

News

from Delta Dental of New Mexico

you can use

Special Edition

For Dental Professionals



Upgrades to claims processing system

Coming in Spring 2012

Delta Dental of New Mexico is upgrading our claims processing system this spring with several new, enhanced features. These enhancements will make our claims system more flexible and our online tools more robust, so you can get all the information you need to treat your patients and manage your business. We will be implementing these upgrades over the weekend of April 1.

There are several new features that will benefit you:

Dental Office Toolkit® upgrades—With the upgrades to the Dental Office Toolkit, not only will you be able to process most claims and predeterminations online instantly, you will also have more control over your account and payment information. (See other articles for more information on the new Dental Office Toolkit features.)

Payment processing—To eliminate paper waste and help your office stay organized, checks and supporting documents will soon be mailed to you in the same envelope.

Faster, more flexible processing abilities—Enhancements to our claims processing system will make working with Delta Dental even easier.

We are always looking for opportunities to improve your experience with Delta Dental. These upgrades will make our claims system more dynamic, which will help us better serve you and your patients with Delta Dental in the future.

Read on for more information about how this transition will affect you.

Instant online processing coming soon!

As part of our upgrades, the Dental Office Toolkit will get an updated look and streamlined navigation, as well as several new features. As always, the site will be highly secured, ensuring the safety and privacy of your data.

In addition to being a free online claims submission service, **most claims entered in the Dental Office Toolkit will process instantly.** Users will be able to view and

print an Explanation of Benefits (EOB) immediately, including the anticipated Delta Dental payment and the patient's copayment amount. The Dental Office Toolkit uses our real-time database, so the most up-to-date information about claims, enrollee

eligibility and benefits is available 24 hours a day, 7 days a week. Other enhancements include:

- New activity log—All users will be able to access their submitted claims, paid claims, electronic funds transfer transactions, predeterminations, and denied claims.
- Additional treatment lines—Dental Office Toolkit claims will hold more lines.
- Personal updates—Users will be able to maintain and update their own profiles, including electronic funds transfer.



Delta Dental of New Mexico
2500 Louisiana Blvd. NE, Ste. 600
Albuquerque, NM 87110



Get paid quicker with EFT

With the upgrades to the Dental Office Toolkit, you will be able to set up and maintain your own electronic funds transfer (EFT) account. With this free service, payment can be in your bank or financial institution account within 48 hours.

EFT is safe and secure. It limits the amount of people with access to your account, and you don't have to worry about payments being lost or stolen. Transfers are routed only through approved banking channels in highly-protected formats.

Claims processing and eligibility delays

The implementation of Delta Dental's upgrades will occur over the weekend of April 1, and will cause some delays in claims processing and eligibility changes.

Beginning Monday, March 26 at 5 p.m., claims processing and payment remittance, including electronic funds transfer, will be suspended for approximately 10 business days. The Dental Office Toolkit will continue to be available for inquiries during this period.

Additionally, groups will be unable to make eligibility changes during this time. You will be able to use the Dental Office Toolkit to verify eligibility and benefits, or you can contact us at (877) 395-9420.

We appreciate your patience and understanding while we make this transition.

