

## Washington Dental Service Has the eSolution for You

[www.DeltaDentalWA.com](http://www.DeltaDentalWA.com)

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A diverse choice of tools gives your office quick access to Washington Dental Service patients' benefits and eligibility information.

At Washington Dental Service, we realize that no two dental offices are alike. Your technology solutions aren't either. That's why we offer you a suite of electronic solutions from which to choose, making your interactions with WDS both fast and easy. You can gain quick access to WDS patient eligibility and benefits information via our self-service Web site at [www.DeltaDentalWA.com](http://www.DeltaDentalWA.com), most practice management software systems, our interactive voice response telephone system with fax-back capabilities, or with the [DentalXChange.com](http://DentalXChange.com) application.

### WASHINGTON DENTAL SERVICE WEB SITE: [www.DeltaDentalWA.com](http://www.DeltaDentalWA.com)

Our corporate Web site gives you a comprehensive and customized online experience, providing tools that are important and relevant to your day-to-day dental benefit needs. Once you sign in, your dentist portal page provides quick entry points into high-use tasks, such as verifying eligibility, tracking claims, viewing predeterminations, seeing online payment vouchers, filing fees and much more — with no additional “clutter.” Most important: the Check Patient Benefits section provides “touch of a button” access to patients' benefits information — for up to 12 patients at once — without you ever having to pick up the phone.

### Web Site Features

#### Check patient benefits (eligibility)

- Search for up to 12 patients at once.
- Print up to 12 patients' eligibility details with one click, on separate pages.
- Access comprehensive, complete view of in-and out-of-network coverage levels, maximums, deductibles, covered services and more.

#### File fees online

- Quick and easy to use — no more floppy disks.
- Key in fees, know immediately if change of fee is required.
- Apply a percentage increase to your entire schedule at once, or change fees individually.

#### View payment voucher

- Weekly payment summary displays on your dentist's portal page.
- Select date range to view previous payment vouchers.

#### Track claims and payments

- View status of current claims.
- Retrieve previous claims for up to 18 months prior to current date.
- View processing policies attached to claims.

#### Access resource center

- Gain quick access to pertinent forms, policies and procedures.
- Find CDT codes online.

## INTERACTIVE TELEPHONE SYSTEM + FAX-BACK CAPABILITY

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

The interactive voice response (IVR) telephone system allows you to use your office touch-tone phone to obtain detailed benefits and eligibility information, as well as check on the status of claims submitted. Speak-back prompts and intuitive menus keep this a simple system to use.

Human documentation error can be eliminated with the fax-back feature. One of the most-used features of the IVR system, the fax-back capability, allows your office to receive answers to inquiries about patients via fax.

### IVR + Fax-back Features

#### Provides eligibility and benefits

- Information on plan coverage and eligible benefits for subscribers and/or covered dependents is relayed over the phone or via a fax.
- Comprehensive and complete eligibility and benefit information is provided.
- Multiple patient requests can be accommodated via fax-back.

#### 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 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.

No matter which technology you use, Washington Dental Service provides the tools to help your office run efficiently.

## DENTALXCHANGE.COM APPLICATION

The DentalXChange.com application allows dental offices to access Washington Dental Service patient eligibility and benefits information as well as claim status — in real time. The application is completely Web based (no software to install), and information is available with the click of a button.

### DentalXChange.com Features

#### Provides Detailed Benefit Information

- Provides real-time access to patient eligibility and benefits details.
- Returns plan maximums, deductibles, utilization and percentage paid on WDS patients.
- Eliminates need to make phone calls to WDS customer service.

#### Check claim status

- Request status of a specific claim for a subscriber and/or covered dependents.
- Retrieve previous claims for up to 18 months prior to current date.

## PRACTICE MANAGEMENT SOFTWARE INTEGRATION

For many of you, your practice management software is the most important tool you use to manage your practice. You will be pleased to find information from Washington Dental Service, the state's leading dental benefits company, within most of your practice management software systems.

Most of the dental offices in Washington are "eSolutions ready" and already use compatible practice management software in their practices. If your office is among this majority, you can take advantage of Washington Dental Service's new offering.

### WDS Eligibility and Benefits Via Practice Management Software Features

#### Found within most practice management software

- No need to invest in new software.
- No training involved; use the system you already know.

#### Allows touch-of-a-button functionality

- Access WDS benefits and eligibility as you would any other carrier's, within your practice management software.
- No need to call Washington Dental Service.
- Enhance your office efficiency.

#### Provides detailed benefit information

- Returns plan maximums, deductibles, utilization and percentage paid on WDS patients.
- Verifies eligibility — in real time.