

Simplify Claims with Provider Tools



Provider Tools has everything you need to take care of business in one convenient place. Use this summary to get started with claims adjustments. For more information about Provider Tools, webinar schedules and videos, visit dd.deltadentalins.com/provider-tools.

On deltadentalins.com click **Log in**. Enter your username and password and click the **Log in** button.

Select **My claims**.

Use the My claims page to locate your processed claim by entering your claim number and clicking **Search**. Select the desired claim ID.

The claim will display. Scroll down to **Claim adjustment**, click **Submit request**.

When the request claim adjustment page displays, select which issue needs to be addressed with your claim:

- Single procedure or service item issue
- Dual coverage
- Other reason

Make the adjustments. If there are multiple lines that need adjustment, add the details in the explanation box.

Attachments

If a digital x-ray and/or an explanation of benefits are required, choose **Attachments**. Select **Browse** to locate your document and **Begin upload** to attach it to the claim. Click **Continue** when you are finished.

The Review page will display. Agree to the disclosure.

To submit or edit claim adjustment:

- Click **Submit request** to submit.
- Click **Edit** to make changes.
- Click **Cancel** to return to **My claims**.

Select **Submit Claim Adjustment** to transmit the claim.

The message, "Claim adjustment request submitted successfully," should display along with the claim adjustment tracking number.

The claim adjustment process can take up to 30 calendar days.

An email with this information will be sent to the email address linked to your account.



deltadentalins.com

