

Accessing Your Delta Dental ERAs

Northeast Delta Dental



Benefits to Delta Dental Providers

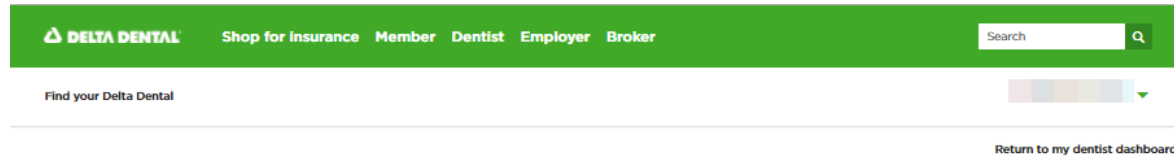
- No cost to providers
- Allows providers the ability to filter and view ERAs for all Delta Dental Member Companies
- Offers ability to automatically feed 835/ERA transactions to providers' practice management system

Accessing your Delta Dental ERAs

- Log into Northeast Delta Dental Benefit Lookup
- Click on the “View Delta Dental ERAs” link
- By clicking the “View Delta Dental ERAs” link, you will be redirected to the Delta Dental National Portal

The screenshot shows the Northeast Delta Dental website interface. At the top, there is a green header with the Delta Dental logo and the text "Northeast Delta Dental". Below this is a navigation bar with links for "Home", "MAC, PPO Schedule, or NonPar Allowable Fees", "Contact Us", and "Log Out". A "Free Claim Page" button is also visible. A red "IMPORTANT REMINDER" banner is present, followed by a "For a list of examples click [here](#)." link. The main content area includes a "Provider Name" field, "Provider State" dropdown, "Provider TIN" field, and "Provider License" field. Below these is a "View Subscriber Eligibility" section with "In Tri-state Lookup" and "Out of Tri-state Lookup" tabs. A search form is provided with "Search by Subscriber ID Number" and "OR Search by First Name" (with Last Name and Date of Birth fields) and a "Lookup" button. To the right, there are two promotional banners: "HOW HEALTH through ORAL WELLNESS" and "EFT ERA" (Electronic Funds Transfers and Electronic Remittance Advice). The "EFT ERA" banner includes a red circle around the link "Click here to View Delta Dental ERAs (P)". At the bottom, there is a "Documents" section with several links to manuals and notices.

- Once redirected to the Delta Dental National Portal, click on the link titled "View Delta Dental ERAs"



Check national ERA

Delta Dental has partnered with DentalXChange to provide Delta Dental dentists access to national ERA information for the Delta Dental System. Click the button below to be directed to the Delta Dental National ERA repository, hosted by DentalXChange. The DentalXChange ClaimConnect portal will allow you to return to deltadental.com.

[View Delta Dental ERAs](#)

View the [Frequently Asked Questions](#)

View the [EFT/ERA Identifier information and schedule](#) for each Delta Dental company

View the [Explanation of Payment \(EOP\)](#) links for all Delta Dental companies

Please note: The following states are currently not participating in the national ERA repository.

Alaska	Michigan	Ohio
Arkansas	Minnesota	Oregon
Colorado	Nebraska	Rhode Island
Connecticut	New Mexico	South Dakota
Indiana	New Jersey	Tennessee
Kentucky	North Carolina	Wyoming
Massachusetts	North Dakota	

- There will be an “End User License Agreement” (EULA) where upon initial login, you must click “I Agree”. This will bring you to the DentalXChange portal where you will be able to view ERAs

DELTA DENTAL
@dentalxchange.com

Welcome to the National ERA Portal

[Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

End User License Agreement (EULA)

Please read the following agreement before you use the services offered by DentalXChange.

I. Introduction

This ClaimConnect user agreement (hereinafter "Agreement") contains important information regarding the terms and conditions which apply to your use of EDI Health Group, Inc. ("the Company") Web site, claimconnect.dentalxchange.com (the "Web Site"), to submit claims through ClaimConnect for dental benefits from individuals covered under participating dental benefit plans for forwarding to the appropriate dental benefit payers (referred to herein as the "Service"). Your access to the Web Site to use the Service, and your use of the Service are subject to your compliance with all the terms and conditions set forth in this agreement.

You understand and acknowledge that the Company may change the terms and conditions set forth herein by incorporating any such change in the functionality of the Web Site and/or by posting such changes the Web Site. Continued use of the Service after such notice will constitute acknowledgment and acceptance of any such change.

II. Term of Agreement

[I Agree](#) [I Disagree](#)

ERA Search Page

- Quick links to view Delta Dental or All Payers ERAs
- Advanced Search Options

The screenshot shows the 'Welcome to the National ERA Portal' page. It features the Delta Dental logo, 'dentalxchange' branding, and a navigation menu with links for ERA, HELP, CONTACT US, REQUEST MORE PAYERS, and REQUEST MORE LOCATIONS. The main heading is 'ERA Search', followed by a list of introductory text. A red box highlights the 'Quick Links' section, which is divided into 'Delta Dental' and 'All Payers' categories, each with links for 'Unprocessed ERAs (4)' and 'Processed ERAs'.

Welcome to the National ERA Portal

Return to Delta Dental
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

ERA Search

- Welcome to Delta Dental's national Electronic Remittance Advice (ERA) portal, Delta Dental, through a partnership with DentaXChange, now offers a national solution for dental offices to easily access their ERAs. ERAs are Electronic version of a paper Explanation of Benefits (EOB) or Explanation of Payment (EOP)
- On this portal you will be able to find claim and pretreatment details from all Delta Dental member companies in one location. During the transition to the national solution, we will provide access to the ERAs from member companies who have adopted the solution.
- To get started, select from one of the Quick Links below or use the Advanced Search to narrow down the list of Delta Dental ERAs. You can view, print or download details of your patient's payments. The individual claim information related to the payment is also available.
- If your office already uses DentaXChange for other carriers, you will also have access to those ERAs via this portal.

Quick Links:

Delta Dental

- [Unprocessed ERAs \(4\)](#)
- [Processed ERAs](#)

All Payers

- [Unprocessed ERAs \(4\)](#)
- [Processed ERAs](#)

The screenshot shows the 'Advanced Search' form with various input fields. A red bracket on the left side of the form indicates the search options. The form is organized into sections: 'Payment Information' (Payee Primary ID, Payee Secondary ID, EFT/Check#, Process Type, Payer Name, Payment Amount, Process Date, EFT/Check Issue Date) and 'Claim Information' (Provider Claim ID, Payer Claim ID, Patient Member ID, Patient Last Name, Patient First Name, Charge Amount). A 'Search' button is located at the bottom right.

Advanced Search

Payment Information

Payee Primary ID Payee Secondary ID EFT/Check#

Process Type Payer Name Payment Amount

Process Date EFT/Check Issue Date

Claim Information

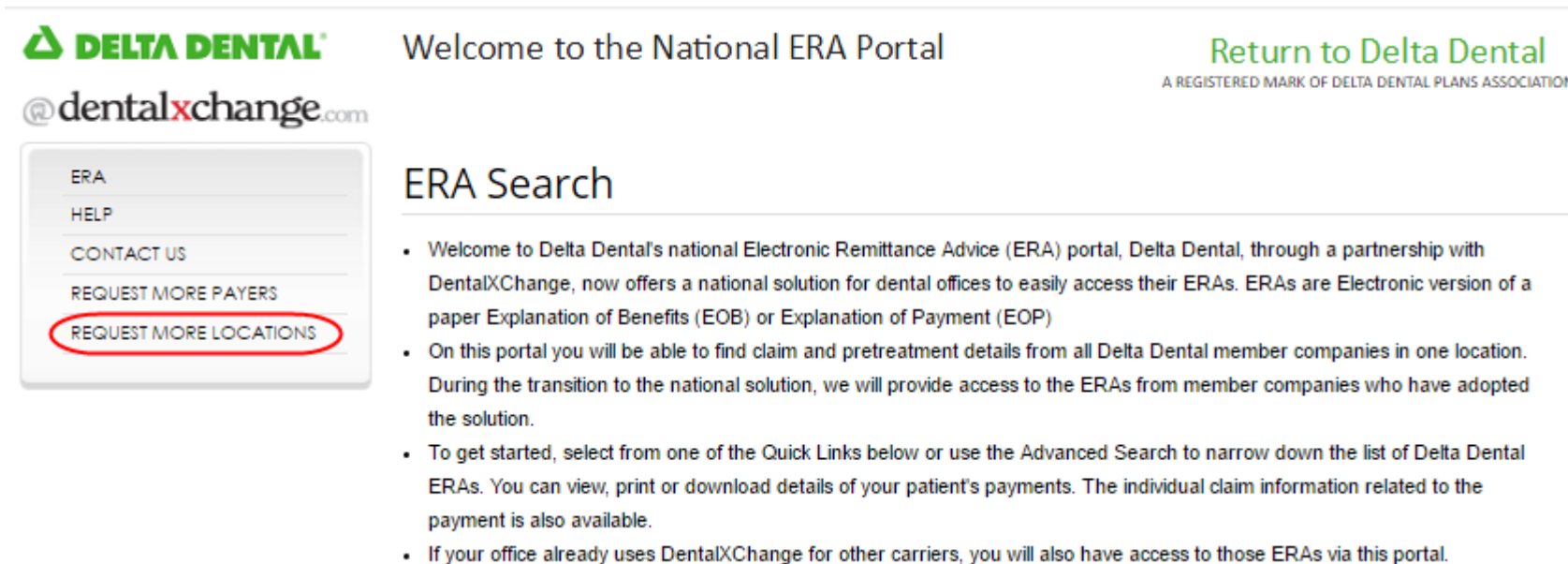
Provider Claim ID Payer Claim ID Patient Member ID

Patient Last Name Patient First Name Charge Amount

Search

Request More Locations Feature

- Offers providers the ability to group locations (within the same TIN) to view/process ERAs
- Additional locations cannot be added unless a claim has been paid for the specific location



The screenshot shows the Delta Dental National ERA Portal. At the top left is the Delta Dental logo and the DentalXchange.com logo. A navigation menu on the left contains links for ERA, HELP, CONTACT US, REQUEST MORE PAYERS, and REQUEST MORE LOCATIONS (which is circled in red). The main heading is 'Welcome to the National ERA Portal' with a 'Return to Delta Dental' link. Below this is the 'ERA Search' section, which includes a list of bullet points explaining the portal's purpose and how to use it.

DELTA DENTAL
@dentalxchange.com

Welcome to the National ERA Portal

[Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

ERA
HELP
CONTACT US
REQUEST MORE PAYERS
REQUEST MORE LOCATIONS

ERA Search

- Welcome to Delta Dental's national Electronic Remittance Advice (ERA) portal, Delta Dental, through a partnership with DentalXChange, now offers a national solution for dental offices to easily access their ERAs. ERAs are Electronic version of a paper Explanation of Benefits (EOB) or Explanation of Payment (EOP)
- On this portal you will be able to find claim and pretreatment details from all Delta Dental member companies in one location. During the transition to the national solution, we will provide access to the ERAs from member companies who have adopted the solution.
- To get started, select from one of the Quick Links below or use the Advanced Search to narrow down the list of Delta Dental ERAs. You can view, print or download details of your patient's payments. The individual claim information related to the payment is also available.
- If your office already uses DentalXChange for other carriers, you will also have access to those ERAs via this portal.

Request More Locations Feature cont'd

- By clicking “Request More Locations” the DentalXChange portal will display the “Contact Us” page for you to request assistance from DentalXChange to set up your custom location views.

DELTA DENTAL Welcome to the National ERA Portal [Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

@dentalxchange.com

ERA
HELP
CONTACT US
REQUEST MORE PAYERS
REQUEST MORE LOCATIONS

Contact Us

Use this form to contact us because your practice has multiple locations and you need your payment information in the Delta Dental ERA Portal setup differently for each location.

Name

E-mail

Phone

Type

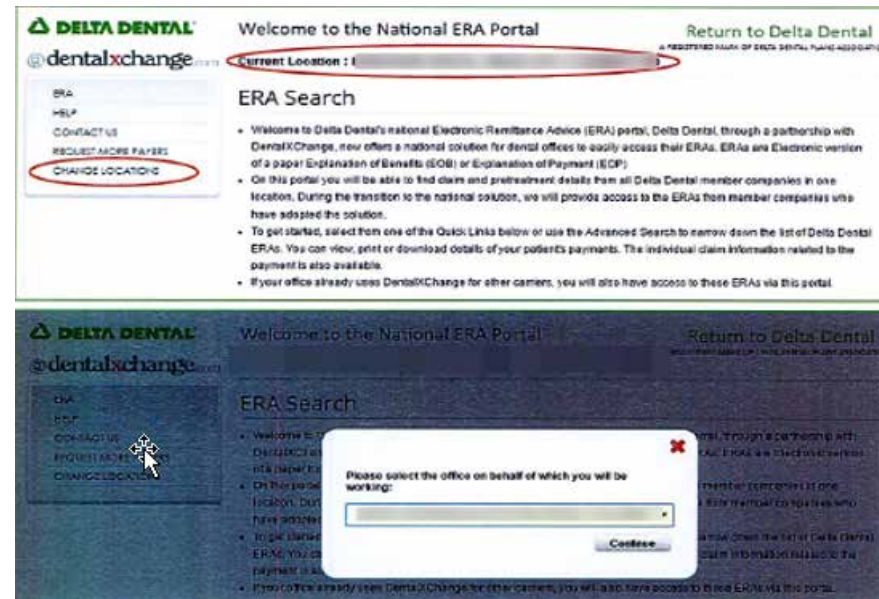
Description

Maximum of 1000 characters (including spaces)








I am a registered DentalXChange user.

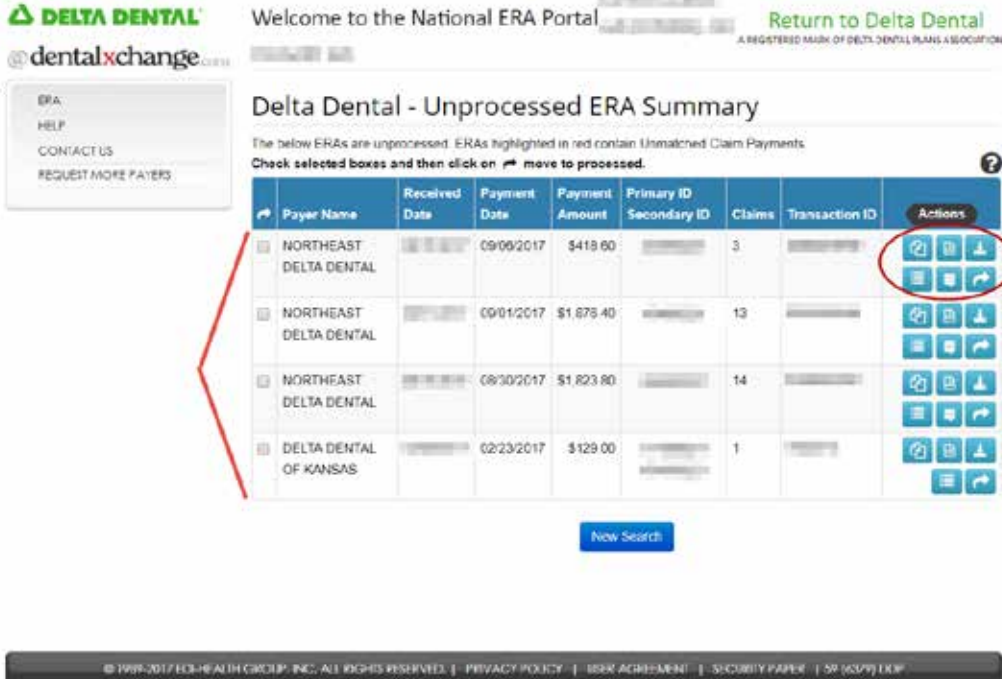
To view other ERAs for locations associated with the tax identification number (TIN)

- Once locations have been added, choose “Change Locations” to select a different location from a drop-down list
- The current location is displayed at all times



DentalXChange ERA List

- Displays list of ERAs – Delta Dental only or All Payers
- Action buttons:
 - Display All Payments 
 - Print 
 - Download 
 - Claim Payment Summary 
 - Explanation of Payment 
 - Move to Processed/Unprocessed list 
 - Help icon 
































Welcome to the National ERA Portal [Return to Delta Dental](#)

DELTA DENTAL
dentalxchange.com

ERA
HELP
CONTACT US
REQUEST MORE PAYERS

Delta Dental - Unprocessed ERA Summary

The below ERAs are unprocessed. ERAs highlighted in red contain Unmatched Claim Payments.
Check selected boxes and then click on  move to processed.

Payer Name	Received Date	Payment Date	Payment Amount	Primary ID Secondary ID	Claims	Transaction ID	Actions
NORTHEAST DELTA DENTAL		09/09/2017	\$418.60		3		      
NORTHEAST DELTA DENTAL		09/01/2017	\$1,875.40		13		      
NORTHEAST DELTA DENTAL		08/30/2017	\$1,823.80		14		      
DELTA DENTAL OF KANSAS		02/23/2017	\$129.00		1		      

New Search

© 1999-2017 EOH-HEALTH GROUP, INC. ALL RIGHTS RESERVED. | [PRIVACY POLICY](#) | [TERM AGREEMENT](#) | [SECURITY PAGE](#) | 59 (6/19) EOP

DentalXChange ERA Detail

- To view ERA detail, click on "Claim Payment Summary" under the Actions column

Welcome to the National ERA Portal [Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

Delta Dental - Unprocessed ERA Summary

The below ERAs are unprocessed. ERAs highlighted in red contain Unmatched Claim Payments.
Check selected boxes and then click on move to processed.

<input type="checkbox"/>	Payer Name	Received Date	Payment Date	Payment Amount	Primary ID Secondary ID	Claims	Transaction ID	Actions
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		09/06/2017	\$418.60		3		
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		09/01/2017	\$1,876.40		13		
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		08/30/2017	\$1,623.80		14		
<input type="checkbox"/>	DELTA DENTAL OF KANSAS		02/23/2017	\$129.00		1		

[New Search](#)

© 1989-2017 EDI-HEALTH GROUP, INC. ALL RIGHTS RESERVED. | [PRIVACY POLICY](#) | [USER AGREEMENT](#) | [SECURITY PAPER](#) | 59 (6379) DDP

DentalXChange ERA Detail

- To view your Northeast Delta Dental remittance advice, click on the “Explanation of Payment” icon under the Actions column

Welcome to the National ERA Portal Current Location: [Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

Delta Dental - Unprocessed ERA Summary

The below ERAs are unprocessed. ERAs highlighted in red contain Unmatched Claim Payments.
Check selected boxes and then click on move to processed.

	Payer Name	Received Date	Payment Date	Payment Amount	Primary ID Secondary ID	Claims	Transaction ID	Actions
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		09/06/2017	\$418.60		3		
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		09/01/2017	\$1,876.40		13		
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		08/30/2017	\$1,823.80		14		
<input type="checkbox"/>	DELTA DENTAL OF KANSAS		02/23/2017	\$129.00		1		

[New Search](#)

Explanation of Payment

DELTA DENTAL Welcome to the National ERA Portal [Return to Delta Dental](#)
@dentalxchange.com A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

Explanation of Payment

page 1 / 4

DELTA DENTAL
Northeast Delta Dental
PO Box 2002
Concord NH 03302-2002

Return Service Requested

J767 4,700

PAYEE NAME			
PAYEE NUMBER	DATE PAID	CHECK NUMBER	CHECK AMOUNT
00000000	09/01/2017		1,026.00

NORTHEAST DELTA DENTAL
Customer Service
ONE DELTA DR. P.O. BOX 2002
CONCORD NH 03301-2002
(800) 832-5700
(603) 223-1234

E-MAIL: NEDELTA@NEDELTA.COM
TTY: (800) 332-5905
www.nedelta.com

Page 1

CLAIM SUMMARY

PROVIDER IDENTIFICATION	PROVIDER TOTAL

Click here to download a copy

Click here to print your remittance

Fit to Screen

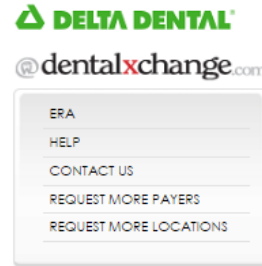
Zoom In

Zoom Out

New Search

DentalXChange ERA Detail

- Click the “Display All Payments” icon on the top right of the screen and you will be redirected to the page shown
- The icons to download or print are on the top right of the page
- Adjustments and Remark Codes can be found at the bottom of the page



Welcome to the National ERA Portal

[Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

Electronic Remittance Advice-Notification Only

[← Back to Search Results](#)



Check if you would like to print payment information with each claim:

Payer: [REDACTED] **Payee:** [REDACTED]
Contact: [REDACTED] **TIN:** [REDACTED]

Payment Information

Total Amount: \$115.00 **Credit:** [REDACTED] **EFT/Check Date:** 03/23/2017 **Payment Method:** Check
EFT/Check #: [REDACTED] **Transaction ID#:** [REDACTED]

Claim Payment Detail 1

Provider Claim ID: [REDACTED] **Patient Name:** [REDACTED]
Payer Claim ID: [REDACTED] **Subscriber Name:** [REDACTED]
Claim Status: [REDACTED] **Subscriber ID:** [REDACTED]
Rendering Provider: [REDACTED] **Rendering Provider ID:** [REDACTED]

Insurance Plan Type: [REDACTED]

Service Date	Proc Code (Orig)	Submitted Charges	Remark Codes	Actual Allowed	Contractual Obligations	Correction Reversals	Other Adjustments	Payer Initiated Reductions	Patient Resp	Payable Amount
03/10/2017	D0120 (D0120)	\$59.00		\$38.00	45 \$21.00					\$38.00
03/10/2017	D1110 (D1110)	\$109.00		\$77.00	45 \$32.00					\$77.00
03/10/2017	D1206 (D1206)	\$24.00	N174						96 \$24.00	\$0.00
TOTALS		\$192.00							\$24.00	\$115.00

Adjustments and Remark Codes:
96: Non-covered charge(s).
45: Charges exceed your contracted/ legislated fee arrangement.
N174: This is not a covered service/procedure/ equipment/bed, however patient liability is limited to amounts shown in the adjustments under group "PR".



DentalXChange ERA view and print

- Print ERA as an Explanation of Benefits (EOB)
- Each claim prints on a single page for easy filing with patients records
- Codes and descriptions listed for each claim are printed

Electronic Remittance Advice - Notification Only

Payer: [Redacted] Payee: [Redacted]

Contact: [Redacted] TIN: [Redacted]

Payment Information

Total Amount: [Redacted] EFT/Check Date: [Redacted] Payment Method: [Redacted] Non-Payment Date: [Redacted]

EFT/Check #: [Redacted] Transaction ID #: [Redacted]

Claim Payment Detail 1

Provider Claim ID: [Redacted] Patient Name: [Redacted]

Payer Claim ID: [Redacted] Subscriber Name: [Redacted]

Claim Status: [Redacted] Subscriber ID: [Redacted]

Rendering Provider: [Redacted] Rendering Provider ID: [Redacted]

Insurance Plan Type: [Redacted]

Service Date	Proc Code	Submitted Charges	Revised Codes	Actual Allowed	Contractual Obligations	Correction Reversals	Adjustments	Payer Inset/Reductions	Patient Resp.	Payable Amount
12/13/2013	04341	\$170.00		\$141.00					119 \$170.00	\$0.00
TOTALS:		\$170.00							\$170.00	\$0.00

Adjustments and Remark codes:

119: Benefit maximum for this time period has been reached.

DentalXChange ERA Download 835 transaction record

If your practice management system supports the 835 transaction download capability, this option is available at no charge. Please contact your practice management software vendor for further information.

Contact DentalXChange

- By selecting, "Contact Us," a page will display for you to request assistance from DentalXChange

DELTA DENTAL
@dentalxchange.com

Welcome to the National ERA Portal

[Return to Delta Dental](#)
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

Contact Us

EDI-Health Group, Inc.
17701 Cowan, Suite 250
Irvine, CA 92614
Phone: (800) 576-6412
Fax: (800) 866-0006

Use this form to contact us with any questions or problems.

Name Name is required

E-mail

Phone Phone number is required

Type Inquiry type is required

Description

Maximum of 1000 characters (including spaces)

I am a registered DentalXChange user.

[Send Request](#)

Already on the line with a client services representative? [Click here for Remote Assistance.](#)