

Delta Dental of South Carolina

How to Make the Most of the Website

July 2020



Delta Dental of South Carolina

Provider Registration



Provider Registration – deltadentalsc.com

- Where to begin?

All providers in SC, when setting up their Username and Password needs to start under the Delta Dental SC website. To access the provider registration select 'Provider'.



Provider Registration – deltadentalsc.com

- Provider Sign In

Under this section you can create your account under ‘Dental Provider Registration’.



Provider Registration – deltadentalsc.com

- Beginning Registration

Select 'I am either a dentist or associated with a dentist'.

The screenshot shows the Delta Dental website's registration process. At the top, there is a green navigation bar with the Delta Dental logo and links for 'Shop for insurance', 'Member', 'Dentist', 'Employer', and 'Broker'. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a horizontal line with the text 'Find your Delta Dental' on the left and 'Sign in/Register' on the right. The main content area is titled 'Register - step 1 of 3' in green text. Below the title, there are three radio button options for registration:

- I am either a dentist or associated with a dentist
- I am a member or adult dependent and have coverage with Delta Dental
- I am a DeltaCare® facility

At the bottom of the registration form, there is a green button labeled 'Proceed to step 2'.

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- Step 2 of Registration

It's recommended for the person that's completing this form to add their first and last name.

The screenshot shows the Delta Dental website's registration page. At the top is a green navigation bar with the Delta Dental logo and links for 'Shop for insurance', 'Member', 'Dentist', 'Employer', and 'Broker'. A search bar is on the right. Below the navigation bar, there are links for 'Find your Delta Dental' and 'Sign in/Register'. The main heading is 'Dentist registration - step 2 of 3'. Below this is a note: 'Please enter your information in the registration form below. Required fields are indicated with an asterisk (*). [Contact us](#) if you are having difficulty registering.' The registration form itself is a white box with a thin border. It contains the instruction 'Enter the name of the person completing this registration form.' followed by two input fields: 'First Name*' and 'Last Name*'. Below these is another instruction: 'Enter information about your office. This will be used to determine your office location for mailing purposes.' followed by two more input fields: 'Business Tax ID*' and 'Business City*'. The asterisks indicate required fields.

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- Step 2 of Registration

Add in the Business info– Tax ID, Business City, Business Zip.

Add in the Dentist’s First and Last Name, License Number and License State.

DELTA DENTAL Find your Delta Dental Sign in/Register 🔍

Enter information about your office. This will be used to determine your office location for mailing purposes.

Business Tax ID* Business City*

Business Zip*

Enter information about a dentist in your office. This will be used to validate your registration request.

Dentist First Name* Dentist Last Name*

License ID* License State*

Register

Provider Registration – deltadentalsc.com

- Step 3

Validate the Registration information submitted.

The screenshot shows the Delta Dental website interface. At the top is a green navigation bar with the Delta Dental logo and links for 'Shop for insurance', 'Member', 'Dentist', 'Employer', and 'Broker'. A search bar is on the right. Below the navigation bar is a white bar with 'Find your Delta Dental' on the left and 'Sign in/Register' on the right. The main content area is titled 'Dentist registration - step 3 of 3' and includes a note: 'Please enter your information in the registration form below. Required fields are indicated with an asterisk (*).' Below this is a box containing the following validated information:

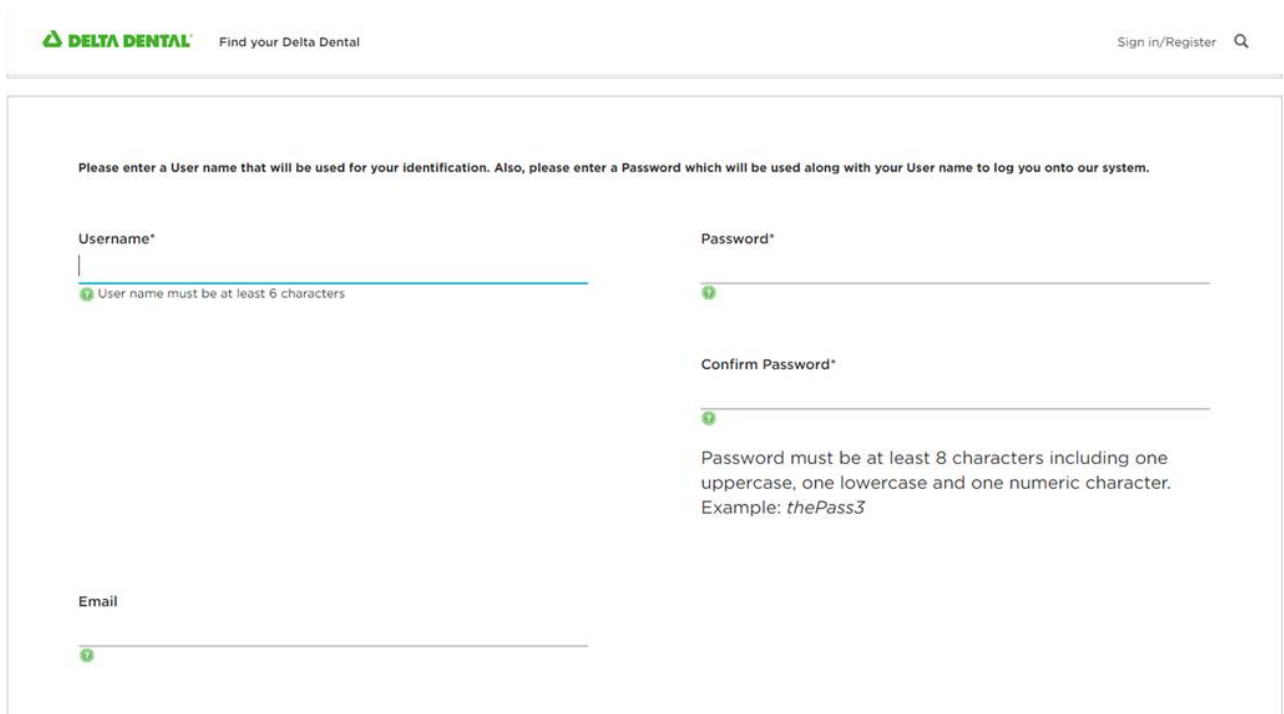
The following information has been validated.			
Dentist First Name:	FirstName	Dentist Last Name:	LastName
License ID:	1234	License State:	SC
Business Tax ID:	123456789	Business address:	123 Street Ave City, State Zip Code Phone Number

Provider Registration – deltadentalsc.com

- Create Username and Password

REQUIRED

6 characters for Username and 8 characters for password must include one uppercase, one lower case and one numeric character.



The screenshot shows the registration page for Delta Dental. At the top left is the Delta Dental logo and the text "Find your Delta Dental". At the top right are links for "Sign in/Register" and a search icon. The main content area contains a registration form with the following fields and instructions:

Please enter a User name that will be used for your identification. Also, please enter a Password which will be used along with your User name to log you onto our system.

Username*
[Input field]
② User name must be at least 6 characters

Password*
[Input field]
②

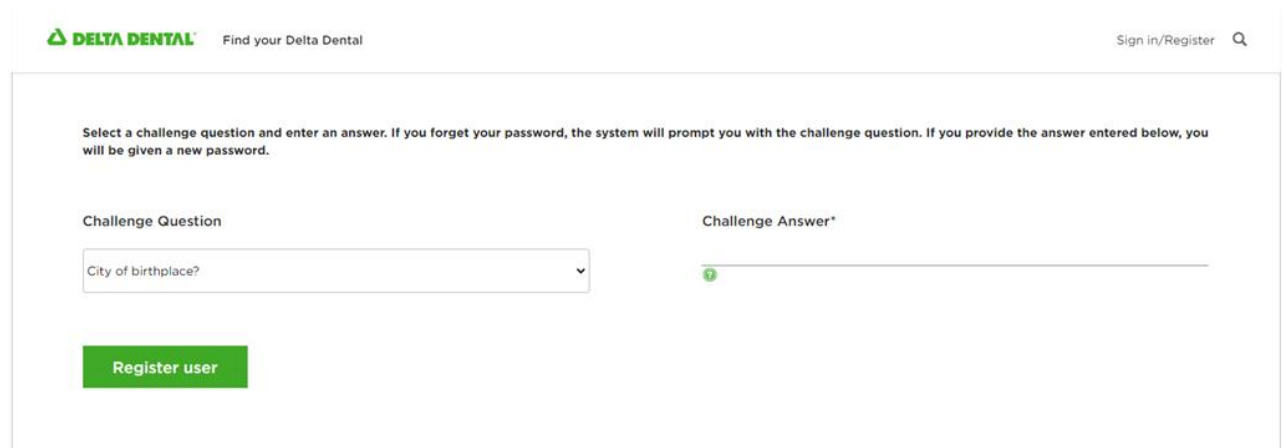
Confirm Password*
[Input field]
②
Password must be at least 8 characters including one uppercase, one lowercase and one numeric character.
Example: *thePass3*

Email
[Input field]
②

Provider Registration – deltadentalsc.com

- Provide a Challenge Question and answer.

This will allow you to access your account if you forget your created password.



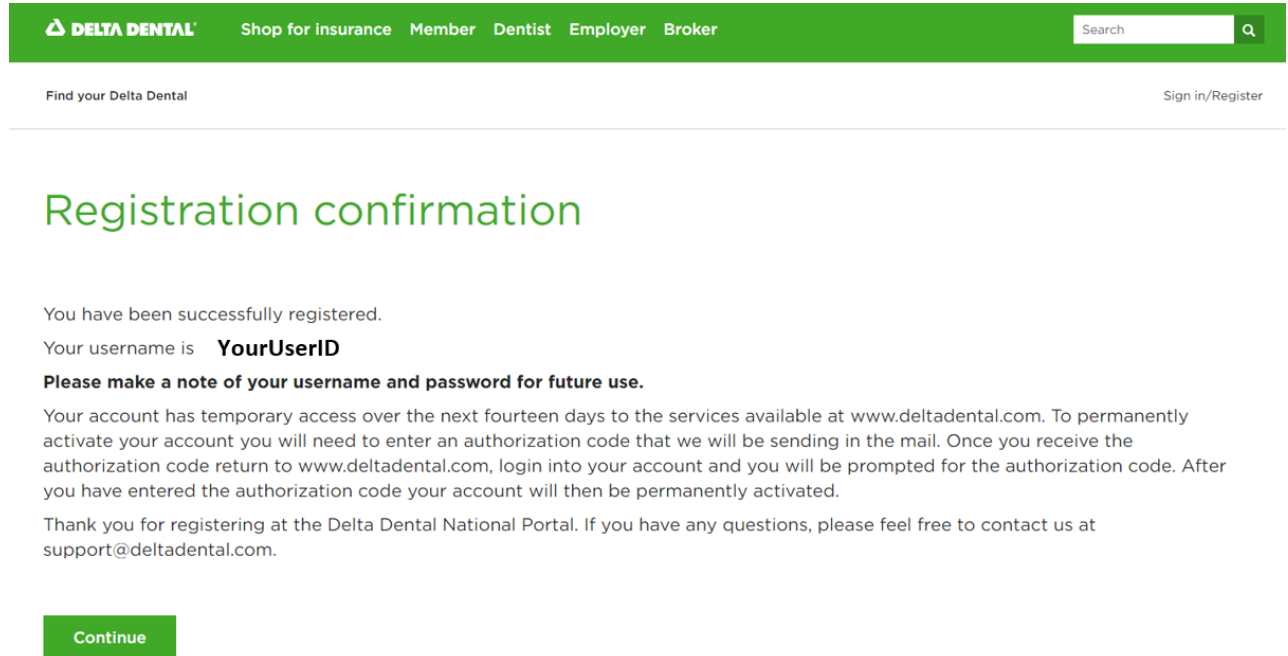
The screenshot shows the Delta Dental website's registration page. At the top left is the Delta Dental logo and the text "Find your Delta Dental". At the top right is a "Sign in/Register" link with a search icon. The main content area contains a paragraph: "Select a challenge question and enter an answer. If you forget your password, the system will prompt you with the challenge question. If you provide the answer entered below, you will be given a new password." Below this are two fields: "Challenge Question" with a dropdown menu showing "City of birthplace?" and "Challenge Answer*" with a text input field. A green "Register user" button is positioned below the "Challenge Question" field.

Provider Registration – deltadentalsc.com

- Registration Confirmation

Please make note of your Username and Password for future use.

ALMOST DONE!

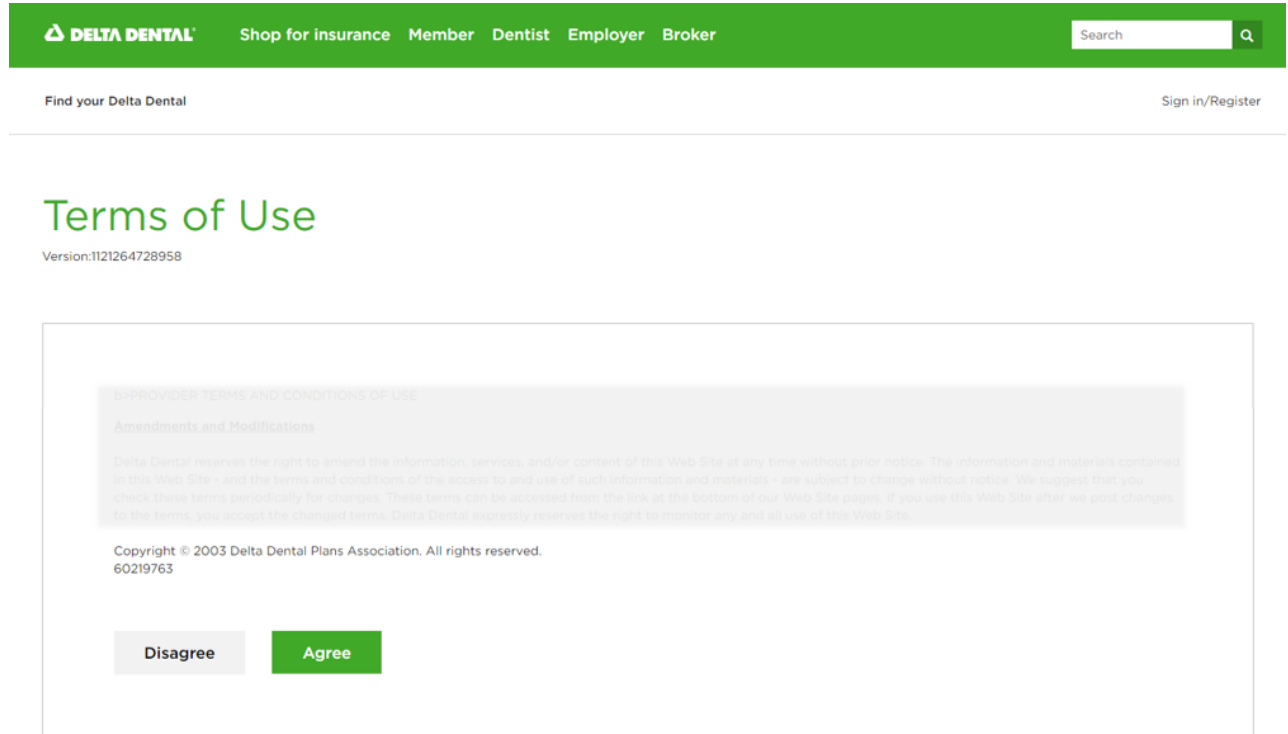


The screenshot shows the Delta Dental website's registration confirmation page. At the top, there is a green navigation bar with the Delta Dental logo on the left and links for 'Shop for insurance', 'Member', 'Dentist', 'Employer', and 'Broker' in the center. On the right side of the navigation bar is a search box with a magnifying glass icon. Below the navigation bar, there is a white header area with the text 'Find your Delta Dental' on the left and 'Sign in/Register' on the right. The main content area has a green heading 'Registration confirmation'. Below the heading, the text reads: 'You have been successfully registered. Your username is **YourUserID**. Please make a note of your username and password for future use.' This is followed by a paragraph explaining that the account has temporary access for 14 days and that an authorization code will be sent via email to activate the account permanently. A final paragraph thanks the user for registering and provides contact information for support. At the bottom of the page, there is a green button labeled 'Continue'.

Provider Registration – deltadentalsc.com

- Terms of Use

Please read through this section. Once complete you have to 'Agree' to move forward.



The screenshot shows the Delta Dental website's registration process. At the top, a green navigation bar contains the Delta Dental logo, a search bar, and links for 'Shop for insurance', 'Member', 'Dentist', 'Employer', and 'Broker'. Below the navigation bar, the text 'Find your Delta Dental' is on the left and 'Sign in/Register' is on the right. The main heading is 'Terms of Use' in green, with 'Version:1121264728958' below it. The central content area is a light gray box containing the following text: 'B-PROVIDER TERMS AND CONDITIONS OF USE', 'Amendments and Modifications', and a paragraph stating that Delta Dental reserves the right to amend information, services, and/or content without prior notice. At the bottom of this box, there is a copyright notice: 'Copyright © 2003 Delta Dental Plans Association. All rights reserved. 60219763'. Below the text box are two buttons: a light gray 'Disagree' button and a green 'Agree' button.

Provider Registration – deltadentalsc.com

- Authorization code
Your Delta Dental Representative can provide your Authorization code. You are granted access for 14 days until it's mailed.



Authorization code

When you registered for access to our system, an authorization code was mailed to your business office address. If you have received the code, please enter it at this time and press 'Continue'. If you have not received the code, you may bypass entering an authorization code, click 'Continue' and gain access to the site on a temporary basis. However, please note that temporary access will only be provided for 14 days from the time that you registered.

A screenshot of the authorization code input form. It features a text input field with the label 'Authorization code' above it. Below the input field is a green button with the text 'Continue'.

Provider Registration – deltadentalsc.com

- Login Screen

Once registration is complete, this is what the Login section will look like.

Login

Single Sign On (SSO) is available now!

Providers and their staff have access to our local website, the national portal and multiple Delta Dental member company websites with a single sign on. Some existing users will need to register with the national portal to access our local website and Delta Dental member company websites. Many of our existing users have already transferred over to single sign on functionality with their existing username and password. Once the registration process is complete you can access Delta Dental websites with the same username and password.

Begin by logging in with your current username and password and if your login has already synchronized with the national portal, you can now access multiple Delta Dental websites with your SSO. If your login is unsuccessful with us, you will receive the following error message. Your current login wasn't recognized by the Delta Dental Plans Association (DDPA) national portal. Please [click here](#) to connect to DDPA's website and portal, where you can register and create your username and password.

Functionality will vary depending on each website; SSO allows access to each site with the same login and password. Our local functionality will stay the same.

All SSO questions should be directed to Delta Dental's national portal at 866-625-0700.

Provider Profile– deltadentalsc.com

- My Profile

Under your provider profile you can update your Security Question or change your password for the Delta Dental SC account.

My Profile

[Back to Main](#)

User Info

For SSO Providers, changes to the login account should be done at DDPA.

Username:	<input type="text"/>	First Name:	<input type="text"/>
E-mail Address:	<input type="text"/>	Middle:	<input type="text"/>
		Last Name:	<input type="text"/>

Security Questions

Question 1:

Change Password

Enter your new password below. Your new password must contain a minimum length of 8 characters with at least 1 uppercase letter and at least 1 lowercase letter and at least 1 special character (e.g., "" or "-" or "@") and cannot be the word "password" Please note, special characters are limited to the following: .-@\$^*+&#.

Password:

Confirm Password:

Provider Profile– deltadentalsc.com

- My Profile

Under your provider profile you can add new providers as they join the practice.

Current Providers

Provider Name	License #	Address
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

Add a Provider

License Number

Provider Log-In – deltadental.com

Log in using the same Username and Password created in the deltadentalsc.com website.

The screenshot shows the top navigation bar of the Delta Dental website. On the left is the Delta Dental logo. To its right are links for "Find your Delta Dental", "Join our network", "FAQ", and "Protect my smile". On the far right is a "Sign in/Register" link. Below the navigation is a hero banner with a background image of a dental office. The banner contains the text "Dentist" in green, "One smile at a time" in large black font, and a paragraph: "More dentists choose to work with Delta Dental than any other dental insurance company. As the leading dental insurance expert, we are the best partner to help you focus on what matters most - your patients' healthy smiles."

Sign in for quick access to patient information

Username

Password

Forgot [Username](#) or [Password](#) ?

Or, create an account

Here are the benefits of creating an account:

1. View plan information
2. Download forms
3. View claims
4. Track dental activity

[Create an account](#)

Provider Log-In – deltadental.com

Sign in the deltadental.com website using the same Username and Password created in deltadentalsc.com website.

The screenshot shows the Delta Dental provider login page. At the top is a green navigation bar with the Delta Dental logo on the left, the text "I'm a dentist (Not a dentist?)" in the center, and a partially visible "Se" on the right. Below the navigation bar is a horizontal menu with links: "Find your Delta Dental", "Join our network", "FAQ", and "Protect my smile". The main content area is split into two columns. The left column is titled "Have we met?" and contains a login form with "Username" and "Password" input fields, a "Forgot Username or Password?" link, and a green "Sign in" button. The right column is titled "Or, create an account" and lists the benefits of creating an account: "1. View plan information", "2. Download forms", "3. View claims", and "4. Track dental activity". A green "Create an account" button is located at the bottom of this column.

DELTA DENTAL I'm a dentist (Not a dentist?) Se

Find your Delta Dental Join our network FAQ Protect my smile

Have we met?

Username

Password

Forgot [Username](#) or [Password](#) ?

Sign in

Or, create an account

Here are the benefits of creating an account:

1. View plan information
2. Download forms
3. View claims
4. Track dental activity

Create an account

Delta Dental of South Carolina

Exploring the Website



- Provider Main Page

Once logged in the Delta Dental SC website, this is what the 'Provider Main Page' should look like.



Eligibility - Benefits - Claims

[View Plan/Benefit Information](#)
Access member benefits and eligibility.

[Check National Benefits and Eligibility](#)
Use your Single Sign On credentials and get connected to DDPA to check national member benefits and eligibility.

[Claim Form](#)
Printable ADA claim form.

[Check Claim Status](#)
Access member claim status.

[View Remit](#)
Access your patient remits.

[View National Remit](#)
Use your Single Sign On credentials and get connected to DDPA to obtain access to national remits.



Process Policies - Provider Contracting - Re-credentialing

[Online Enrollment/Credentialing through DDS Enroll \(DentalXChange\)](#)

[Uniform Requirements](#)
Uniform requirements of network participation document.

[Required and recommended Clinical Documentation](#)
Required and recommended clinical documentation for successful claims submission.

[Delta Dental Dentist Handbook](#)
Dentist handbook and policies document.

[Consultants Corner- StraightTalk Newsletter](#)
Processing policy updates and news for your practice.

[View PPO Fee Schedule](#)
View your South Carolina fee schedule

[Directory Advertisement Information](#)
Update attributes such as office hours, language, etc.



Value Adds for Participating Dentists

[DHM- Dental Health Metrics](#)

[Click here](#) to receive dental analytics for your practice.

[Click here](#) to check your Dental Health Metrics provider dashboard this month to view potential patients in need of preventive care.

[Click here](#) to register for the DHM program.

[RedCard EFT/ERA Enrollment](#)
Enroll here for electronic payment/remit.

[Electronic Claims Submission](#)
Click here to receive information about electronic claims submission and attachments.

[View Fee Listings](#)
Current fees can be viewed here. This report is for informational purposes and cannot be used for updating fees.

[Medix](#)
Free cybersecurity assessment for participating providers.

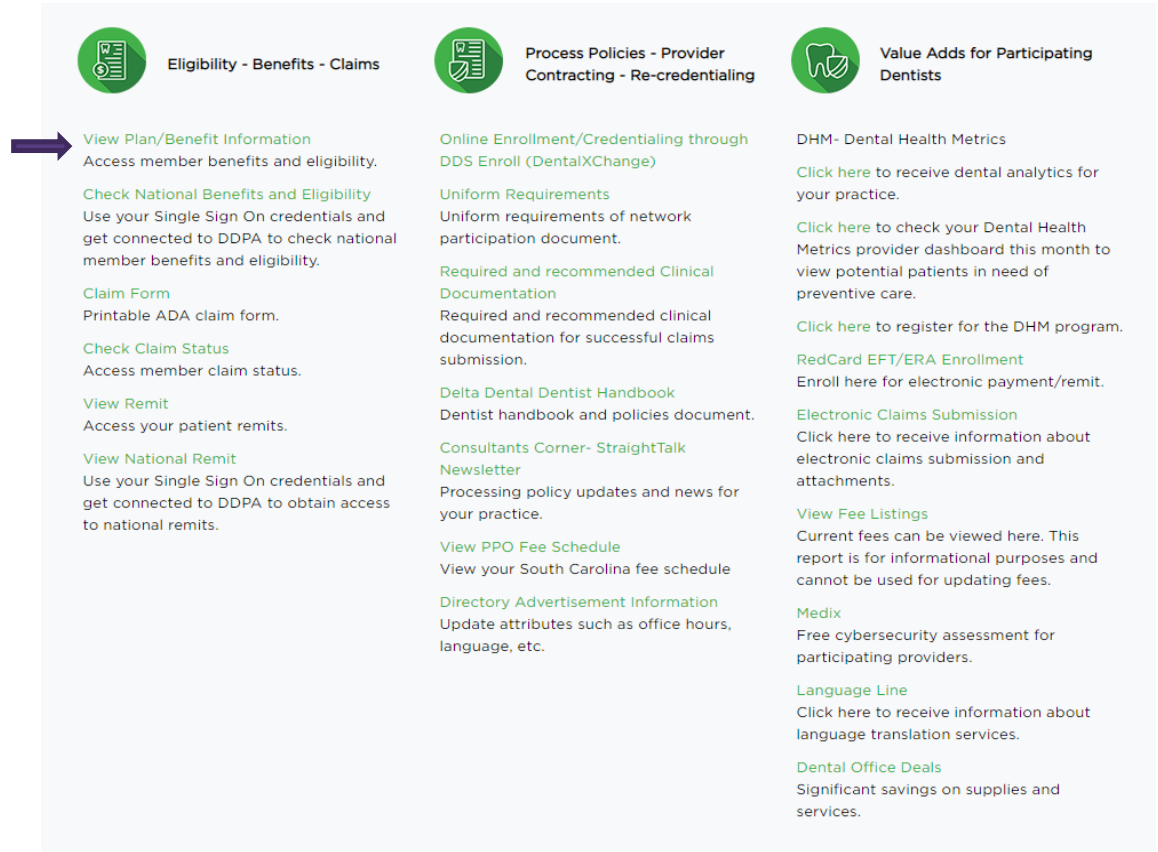
[Language Line](#)
Click here to receive information about language translation services.

[Dental Office Deals](#)
Significant savings on supplies and services.

View Plan / Benefits

- Your Patient's benefits

Your Delta Dental SC patient's benefits can be viewed under this section.



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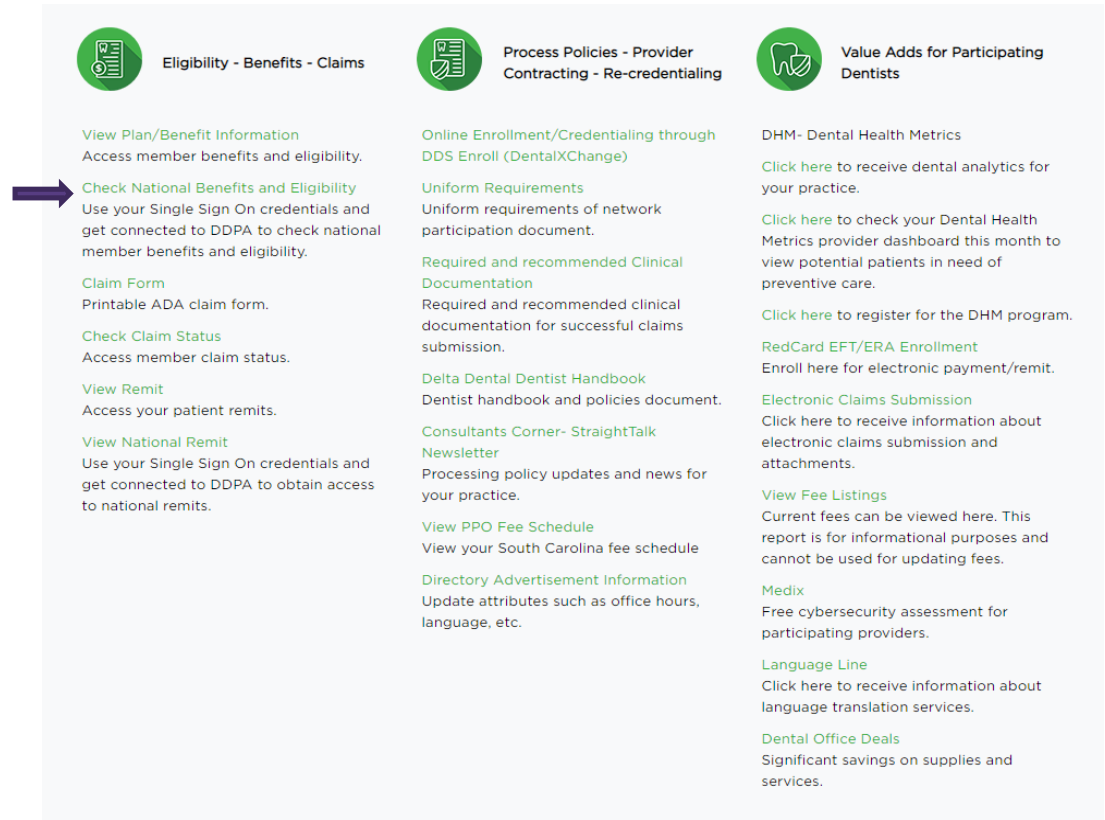
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Significant savings on supplies and services.

View National Plans / Benefits

- National Patient Benefits

Your patients that have benefits under another Delta Dental member company can be viewed here. Login using the same Username and Password created.



Eligibility - Benefits - Claims

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Patient benefit search – deltadental.com

View national Delta Dental patient's benefit and eligibility Requirements needed:
Member ID
Member DOB
Member first name
Member last name

Hello First Last Name

Here you can access plan information, download forms and view claims.

Your Delta Dental: [Delta Dental of Missouri](#)

Call: 800-529-3268

Benefits and eligibility search

To review the benefits & eligibility of your patients, please fill in all of the information listed below. When finished, click the "Benefits and eligibility" button.

*Member ID

*Member date of birth [mm/dd/yyyy]

*Member first name

*Member last name

Eligibility date
06/30/2020



Check national ERA

Delta Dental has partnered with DentalXChange to provide Delta Dental dentists access to national ERA information for the Delta Dental system. Click the button below to be directed to the Delta Dental national ERA repository, hosted by DentalXChange. The DentalXChange claimconnect portal will allow you to return to deltadental.com.

You are not currently enrolled in national ERA. Please contact your local Delta Dental company to enroll and get access to all participating Delta Dental companies ERAs.

View the [Frequently Asked Questions](#)

View the [EFT/ERA Identifier information and schedule](#) for each Delta Dental company

View the [Explanation of Payment \(EQP\)](#) links for all Delta Dental companies

Claims information




To review your claim information, please enter some or all of the search criteria listed below. When ready click the "Claim information" button.

Setting up EFT/ERA

- Enrollment for Electronic Fund and Remittance




Any SC office has to set up EFT/ERA under RedCard Enrollment Center.

Set up can be for DDSC, DDMO or national Deltas.

 Eligibility - Benefits - Claims	 Process Policies - Provider Contracting - Re-credentialing	 Value Adds for Participating Dentists
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View Remits

- Once EFT/ERA enrollment is complete the office can view DDMO/DDSC under 'View Remit' or can view all other Deltas under 'View National Remit'.

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