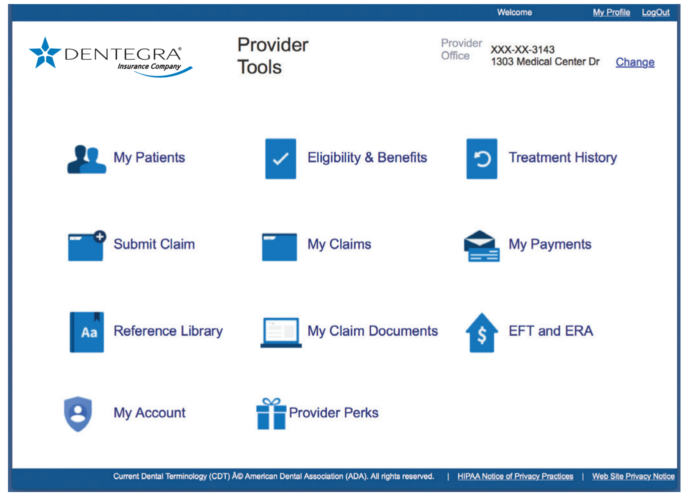
Provider Tools Overview

Log in at **dentegra.com/for-providers** and select the tool you need to make administration a breeze!



My Patients: Here is a comprehensive list of your Dentegra* patients for whom you've submitted claims. The list will expand to include your additional Dentegra patients as claims are processed. You can submit claim information, eligibility and benefits (including remaining maximums and deductibles) and transmit free real-time claims. You can add more Dentegra patients to your list via the Eligibility & Benefits tool, and create a daily work list, too.

Submit Claim: Use this tool for free, real-time claim and pre-treatment estimate submission. Upload attachments at no charge, too. You can see Dentegra's payment and the patient's payment portion often within moments (for claims that don't require clinical review).

Reference Library: Your Provider Handbook and other resources are here to help answer all your questions.

EFT and ERA: Sign up for direct deposit (electronic funds transfer/EFT) of all your Dentegra payments. You can also sign up for electronic remittance advice (ERA). Review questions and answers about EFT and ERA here, too.

Eligibility & Benefits: Summaries and benefit details per procedure for the network(s) in which you participate. Obtain this information through My Patients, too, for your established patients.

My Claims: Here are your electronic and paper claims from receipt to completion.

My Claim Documents: Review your claim statements (including details of each processed claim) and pre-treatment estimates.

My Profile: To reduce paper use, select this link, then scroll to "Preferences." Select "Online with email alerts" to stop paper documents and receive email notices when new documents are ready to review online.

Treatment History: Procedures provided for your patients from claims we've processed from any provider are here.

My Payments: Review your Dentegra payments (direct deposit and/or paper checks), listed by payment date, and whether the payment has cleared your account or is outstanding. Link to claim details associated with each payment, too.

Provider Perks: Special deals and discounts are here, just for Dentegra providers. Connect with DDS Lab, a full-service NBC certified dental laboratory, to help reduce your overhead costs.

DENTEGRA®
Insurance Company

Connect with us:

dentegra.com

Frequently asked questions

Q: Who may register for an online account in addition to the provider?

A: Any person authorized by the provider may register. We encourage each person to register separately so that if someone leaves the practice, that person's user name and password can be deleted while leaving the others intact and usable.

Q: What information is necessary to register for an online account?

A: Enter the following information, which must match our records exactly:

- The provider's first and last names
- The provider's tax identification number (TIN), without hyphens or spaces
- The practice's five-digit ZIP code
- The provider's license number (letters are usually not included)

In addition, your National Provider Identifier (NPI) must be registered with us.

Q: How do I obtain an NPI, and how do I let Dentegra know about it?

A: Apply online at the National Plan & Provider Enumeration System (NPPES) website: **https://nppes.cms.hhs.gov**. When you receive a confirmation from the NPPES containing your NPI, email it to us at **npi@dentegra.com**, along with the provider's name, address and license number. Include the Type 1 "individual" NPI and, if there is more than one provider working at the same location, under the same TIN, include the Type 2 "business" NPI. (It is not sufficient to simply use your NPI on claims — we must be notified separately.)

Q: How long can I use Provider Tools before my session expires?

A: Generally, your online account access will expire in 30 minutes. You'll receive a warning message two minutes before this occurs, asking you to click on "OK" to continue. If your session expires, you'll be redirected to **dentegra.com** to log in again.

Q: Can I add patients to the My Patients list?

A: Yes, by using the Eligibility & Benefits tool. First, verify the patient's eligibility. Then, select the option to add the patient. You can submit a real-time claim or pre-treatment estimate for patients using the link in the My Patients tool.

Q: How many attachments can I transmit free for each claim or pre-treatment estimate?

A: Up to five attachments per claim or pre-treatment estimate. The total size limit for all attachments combined is 5 MB. The file types that may be attached are PDF, JPG, GIF and TIF.

Q: If Dentegra recoups a previous overpayment from a new payment issued to me, how will it display in My Payments?

A: You will not see this type of adjustment in the payments list, but you will find it on your claim statement using the My Claim Documents tool.

Q: Who can sign up for EFT and ERA?

A: Direct deposit (EFT) is available to any provider who receives payments from Dentegra. ERA is available if you use a clearinghouse to submit claims.

Q: Which payments will I receive if I sign up for direct deposit?

A: All payments issued to you by Dentegra.

Q: Which browsers work best with Provider Tools?

A: Provider Tools works best with current versions of Internet Explorer, Chrome, Firefox and Safari. (Be sure to keep your browser updated.)