

Frequently Asked Questions (FAQs)

Online Dentist Account



FAQs

We are upgrading our technology to continue to provide best-in-class service. We're committed to keeping you informed throughout this process.

Provider feedback on this process helps us optimize your time and ensure we are supporting you appropriately. With that in mind, we've addressed some common questions from the training sessions so far.

Q: After the upgrade, will offices still be able to request the current FaxBack?

A: Yes. The new name for the FaxBack is "Full Benefits Information Download". It is available on the Dental Benefits page of the patient Benefits & Eligibility within the online Dentist Account. The Full Benefits Information Download will have expanded information and will still be available by calling into our Faxback line in addition to being available online.

Q: What is the difference between 'Copay' and 'Copay \$' in the Coverage tab when looking up a member's benefits and eligibility?

A: "Copay," listed next to the Benefit Class, is the percentage that Delta Dental of Kansas will pay of the codes listed.

"Copay \$", listed next to individual codes within a Benefit Class, will only populate if that plan has a Patient Pay Schedule.

Q: Will there be any new terminology?

A: Yes. You will see some new terminology regarding Providers and Suppliers: "Provider" refers to the Treating Dentist while "Supplier" refers to the Billing Dental Office.

Q: Will Group Numbers be changing?

A: Yes. After the technology upgrade, please update your practice management system with the new group numbers, found in the dental benefits section under policy information.

Q: Will Member ID Numbers be changing?

A: Individual and Family plan members will receive new member ID's. They will receive new ID cards by mail. *All other group members will retain their current member ID number.*