



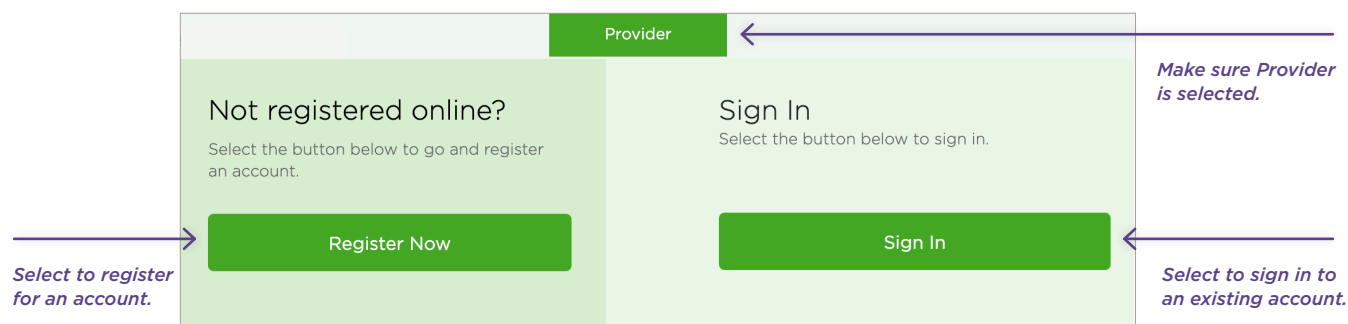
# Individual Provider Portal Instructions

## Accessing Your Online Account

- You can log into the Individual Provider Portal from [my.deltadentalcoversme.com](http://my.deltadentalcoversme.com) using your Delta Dental of Wisconsin username and password.
- You can also access the Individual Provider Portal from the Delta Dental of Wisconsin Provider Portal by choosing “Individual Plan Information” within the “Patient Information” tab.

## Signing In

- Make sure “Provider” is selected at the top of the screen.
- Select the “Sign In” button found in the top right. This will open the sign in panel.
- If you do not already have an account created with Delta Dental of Wisconsin, select the “Register Now” button in the sign in panel and follow the prompts.

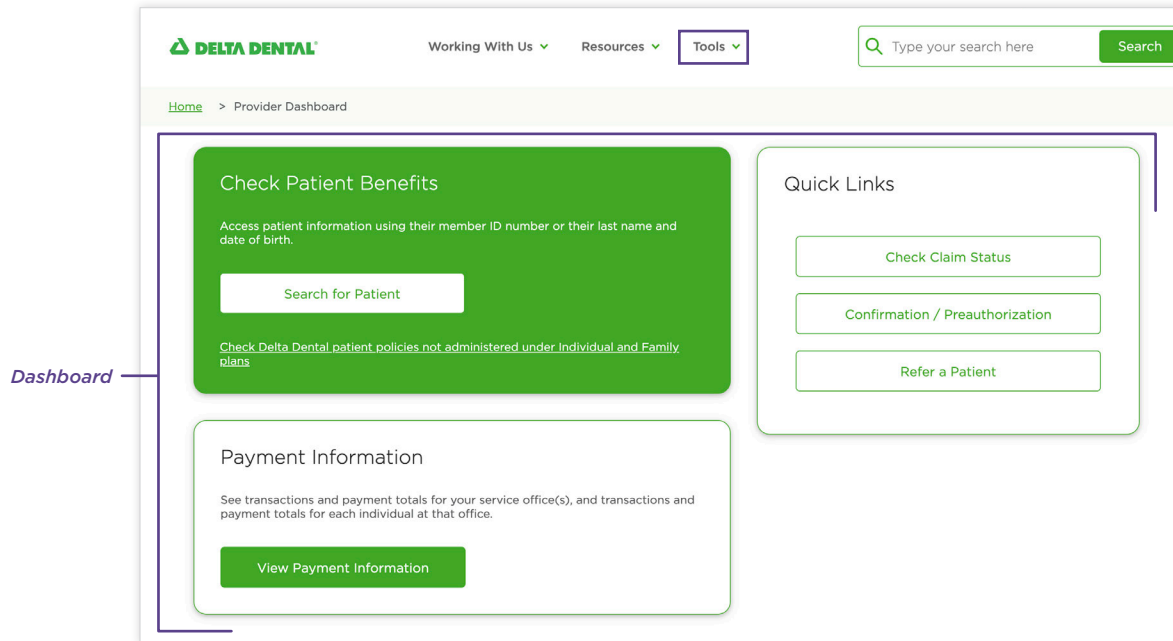


- To log in with existing information, select the “Sign In” button, and enter your login information on the sign in screen.

The screenshot shows the Delta Dental sign-in form. At the top is the Delta Dental logo. Below it is the heading "Have we met?". The form includes a "Username" field, a "Password" field with a toggle icon, and a link for "Forgot Username or Password?". A green "Sign in" button is at the bottom. Below the button is a link for "Don't have an account? Create an account".

## Navigating the Provider Portal

- Upon login, you will see a dashboard that allows you to easily navigate to key tasks, which includes “Check Patient Benefits,” “Payment Information,” “Check Claim Status,” “Confirmation/Preauthorization,” and “Refer a Patient.”
- You can also use the “Tools” drop down navigation menu to access these features.



## Check Patient Benefits

- Select “Search for Patient” from dashboard or “Tools” navigation menu drop down.
- Use “Search by Patient Details” to look up benefits using the patient’s name and date of birth (*only the patient will populate*).
- Select “Search by Subscriber ID” to use the patient’s member number (*all individuals under the policy will populate*).

The first screenshot shows the "Check Patient Benefits" form with two tabs: "Search by Patient Details" (selected) and "Search by Subscriber ID". The "Search by Patient Details" tab has fields for "First Name (optional)", "Last Name", and "Date of Birth" (mm/dd/yyyy), a "SUBMIT" button, and a checkbox for "Show termed patients". A purple arrow points to the "Search by Patient Details" tab with the text "Search by Patient Details is the default search."

The second screenshot shows the same form with the "Search by Subscriber ID" tab selected. The "Search by Subscriber ID" tab has a field for "Enter ID with leading zero" and a "SUBMIT" button. A purple arrow points to the "Search by Subscriber ID" tab with the text "Select Search by Subscriber ID to change search function."

## When searching by patient details:

- The results will show the benefits for that patient.

## When searching by subscriber ID:

- You will be shown the list of patients associated with that ID.
- The status of the patient's policy displays in the last column.
- To review patient benefits, select the patient's name you'd like to see benefit for from the results list.

Check Patient Benefits

Search by Patient Details Search by Subscriber ID

Enter ID with leading zero  ☒ SUBMIT

Looks good!

☒ Show termed patients

Show 10 entries Search:

Patient Name	Subscriber ID	Date of Birth	Relationship	Group	Plan Type	Status
<a href="#">NAME ONE</a>		13	Subscriber	WI Individual #888-899-3734	Delta *USA/PPO	Termed (Dec 31, 2021)
<a href="#">NAME TWO</a>		13	Subscriber	WI Individual #888-899-3734	Delta *USA/PPO	Active

Showing 1 to 2 of 2 entries

Previous 1 Next

Select name to view benefits.

The Status column will show both active and termed policy status.

## View Patient Benefits

- Plan level messaging will display important elements of the policy within the “Special Conditions” section.
- You will be able to review the maximum used, deductible status, eligibility, and frequency information along with other information about the plan.
- Continue scrolling to see eligible benefits.

Special Conditions

Benefit payments are calculated on Delta Dental's Maximum Plan Allowance (MPA) for Delta Dental Premier dentists or on the Delta Dental PPO fee schedule for Delta Dental PPO dentists.

[Return to search](#) [Print](#)

Benefits for

Request date:	May 13, 2022	Benefit period:	Oct 1, 2021 through Sep 30, 2022
Subscriber name:		Non-Par Maximum:	\$143.00 used - \$1,000.00 max 14% used - 86% max
Subscriber #:		PPO Maximum:	\$143.00 used - \$1,000.00 max 14% used - 86% max
Patient date of birth:	Age:	Premier Maximum:	\$143.00 used - \$1,000.00 max 14% used - 86% max
Coverage is:	Active	Individual deductible (Non-Par Deductible):	\$50.00 per year, \$50.00 remains to be paid
Eligible date:	Oct 1, 2012	Individual deductible (PPO Deductible):	\$50.00 per year, \$50.00 remains to be paid
Eligible through:	Dec 31, 9999	Individual deductible (Premier Deductible):	\$50.00 per year, \$50.00 remains to be paid
Coverage level:	Self + Spouse	Dependent eligibility:	Through age 26
Payment level:	N/A	Student eligibility:	Through age 26
COB coverage type:	Standard		
Plan type:	Delta *USA/PPO		
Group #:	00202000105700000		
Group name:	Shared Enhanced		
Days from service to submit claim:	450		

Plan level messaging will display important elements of the policy.

Maximum used

Deductible status

Age eligibility

## Review eligible benefits:

- If waiting period is not met, it will show the date the member will be eligible.
- Alternate benefit language will display under “Services and Usage” if an alternate benefit applies.

Eligible Benefits				
Showing PPO benefits information <a href="#">See benefit coverage levels for all networks</a>				
Benefit Class (Sample Code)	Plan Pays	Deductible	Waiting Period	Services and Usage
Dental Accident	N/A	N/A	N/A	Not A Covered Benefit
<b>Diagnostic Imaging</b>				
	<i>Coverage level</i>	<i>If deductible applies</i>	<i>If waiting period applies</i>	
Benefit Class (Sample Code)	Plan Pays	Deductible	Waiting Period	Services and Usage
Bitewing X-Rays (D0272)	100%	Yes	N/A	Frequency: 1 in 12 months 1 remaining this period Bitewing benefit for children under 10 limited to two films.
Full Mouth or Panoramic X-Rays (D0210 or D0330)	100%	Yes	N/A	Frequency: 5 year intervals 1 remaining this period

*Provides frequency and if services are eligible.*

Restorative				
Benefit Class (Sample Code)	Plan Pays	Deductible	Waiting Period	Services and Usage
Amalgam (D2140)	50%	Yes	Will be Satisfied on 07/01/2022	<i>If waiting period is not met, the eligible date will show.</i>
Dental Crowns (D2750)	50%	Yes	Will be Satisfied on 01/01/2023	Frequency: 7 year intervals Age limit: Age 19 and Over
Posterior Resin (D2392)	50%	Yes	Will be Satisfied on 07/01/2022	Frequency: An alternate benefit to an amalgam (silver) filling on back teeth.

*Alternate benefits for common procedures.*

## Treatment History

- “Treatment History Lookup” is located directly above the Eligible Benefits section of the patient benefit screen.
- Look up treatment history by entering tooth number or quadrant information in the search field. Results will populate by service date if history exists.

Treatment History Lookup

→

Enter tooth number or quadrant.

Tooth number or quadrant

Submit

Treatment History Lookup				
		31	Submit	
Service Date	Procedure Code	Procedure Name	Group Id	Group Name
2022	D2740	CROWN - PORCELAIN/CERAMIC	22000000665900000	WI Individual #888-899-3734
2022	D2950	CORE BUILDUP,INCLUDING ANY PINS	22000000665900000	WI Individual #888-899-3734

## Check Claim Status

- Select “Search for Patient” from dashboard or “Tools” navigation menu drop down.
- Results will display by location. Select a location from the drop down and click on the “Lookup” button to change results.
- You can filter the results by service date, patient name, or both.
- From the results list, click on the claim number to view patient’s claim information.

The screenshot shows the 'Claims' interface. A purple arrow points to the 'locations' dropdown menu with the text 'View results by location.' Another purple arrow points to the 'Service From Date' and 'Service To Date' input fields with the text 'Filter by service date and/or patient name.' A third purple arrow points to a claim number in the results table with the text 'Select claim number to view patient's claim information.'

**Claims**

locations

Today's date: Aug 25, 2022  
Search from the previous 18 months.

Service From Date: mm/dd/yyyy Service To Date: mm/dd/yyyy Patient:

Date of Service	Provider	Patient	Claim number	Plan Pays	Status
			<a href="#">0002211200</a>	\$55.00	Paid
			<a href="#">0002233200</a>	\$142.00	Paid
			<a href="#">0002244200</a>	\$117.00	Paid

## Check Confirmations & Preauthorizations

- Select “Confirmation/Preauthorization” from dashboard or “Tools” navigation menu drop down.
- Results will display by location. Select a location from the drop down and click on the “Lookup” button to change results.
- You can filter the results by service date, patient name, or both.
- From the results list, click on the claim number to view the confirmation of treatment and cost.

The screenshot shows the 'Confirmations/Preauthorizations' interface. A purple arrow points to the 'locations' dropdown menu with the text 'View results by location.' Another purple arrow points to the 'From date' and 'To date' input fields with the text 'Filter by service date and/or patient name.' A third purple arrow points to a claim number in the results table with the text 'Select claim number to view confirmation of treatment and cost information.'

**Confirmations/Preauthorizations**

locations

Filter by date range  
Today's date: Aug 25, 2022  
Search from the previous 18 months.

From date: mm/dd/yyyy To date: mm/dd/yyyy Patient:

Your search returned 32 results


Patient Name	Issue Date	Subscriber ID	Claim No	Amount Submitted	Estimate of Delta Dental payment	Patient Responsibility
	Aug 4, 2022	0	<a href="#">0001122100</a>	\$368.00	\$0.00	\$368.00
	Jul 29, 2022	0	<a href="#">0002233200</a>	\$2,037.00	\$685.00	\$735.00

## View Payment Information

- Select “View Payment Information” from dashboard or “Tools” navigation menu drop down.
- Results will display by location. Select a location from the drop down and click on the “Lookup” button to change results.
- You can filter the EOPs by service date.

**Payment Information**

Payment information is available online for 12 months.

locations  **Lookup**

From date:  To date:

Paid Date	Number of Claims Processed	Total Payment Amount		
Aug 24, 2022	1	\$0.00	<a href="#">View</a>	<a href="#">Print</a>
Aug 24, 2022	1	\$55.00	<a href="#">View</a>	<a href="#">Print</a>

*View results by location.*

*Filter by service date.*

*Select view to see payment details.*

*Select print to download payment voucher.*


## View Payment Details:

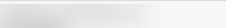

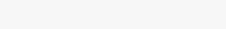
- From the Payment Information results list, click on “View” to see payment details.
- You can filter results by location or provider name using the drop downs.

Home > Payment Information > Payment Voucher Summary



[< Search Results](#)

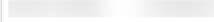
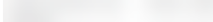

**Paid date May 11, 2022**



Payee:   
TIN:   
Check Number: 

Previous Balance: \$0.00  
New Claims: \$29.50  
Encounters: \$0.00  
Corrections: \$0.00  
Interest Amount: \$0.00  
**Total Payment: \$29.50**

Filter By     **Total Paid: \$29.50** [Print Full Payment Details](#)

Name	Member ID	Claim Number	Service Office	Provider	Reference Code	Claim Type	Interest	Patient Responsibility	Paid Amount
		2212432844				NEW	\$0.00	\$29.50	\$29.50

*Filter results by location or provider name.*

## Download Payment Voucher:

- From the “Payment Information” results list, click on “Print” to download a payment voucher within the web browser.