

FREQUENTLY ASKED QUESTIONS

CREDENTIALING
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CREDENTIALING

What is Credentialing?

Credentialing is the process of verifying, with primary sources, such information as a Dentist's education, training and licensing. Credentialing must be completed before a Dentist can be approved for participation in a Delta Dental of Massachusetts Network. Credentialing is a requirement of the Delta Dental Plans Association.

How do I become a Participating Provider with Delta Dental of Massachusetts (DDMA)?

In order to become a Participating Provider with DDMA the Dentist must complete and submit:

- the Delta Dental credentialing application
- signed Contracts for the network(s) that the Dentist will be joining.

The required information for the Contract(s) is different depending upon the specific network the Dentist is joining. For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com.

The Credentialing process must be completed and the relevant Contracts would need to be executed by Delta Dental before the Dentist is considered a Participating Provider. A Dentist is not enrolled as a Participating Provider with Delta Dental until the Dentist receives the Welcome Letter.

If a Dentist sees a Delta Dental member prior to the official notification of their status as a Participating Provider, the claim will process as out of network if the member's plan has out of network benefits and a non-participating record has been set up for the Dentist.

What does a Dentist need to do to establish a non-participating record while the credentialing and enrollment is in process?

To establish a non-participating provider record the Dentist must put the request in writing on office letterhead and include the date they wish the record to be effective. A completed W9 for the entity that will be paid for the services is also required. The request can be sent to :

DeltaDentalCredentialingUpdates@greatdentalplans.com

How do I begin the process of enrolling a Dentist who is not credentialed with Delta Dental as a Participating Provider?

Detailed information and guidance for completing the forms can be found in the “Guidance for Completing Contracts and Forms” section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com.

You may also contact the Provider Enrollment and Credentialing Team by e-mail.

E-Mail: CustomerCare.Credentialing@GreatDentalPlans.com

RE-CREDENTIALING

What is Re-credentialing?

Re-credentialing is the process of verifying that certain information, such as having an active license, is still valid and updating required information as necessary.

Re-credentialing is a requirement of the Delta Dental Plans Association.

What is the process for Re-credentialing with Delta Dental?

Re-credentialing occurs every three years.

Delta Dental must receive the completed re-credentialing application by the date indicated in the re-credentialing correspondence.

The Dentist will be made a non-participating provider if not re-credentialed within the required time period.

Where is the Re-credentialing correspondence sent?

The re-credentialing correspondence is sent to the correspondence e-mail address included as part of the Credentialing Application. The Dentist should confirm the correspondence email address is still valid or update it , as necessary, so that notices and information will be sent to the correct location.

If you would like to confirm or update your credentialing correspondence address You may contact the Provider Enrollment and Credentialing Team by e-mail.

DeltaDentalCredentialingUpdates@greatdentalplans.com

What happens if a Dentist does not complete the re-credentialing or does not complete it within the required time period?

It is the Dentist's responsibility to submit all required information completely and correctly within the required time period.

Failure to complete the re-credentialing process within the required time period will result in the participating Dentist being made non-participating.

If a Dentist sees a Delta Dental member after the Dentist has been made a non-participating provider, the claim will process as out of network if the member's plan has out of network benefits and a non-participating record has been set up for the Dentist.

CONTRACTING

What is Contracting?

Contracting is the process of enrolling a location and the credentialed Dentists who practice at the location as Participating Providers in a particular network(s).

The required information for the Contract is different depending upon the specific network the Dentist is joining. For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com.

The location and the credentialed Dentists who practice at the site are not considered Participating Providers until the Credentialing process is completed and the relevant Contracts are executed by Delta Dental.

If a Dentist sees a Delta Dental member prior to being enrolled as a Participating Provider, the claim will process as out of network if the member's plan has out of network benefits and a non-participating record has been set up for the Dentist.

How do I enroll a practice location?

For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide), which can be accessed from our website www.deltadentalma.com.

(You may also contact the Provider Enrollment and Credentialing Team by email.

E-Mail: CustomerCare.Credentialing@GreatDentalPlans.com

How do I add a new Associate who is already Credentialed with Delta Dental to a location that is already participating with Delta Dental?

If a Dentist is already participating with Delta Dental, new Contracts for the additional location would need to be completed and executed by Delta Dental for all networks that the Dentist will be joining before the Dentist is considered a Participating Provider at the additional location.

The information required is different depending on the network that the Dentist is joining.

If a Dentist sees a Delta Dental member prior to being enrolled as a Participating Provider at the location, the claim will process as out of network if the member's plan has out of network benefits and a non-participating record has been set up for the Dentist.

For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com

You may also contact the Provider Enrollment and Credentialing Team by e-mail.

E-Mail: CustomerCare.Credentialing@GreatDentalPlans.com

How do I add a new Associate who is NOT already Credentialed with Delta Dental to a location that is already participating with Delta Dental?

If a Dentist is not already participating with Delta Dental the Dentist must complete and submit:

- the Delta Dental credentialing application
- signed Contracts for the network(s) that the Dentist will be joining.

The Credentialing process must be completed and the relevant Contracts would need to be executed by Delta Dental before the Dentist is considered a Participating Provider.

The information required is different depending on the network(s) that the Dentist is joining.

If a Dentist sees a Delta Dental member prior to the official notification of their status as a Participating Provider and enrollment at the location, the claim will process as out of network if the member's plan has out of network benefits and a non-participating record has been set up for the Dentist.

For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com

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OFFICE LOCATION CHANGE

What is required if a Participating office with credentialed Dentists moves to a new location?

Updated Contracts, with the new address, for all networks the Dentist(s) participates with, are required for any address change.

If a Dentist provides services to a Delta Dental member at the new location prior to the time that the updated Contracts are executed by Delta Dental the services will be paid as non-participating if the member's plan has out of network benefits and a nonparticipating record has been set up for the Dentist.

Practices should allow a minimum of 30 days for processing; therefore, practices should send all documents prior to the desired effective date to allow sufficient time for enrollment processing prior to submitting claims for the new location address. The effective date will be the date the contract is executed by Delta Dental of Massachusetts.

For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com

You may also contact the Provider Enrollment and Credentialing Team by e-mail.

E-Mail: CustomerCare.Credentialing@GreatDentalPlans.com

TAX IDENTIFICATION NUMBER (TIN) CHANGE

What is required if an existing office with credentialed Dentists changes the TIN?

Updated Contracts, with the new TIN, are required for all networks the Dentist(s) participates with for any TIN change.

If a Dentist provides services to a Delta Dental member at the location with the new TIN prior to the time that the updated Contracts are executed by Delta Dental the services will be paid as non-participating if the member's plan has out of network benefits and a non-participating record has been set up for the Dentist.

For detailed information on completing Contracts and other forms go to "Guidance for Completing Contracts and Forms" section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com

You may also contact the Provider Enrollment and Credentialing Team by e-mail.

E-Mail: CustomerCare.Credentialing@GreatDentalPlans.com

MISCELLANEOUS

What is required if there is a sale of a practice?

- Letter on letterhead with the following information:
 - Complete address, name, TIN and end date for the practice being sold
 - Complete address, name, TIN and start date for new practice
 - Acknowledgement and signed, dated consent for the transaction by both the seller and purchaser
- New Contracts for the new practice for all networks the credentialed Dentist(s) will be joining
- Non-credentialed Dentists must be credentialed with Delta Dental before they can be enrolled at the location
- W9 for the new practice

Practices should allow a minimum of 30 days for processing; therefore, practices should send all documents prior to the desired effective date. The effective date will be the date the contract is executed by Delta Dental of Massachusetts .

How do I request forms and information such as?

- Enrolling a Dentist who is not credentialed with Delta Dental as a Participating Provider
- Enrolling a practice location
- Adding a new Associate who is already Credentialed with Delta Dental to a location that is already participating with Delta Dental
- Adding a new Associate who is NOT already Credentialed with Delta Dental to a location that is already participating with Delta Dental
- Participating office with credentialed Dentists moves to a new location
- Tax Identification Number (TIN) change
- Fee Schedule
- Credentialing Application Form
- Re-Credentialing Application Form
- Contracts
- Guidance for Filling Out Forms
- Status of Submitted Paperwork
- Date When Re-Credentialing is Due

Contact the Provider Enrollment and Credentialing Team .

E-Mail: CustomerCare.Credentialing@GreatDentalPlans.com

Phone: (617) 886-1160

What if I have a question about how to complete a contract?

For detailed information on completing Contracts and other forms go to “Guidance for Completing Contracts and Forms” section of the Provider Manual (Administrative Resource Guide) which can be accessed from our website www.deltadentalma.com

How do I submit completed Credentialing or network Contracts for Dentists initially enrolling with Delta Dental:

- Credentialing Application Form
- Network Enrollment Contract Form
- Re-Credentialing Application Form

Contact the Provider Enrollment and Credentialing Team .

E-Mail: DeltaDentalProviderEnrollment@DeltaDentalMA.com

Fax: (617) 886-1414

How do I submit missing credentialing information?

- Credentialing Application
- Re-Credentialing Application

Contact the Provider Enrollment and Credentialing Team .

E-Mail: DeltaDentalCredentialingMissingInformationRequest@DeltaDentalMA.com

How do I submit missing network contract information or updates for items such as Contract related corrections, Update Requests (phone number change, e-mail change) or Direct Deposit Form?

- Network contract information that was missing, requires updates, or needs correction (phone number, email address, spelling corrections)
- Confirm or update your credentialing correspondence address
- Submitting request letter, W-9, and other required information to have a non-participating provider record established
- Direct Deposit Form

Contact the Provider Enrollment and Credentialing Team .

*E-Mail: DeltaDentalCredentialingUpdates@GreatDentalPlans.com

*Fax: (617) 886-1414

Where can I locate the Delta Dental Out of State Companies, contact information?

The Delta Dental Out of State Companies contact information can be located in the Provider Manual under Delta Dental Out of State Companies

Where can I locate the Direct Deposit Form?

Direct Deposit Form is on the Delta Dental of MA Web Portal www.deltadentalma.com under "Related Documents".

Additional Direct Deposit Frequently Asked Questions information on the portal under "Related Documents", as well as in the Provider Manual.

This information is meant to be a high-level overview of the issues and should not be considered a comprehensive source of information. Please consult the Provider Manual , the Participating Provider Procedure Manual, the Credentialing and Re-credentialing application and the actual contracts for additional information. The Provider Manual and the Participating Provider Procedure Manual can be located on the Delta Dental of MA Web Portal www.deltadentalma.com under "Related Documents".

You can also e-mail Professional Relations at prteam@deltadentalma.com for additional information about these and other topics.