closure of the TIN no longer being used with effective date, to provider records at **providerrequests@deltadentalmi.com**.

Closing a TIN

To close a TIN no longer being used for claims with Delta Dental, please send a request for closure along with TIN, reason for closure and effective date to **providerrequests@deltadentalmi.com**.

Name changes

All provider names must match the state licensing board. If an individual provider's name changes (e.g., marriage, etc.), the name must be changed with the state licensing board first. Once the state licensing board reflects the change, the provider can contact Delta Dental provider records to update the name.

To change a business name, email provider records at **providerrequests@deltadentalmi.com** and provide an updated W9 reflecting the change.

Contact information updates

To update service office contact information such as phone number, email address, mailing address, etc., please contact provider records at **providerrequests@deltadentalmi.com**.

Fee schedules

Fee schedules can be found on DOT. Each provider at each service office will have a fee schedule assigned based on the networks

they are participating in. If you have questions regarding the fee schedules, please contact your professional services rep for assistance.

Direct deposit/electronic funds transfer (EFT)

The provider shall create/set up DOT and EFT accounts for each TIN to which the provider intends to direct their claim payments. The provider agrees to accept all Explanation of Benefits (EOBs) electronically through DOT. Tutorials on how to register can be found on the Delta Dental website at **deltadentalmi.com/DOT**. Any additional inquiries regarding direct deposit or EFT should be directed to Toolkit Support at 866-356-0301.

Contact numbers

Professional services representative:

Each office is assigned a professional services representative who can assist with any questions regarding your Delta Dental networks or agreements. Please see the territory map to locate your representative.

Provider records:

800-656-6495

Records staff can assist with credentialing inquiries, office contact information updates, provider additions/removals and tax ID changes.

Customer service:

800-524-0149

Customer service can assist with questions regarding claims. *For eligibility and benefits, please use DOT.*

Toolkit support:

866-356-0301

(IN, MI, OH, KY, NC, TN, NE, NM, MN, AZ, WI-CMS) Need help with DOT?

Contact Toolkit Support for assistance.

While Local EFT lets you receive payments only from the Delta Dental member company you're contracted with, selecting National EFT as your direct deposit payment method means you can receive direct deposit payments from Delta Dental member companies nationwide.

Anti-fraud hotline:

800-524-0147 Suspect fraud? Report it to our anti-fraud hotline.

