

Provider eSolution:
Interactive Telephone System +
Fax-back Capability Provides Real-time
Access to WDS Patient Information

(206) 522-2300 or (800) 554-1907



Washington Dental Service realizes that some practices have limited Internet connectivity or simply prefer multiple options to access patient information. Our interactive voice response (IVR) telephone system allows you to use your touch-tone phone to obtain detailed benefits and eligibility information, as well as check on the status of claims submitted. The IVR system is convenient for those who prefer not to go online. It includes speak-back capabilities and intuitive menus.

One of the most-used features of Washington Dental Service's IVR system is the fax-back capability. This allows your office to receive patient eligibility and benefit details via fax. Retrieving benefit information shouldn't be a significant time investment. With fax-back, no waiting on hold or manual documentation. Just dial in, make your request and hang up. Your fax should arrive in minutes. What's more, you can request multiple faxes for one patient or for different covered patients — all in one call.

IVR + Fax-back Features

Provides Eligibility and Benefits Information

- Information on plan coverage and eligible benefits for subscribers and/or covered dependents is relayed over the phone or via a fax.
- Requested fax-back information is quickly retrieved.
- Eligibility and benefit information is comprehensive and doesn't require follow-up calls to customer service.
- Details on multiple patients accessed in one call.

Check Claim Status

- Request status of a specific claim for a subscriber and/or covered dependents.
- Get patient-specific information: date claim received, total payment, current status and — if paid — check number.
- Obtain status of claims received within the past 30-60 days.

No Special Equipment Needed

- No need for a dedicated phone line; requires only a regular fax line.
- Customer service is available: (206) 522-2300 or (800) 554.1907.
- System is HIPAA compliant.

We recognize that not all dentists' offices are alike. In addition to the interactive telephone system, Washington Dental Service offers access to eligibility and benefit information through our self-service Web site, **www.DeltaDentalWA.com**, through many practice management software systems or via the DentalXChange.com application.