

Provider Self Registration and Creating User Accounts

Introduction

Provider Self Registration is the process used to set up your primary Provider SuperUser account. The primary Provider Super User is responsible for setting up and maintaining other users including terminating users once they should no longer have access. **The termination of users is an important responsibility in protecting PHI.** Once the primary Provider Super User is registered, they may set up other users and assign the security role based on the functions you want them to perform. This allows you to control access to your patient's Protected Health Information and conform to HIPAA requirements. All dentists using the web portal or assigning users to the web portal are responsible for using the portal in a manner that will not compromise the protected health information (PHI) of patients.

Before you begin

In order to self-register as the Provider Super User you will need:

- your 9-digit Tax ID Number (TIN)
 - Do not enter an NPI
- A "Business Key" obtained by calling Customer Service at 1-800-872-0500
 - This is for the purpose of adding additional security for your practice and Members.

What you need to do

1. Every practice needs to follow the directions on pages 2 through 8 to set up the primary Super User.
2. Every practice needs to review the security roles on page 9 to determine what roles to assign to their employees.
3. In order to create additional users:
 - a. If you are a sole practitioner with one location, follow the directions on pages 10 through 13.
 - b. If you are a sole practitioner with more than one (1) location **or** you are a group practice with multiple locations, follow the direction on pages 14 through 18.

Provider Self Registration

1. Open your internet web browser (for example: Microsoft Edge or Google Chrome).
2. Type in the address bar the following URL: <https://deltadentalma.com/dentists>
3. Select “Website Registration” from the left-hand navigation.
4. At the bottom of the screen click on either the **Register Now!** or **Register** button.

The screenshot displays the Delta Dental website interface. At the top right, there are links for "A A", "Find a Dentist", "About Us", "Contact Us", "Trading Partner", and "Request a Quote". The main header includes the Delta Dental logo, the state "Massachusetts" with a "(Select your state)" dropdown, and a search bar. A green navigation bar contains links for "Members", "Dentists", "Employers", "Brokers", "Dental Plans", and "Your Oral Health".

The "Dentists" section is active, showing a list of links on the left: "The Brush Up", "Understanding Networks", "Join Our Networks", "Prevention Focused", "National Coverage", "Contact Us", "Resources", "Frequently Asked Questions", "Forms", and "Website Registration".


A prominent call to action box titled "Website Registration" encourages users to "Register a Super User for your office today!" with a green "Register" button.

A large banner image features a smiling dentist. Text overlay reads: "Solutions that make it easier to manage your practice." Below this, it lists benefits: "Process claims and get the information you need, all with a simple click." followed by a bulleted list: "Look up patient eligibility and benefit information", "Submit electronic claims", "Submit pretreatment estimates", and "Check claims status". A green "Login" button is also present.

Two columns of text provide further information:

- Let us help**
Convenient online resources
Working with Delta Dental has never been easier! Our easy-to-use online tools help you manage your practice – all in one convenient place.
 - Submit claims and check status
 - Instantly look up patient information
 - Download formsAlready registered? [Log in here.](#)
Not yet registered? [Click here](#) to register a super user.
- Learn more**
Network options, opportunities to grow your practice
Delta Dental is the nation's largest and most experienced dental plan. Three out of four dentists choose to participate in our networks.
 - [Delta Dental Premier](#)
 - [Delta Dental PPO](#)
 - [DeltaCare](#)Interested in becoming a Delta Dental of Massachusetts dentist? [Click here](#) to join our networks.

1. Complete all required information as indicated by the red asterisks and click **Next**. Call Customer Service at 1-800-872-0500 for your practice "Business Key". This step is for the purpose of adding additional security for your practice and the Members.

 **MASSACHUSETTS**

New User Registration

***=Required Fields**

Contact Information

Employee First Name* ?

Employee Last Name* ?

Business Name*

Phone* ?

Email* ?

***=Required Fields**

Business Information

Business TIN Number* ? (123456789)

State*

Business Key*

***=Required Fields** **Next >** **Cancel**

Note: If the information entered does not match our records, you will be prompted to contact Delta Dental or click "Submit" to send your request to Delta Dental. Delta Dental will then contact you to resolve any discrepancies between our records and the information you entered.

2. Complete all required information as indicated by the red asterisk and click **Submit**.

DELTA DENTAL Massachusetts

Create User Account

- Your information matches our records and you can now create a user account.
- User ID should be between 5-18 characters. Example: jsmith
- Password should be between 8-16 characters and contain the following: (Example: passWord123)
 - Uppercase letter
 - Lowercase letter
 - Number

Required Fields

Enter User Information

User Last Name*

User First Name* ?

User Middle Name

User ID* ?

New Password* ?

Confirm New Password* ?

Security Question* ?

Security Answer* ?

Security Question 2*

Security Answer 2*

Email* ?

Required Fields

3. The system will display a notification when you have successfully registered as the Provider SuperUser.

The Super User may:

- Click on **Login** if you want to continue onto the Provider Portal to create additional users.
- Click on **Done** if you do not want to proceed to the Provider Portal at this time.

DELTA DENTAL Massachusetts

Thank You for Registering

Your User ID has been created.

Please click the 'Login' button below to continue

Confirmation Number **543210**

4. If you chose to **Login**, the system will display the Terms and Conditions screen. Click on **Yes, I agree with this statement** and **Next**. The system will bring the Super User directly into the portal home page logged in with their new User ID and password. Any of the portal functions, including creating additional employee users, are now available to the Super User.

Note: If the Super User did not wish to go to the portal right away and chose **Done**, they will get this page the first time they log in to the portal with you new user ID and password

DELTA DENTAL

Terms and Conditions

Printer Friendly Format

Provider Web Portal
TERMS & CONDITIONS OF USE

The following is a legal agreement ("Agreement") between "Dental Provider" and Dental Service of Massachusetts, Inc. d/b/a Delta Dental of Massachusetts and its affiliates ("Delta Dental") which is made effective as of the date electronically agreed to by Dental Provider, as set forth below.

This Agreement details the terms and conditions relating to Dental Provider's use of the Provider Web Portal. These terms and conditions are applicable to use of this Web Portal regardless of how you access it. By agreeing to the terms and conditions herein, Delta Provider acknowledges that it has read, understood and agrees to be bound by the terms and conditions. These terms and conditions apply to Dental Provider's use of this Web Portal and do not alter or change any other contractual obligations or agreements between Dental Provider and Delta Dental.

4.4. Termination of Agreement

This agreement will be effective until terminated by either party. Either party may terminate the Agreement for any reason upon ten (10) days' written notice to the other party.

4.5. Governing Law Except as otherwise indicated herein, this Agreement will be governed by the laws of the Commonwealth of Massachusetts without reference to its conflicts or choice of law provisions.

When you click "Yes, I agree to the terms and conditions of the Delta Dental Massachusetts Provider Web Portal" below, the time and date of your agreement will be recorded as the effective date of this Agreement between you and Delta Dental.

Dental Provider's access to this Web Portal is conditioned upon your agreement with the terms and conditions set forth herein.

In order to continue, you must agree with the statement.

Yes, I agree with the statement No, I do not agree with the statement

Next > **Cancel**

Portal Home Page

DELTA DENTAL Massachusetts Dentist

[Home](#) | [FAQ](#) | [Ghost Sign Out](#)

Administration	Welcome	Event Calendar
Claims/Pre-Estimates	DDMA Portal	Related Documents
Member Eligibility & Benefits	Plan Messages	
Tools		
Delta Dental Find a Dentist		
Privacy Policy		
Provider User Agreement		

Delta Dental of MA Provider Manuals Available in the "Related Documents" Page

The "Related Documents" page can be found by clicking the link to the right of your screen. There you'll find many helpful communications, including the latest Delta Dental provider manuals.

The **Delta Dental of MA - Provider Manual** is an administrative resource guide that offers information on Delta Dental general policies, provider enrollment and credentialing, plans, claim submissions, direct deposit, and other topics to help improve the efficiency of your practice's dealings with Delta Dental.

The **DDMA Participating Provider Procedure Manual** offers current information on standard administrative guidelines, review requirements, and an **Easy Reference Guide** which offers a summary of CDT code additions and deletions.

Creating User Accounts for Your Staff

Process

A User Account is created to give the staff access to the Provider Portal functions, including member eligibility search, claim search and claim submission. The Security Role allows you to control which functions they can perform. Use the information in the table below to determine what User Accounts you should create and what security roles you should assign.

Security Roles

The following security roles allow you to control what functions your employees can perform.

Dental Practice Security Role	Delta Dental of MA – Website Access
Provider Super User (role 1)	<ul style="list-style-type: none"> • Create and manage user IDs for staff • Perform Member Eligibility searches • View Consolidated Explanation of Benefits (CEOBs) • Check status of Claims and Pre-Estimates • Submit free Online Claims and Pre-Estimates
Provider Office User (role 2)	<ul style="list-style-type: none"> • Perform Member Eligibility searches • View CEOBs (Consolidated Explanation of Benefits) • Submit free Online Claims and Pre-Estimates
Provider Office User (role 3) No CEOBs	<ul style="list-style-type: none"> • Perform Member Eligibility searches • Check status of Claims and Pre-Estimates • Submit free Online Claims and Pre-Estimates

1. A user can be attached to a Business Entity or to a specific location. If you are:
 - a. A sole practitioner with one (1) location, go to page 8 and follow the directions for Creating a User Account for a Solo Practitioner with One Location.
 - b. A sole practitioner with more than one (1) location or a group practice with multiple locations, go to page 12 and follow the directions for Creating a User Account when there are Multiple Locations.

Creating a User Account for a Solo Practitioner with One Location

Procedure

Creating a User Account is a two (2) step process where you:

1. Create an Employee record,
2. Assign the User Account Role.

From the ADMINISTRATION menu on the toolbar, select **Practice and Dentists on Record**. The system will display a “Results” page.

DELTA DENTAL Massachusetts Dentist
Home | FAQ

Administration
• Practice and Dentists on Record
• Billed Amount List
• Billed Amount Associations
Claims/Pre-Estimates
Patient
Tools
Delta Dental Find a Dentist
Privacy Policy
Provider User Agreement

Home

Practice and Dentists on Record

- This page shows the Delta Dental record for your practice and dentists.
- Narrow your record search by entering information in one or more search fields.
- To add an Employee Website User, click on the record for a specific address location, or click the practice TIN record to register them for all locations.
- Please contact Delta Dental if the results below shows the need to correct a record, add a dentist, or delete a dentist:
 - Click "Tools" on the menu bar.
 - Then click "Contact Delta Dental Of Massachusetts".

Results

Record Type	Dentist Identifier	Dentist/Office Name	Address	Contact Phone
Business	10997854321 (EIN) 12345678910 (NPI)	Big Smile Dental Practice		
Location		Big Smile Dental Practice	321 Happy Lane	(555) 109-8765
Dentist	45678910111 (NPI) D54321 (License)	<u>Smiley, John</u>	321 Happy Lane	(555) 109-8765
Dentist	56789101112 (NPI) D67891 (License)	<u>Smiley, Jane</u>	321 Happy Lane	(555) 109-8765

Select the **Dentist/Office Name** of your dental practice on the “**Business**” Record Type row.

DELTA DENTAL Massachusetts Dentist
Home | FAQ

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- Please contact Delta Dental if the results below shows the need to correct a record, add a dentist, or delete a dentist:
 - Click "Tools" on the menu bar.
 - Then click "Contact Delta Dental Of Massachusetts".

Results

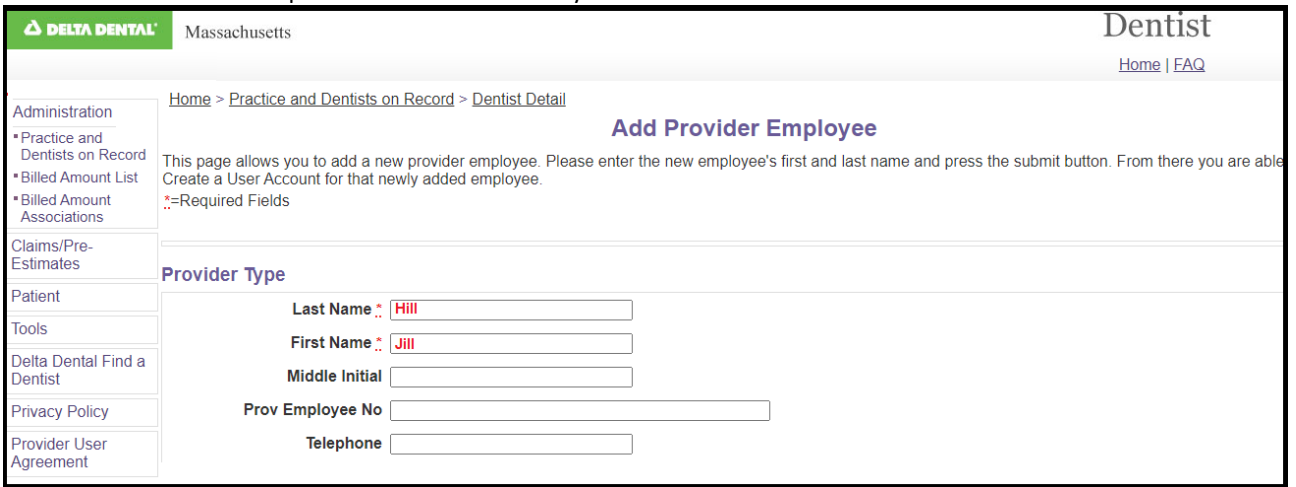
Record Type	Dentist Identifier	Dentist/Office Name	Address	Contact Phone
Business	10997854321 (EIN) 12345678910 (NPI)	Big Smile Dental Practice		
Location		Big Smile Dental Practice	321 Happy Lane	(555) 109-8765
Dentist	45678910111 (NPI) D54321 (License)	<u>Smiley, John</u>	321 Happy Lane	(555) 109-8765

Scroll to the PROVIDER EMPLOYEES section at the bottom of the DENTIST DETAIL page and click the **Add Employee** link in the upper-right corner.

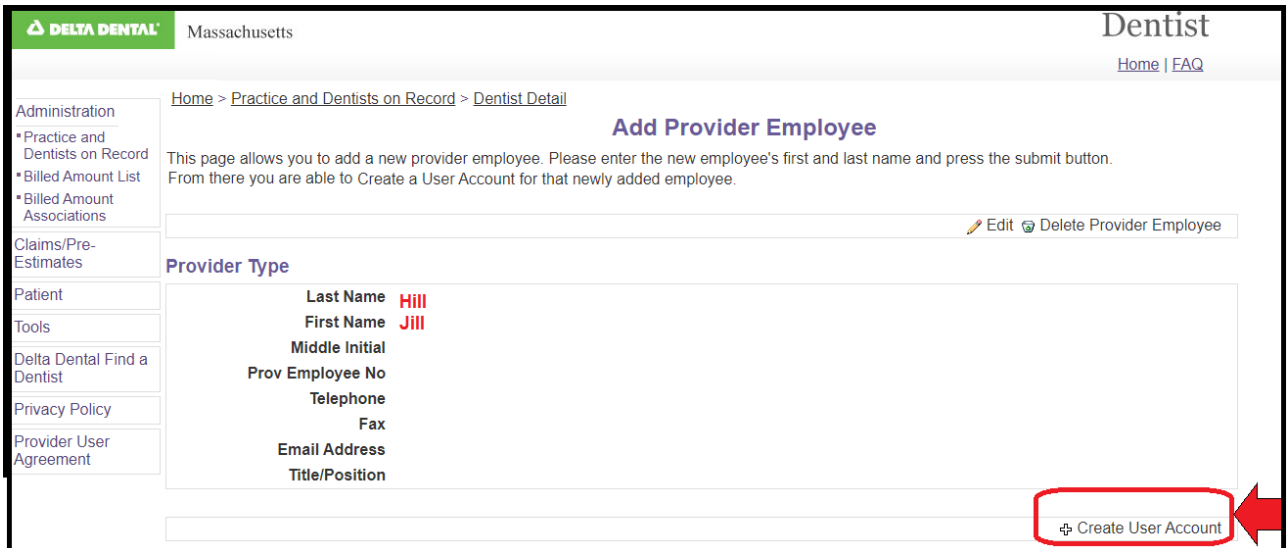


1. The system will display the ADD PROVIDER EMPLOYEE screen. Complete the **FIRST and LAST NAME** fields and click **Submit**.

Note: All other fields are optional and are not used by Delta Dental.



2. In the upper right-hand corner of the USER ACCOUNT INFORMATION section click on **Create User Account**.



3. The system will display the ADD USER screen. Complete all required fields marked by an asterisk and click **Submit**.

Note: When selecting the User Role, use the Security Roles descriptions on page-7 to decide what tasks you want your employee to perform.

DELTA DENTAL Massachusetts Dentist
[Home](#) | [FAQ](#)

Home > Practice and Dentists on Record > Dentist Detail > Add Provider Employee

Add User

*=Required Fields

User Information

User Last Name*: Hill ?

User First Name*: Jill ?

Middle Name ?

User Role*: ?

User ID*: ?

New Password*: ?

Confirm New Password*: ?

Security Question 1*: ?

Security Answer 1*: ?

Security Question 2*: ?

Security Answer 2*: ?

Email*: ?

Complete All Required Fields

Preferences

Preference	Selected
Accept notification emails	<input checked="" type="checkbox"/>
Allow health plan to login to the portal as yourself to better assist and support you.	<input checked="" type="checkbox"/>

- The ADD PROVIDER EMPLOYEE screen will re-display with the new user added. Give your employee their new user ID, password, security question and answer. They will have the opportunity to change all but the user ID once they login and go to the User Profile option in the TOOLS menu. They can now log into the Provider Portal by selecting the “Login for Online Services” option from the Dentists section at <https://deltadentalma.com/dentists> using the user ID and password you created for them. Users will be prompted to change their password every 180 days.

DELTA DENTAL Massachusetts Dentist
[Home](#) | [FAQ](#)

Home > Practice and Dentists on Record > Dentist Detail

Add Provider Employee

This page allows you to add a new provider employee. Please enter the new employee's first and last name and press the submit button. From there you are able to Create a User Account for that newly added employee.

✎ Edit

Provider Type

Last Name Hill
First Name Jill
Middle Initial
Prov Employee No
Telephone
Fax
Email Address
Title/Position

✎ Edit User Account

User Account Information

User ID JillRanUpHill
User Role 1 - Provider Super User
Contact E-mail Dr.Hill@BigSmileDental.Net

Creating a User Account when there are Multiple Locations

Process

Adding a User Account is a two (2) step process where you:

1. Create an Employee record,
2. Assign the User Account Role.

When there are multiple locations you should decide whether you want the employee user to be able to access the claims and membership information for all locations and all dentists or just the dentists at one (1) location.

Note: If you have multiple locations with the same name, we suggest you set up a user at each location. This will help you identify the correct location when you submit claims or prior-authorizations or check eligibility.

1. From the ADMINISTRATION menu on the toolbar, select **Practice and Dentists on Record**. The system will display a RESULTS page.

The screenshot shows the Delta Dental Massachusetts interface. The 'Administration' menu item is highlighted with a red box and a red arrow. The page title is 'Practice and Dentists on Record'. Below the title, there are instructions and a table of results.

Record Type	Dentist Identifier	Dentist/Office Name	Address	Contact Phone
Business	10997854321 (EIN) 12345678910 (NPI)	Big Smile Dental Practice		
Location		Big Smile Dental Practice	321 Happy Lane	(555) 109-8765
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Dentist	56789101112 (NPI) D67891 (License)	Smiley, Jane	321 Happy Lane	(555) 109-8765

2. From the **Practice and Dentists on Record** list:

- a. To grant a user access to all practice locations, select the **Dentist/Office Name** of your dental practice on the **“Business” Record Type** row.

DELTA DENTAL Massachusetts Dentist Home | FAQ

Home

Practice and Dentists on Record

- This page shows the Delta Dental record for your practice and dentists.
- Narrow your record search by entering information in one or more search fields.
- To add an Employee Website User, click on the record for a specific address location, or click the practice TIN record to register them for all locations.
- Please contact Delta Dental if the results below shows the need to correct a record, add a dentist, or delete a dentist:
 - Click "Tools" on the menu bar.
 - Then click "Contact Delta Dental Of Massachusetts".

Results

Record Type	Dentist Identifier	Dentist/Office Name	Address	Contact Phone
Business	10997854321 (EIN) 12345678910 (NPI)	Big Smile Dental Practice		
Location		Big Smile Dental Practice	321 Happy Lane	(555) 109-8765
Dentist	45678910111 (NPI) D54321(License)	Smiley, John	321 Happy Lane	(555) 109-8765
Dentist	56789101112 (NPI) D67891 (License)	Smiley, Jane	321 Happy Lane	(555) 109-8765
Location		Big Smile Dental Practice	123 Arch Road	(555) 901-6578
Dentist	45678910111 (NPI) D54321(License)	Smiley, John	123 Arch Road	(555) 901-6578
Dentist	56789101112 (NPI) D67891 (License)	Smiley, Jane	123 Arch Road	(555) 901-6578

- b. To grant users access to just one specific Service Office Location, select the **Dentist/Office Name** of that address **Location**.

DELTA DENTAL Massachusetts Dentist Home | FAQ

Home

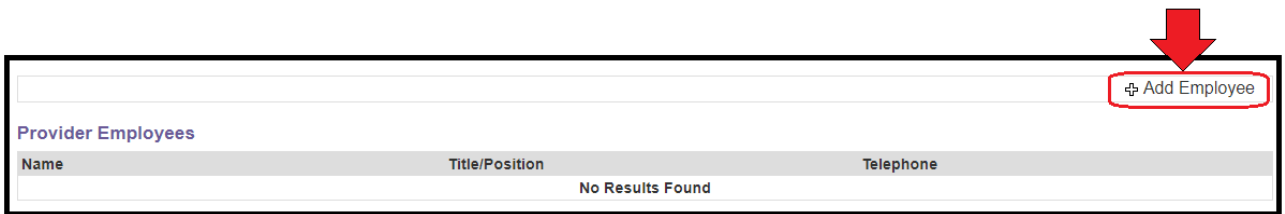
Practice and Dentists on Record

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- To add an Employee Website User, click on the record for a specific address location, or click the practice TIN record to register them for all locations.
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Results

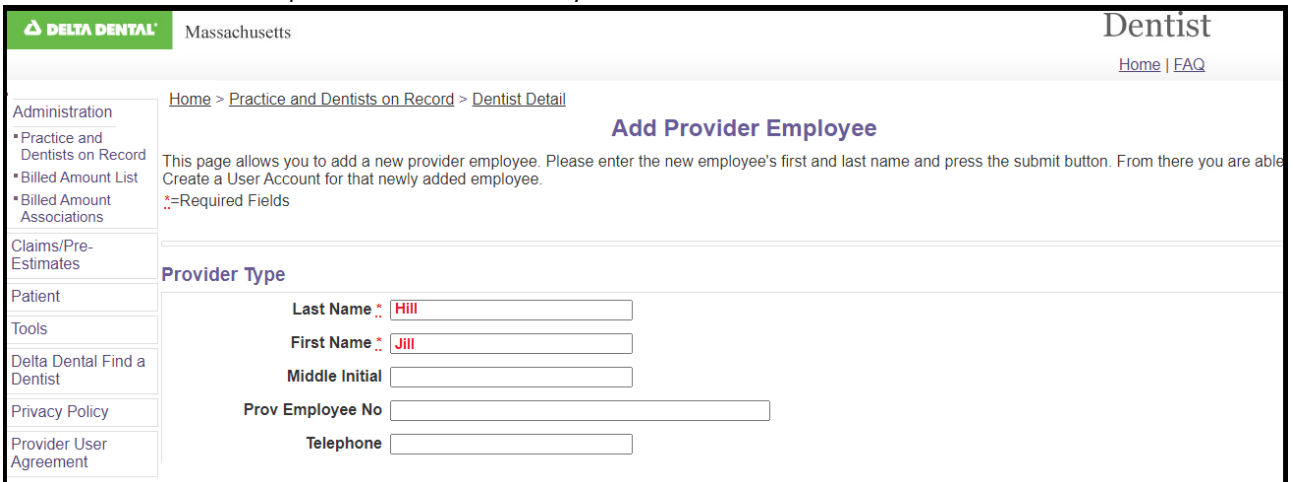
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Business	10997854321 (EIN) 12345678910 (NPI)	Big Smile Dental Practice		
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Dentist	56789101112 (NPI) D67891 (License)	Smiley, Jane	123 Arch Road	(555) 901-6578

Scroll to the PROVIDER EMPLOYEES section at the bottom of the DENTIST DETAIL page and click the **Add Employee** link in the upper-right corner.

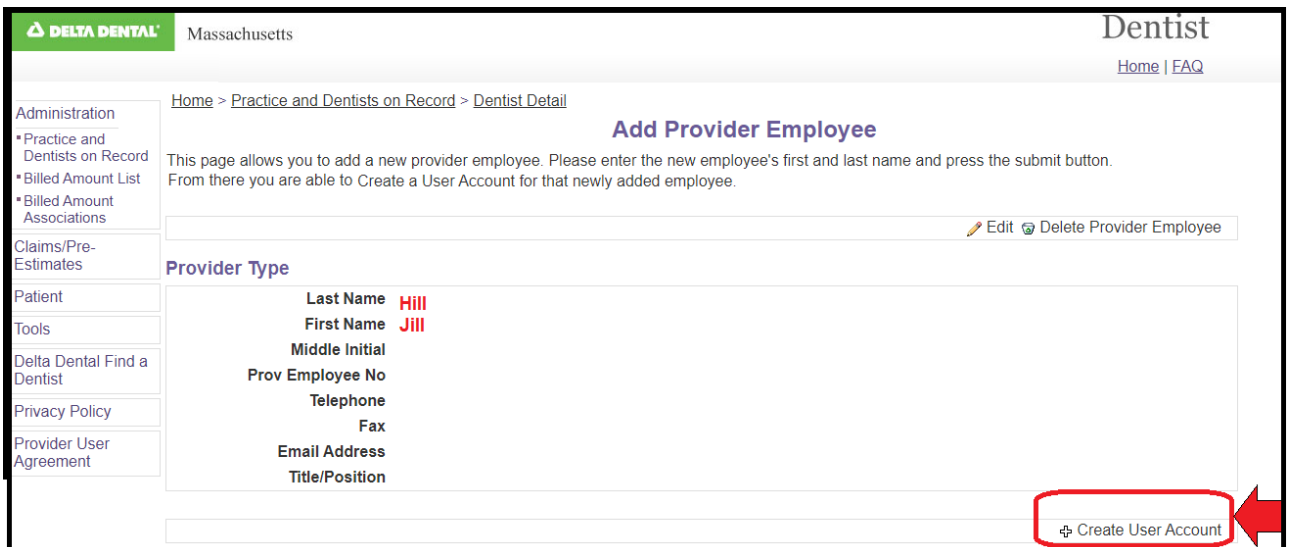


- The system will display the ADD PROVIDER EMPLOYEE screen. Complete the **FIRST and LAST NAME** fields and click **Submit**.

Note: All other fields are optional and are not used by Delta Dental.



- In the upper right-hand corner of the USER ACCOUNT INFORMATION section click on **Create User Account**.



7. The system will display the ADD USER screen. Complete all required fields marked by an asterisk and click **Submit**.
8. **Note:** When selecting the User Role, use the Security Roles descriptions on page-7 to decide what tasks you want your employee to perform.

DELTA DENTAL Massachusetts Dentist
[Home](#) | [FAQ](#)

Home > Practice and Dentists on Record > Dentist Detail > Add Provider Employee

Add User

User Information

User Last Name: * Hill ?

User First Name: * Jill ?

Middle Name: ?

User Role: *

User ID: *

New Password: *

Confirm New Password: *

Security Question 1: *

Security Answer 1: *

Security Question 2: *

Security Answer 2: *

Email: *

Complete All Required Fields

Preferences

Preference	Selected
Accept notification emails	<input checked="" type="checkbox"/>
Allow health plan to login to the portal as yourself to better assist and support you.	<input checked="" type="checkbox"/>

Submit **Cancel**

- The ADD PROVIDER EMPLOYEE screen will re-display with the new user added. Give your employee their new user ID, password, security question and answer. They will have the opportunity to change all but the user ID once they login and go to the User Profile option in the TOOLS menu. They can now log into the Provider Portal by selecting the "Login for Online Services" option from the Dentists section at <https://deltadentalma.com/dentists> using the user ID and password you created for them. Users will be prompted to change their password every 180 days.

DELTA DENTAL Massachusetts Dentist
[Home](#) | [FAQ](#)

Home > Practice and Dentists on Record > Dentist Detail

Add Provider Employee

This page allows you to add a new provider employee. Please enter the new employee's first and last name and press the submit button. From there you are able to Create a User Account for that newly added employee.

✎ Edit

Provider Type

Last Name **Hill**
 First Name **Jill**
 Middle Initial
 Prov Employee No
 Telephone
 Fax
 Email Address
 Title/Position

✎ Edit User Account

User Account Information

User ID **JillRanUpHill**
 User Role **1 - Provider Super User**
 Contact E-mail **Dr.Hill@BigSmileDental.Net**