

Delta Dental Plans Association Web Site Registration Instructions

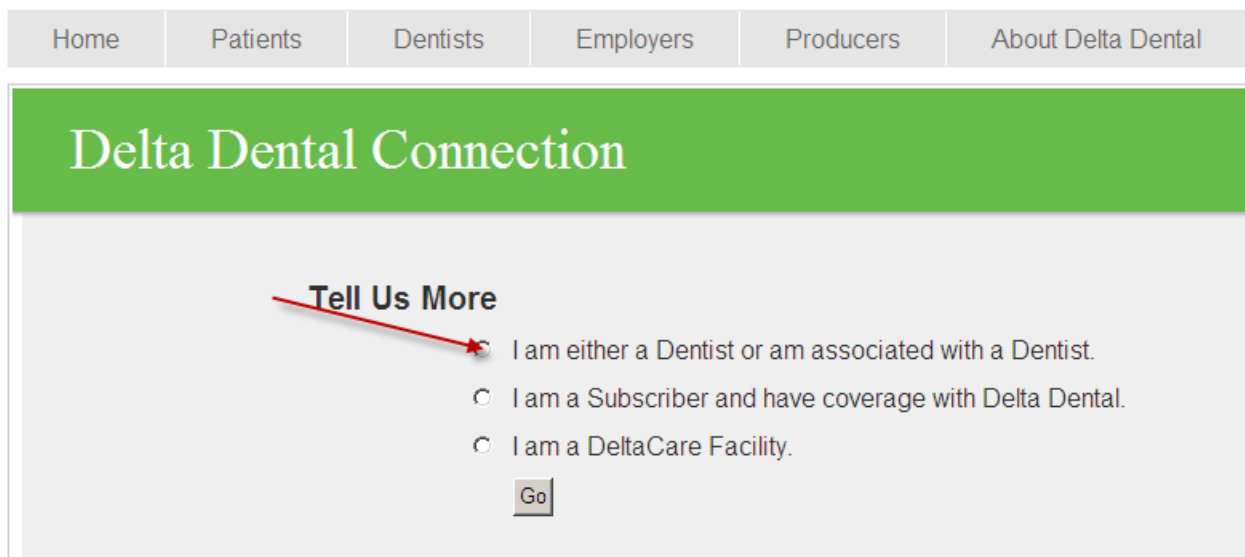
To register for the first time from the Delta Dental Plans Association Web site, visit www.deltadental.com and click on the Dentist tab located in top navigation bar on the Home page.

1. On the Dentist page, click on the “Need to register?” link in the Sign in box:



The screenshot shows the top navigation bar with tabs for Home, Patients, Dentists, Employers, Producers, and About Delta Dental. The Dentists tab is selected and highlighted with a red arrow. Below the navigation bar is a sign-in box with fields for User Name and Password, a Submit button, and a link for "Need to register?". A red arrow points to the "Need to register?" link. To the right of the sign-in box is a large image of a smiling dentist with a hand mirror. The text on the image reads: "Happiness is: knowing that more than 54 million potential patients are covered by Delta Dental." Below the image are three columns of content: "Emerging Science", "Joining the Network", and "Follow us on Twitter".

2. On the next screen, select “I am either a Dentist or an am associated with a Dentist” then click “Go”.



The screenshot shows the Delta Dental Connection registration page. The top navigation bar is the same as in the previous screenshot. Below the navigation bar is a green header with the text "Delta Dental Connection". Below the header is a section titled "Tell Us More" with a red arrow pointing to it. The section contains three radio buttons for user roles: "I am either a Dentist or am associated with a Dentist", "I am a Subscriber and have coverage with Delta Dental.", and "I am a DeltaCare Facility.". The first radio button is selected. Below the radio buttons is a "Go" button.

3. Step 1 of the registration process:

a. Enter your first and Last name

NOTE: This is the person registering, not the dentist.

b. Next, enter the Business Tax ID, city and zip code for the business location

c. Finally, enter the provider's first and last name, the license number and state of license

d. After completing all required field information, click "Register User" to continue

NOTE: If there are multiple providers practicing in the same service office, you will need to register for each provider separately.

Delta Dental Connection

Dentist Registration - Step 1 of 2

Are you a **Dentist**? If not, please click [here](#) to register as a **Subscriber**.

Please enter your information in the registration form below. **Required fields** are indicated with an asterisk (*). If you are having difficulty registering [click here](#) for customer service contact information.

Enter the name of the person completing this registration form.

*First Name: ⓘ

*Last Name: ⓘ

Enter information about your office. This will be used to determine your office location for mailing purposes.

*Business Tax ID: ⓘ

*Business City: ⓘ

*Business Zip: ⓘ

Enter information about a provider in your office. This will be used to validate your registration request.

*Provider First Name: ⓘ

*Provider Last Name: ⓘ

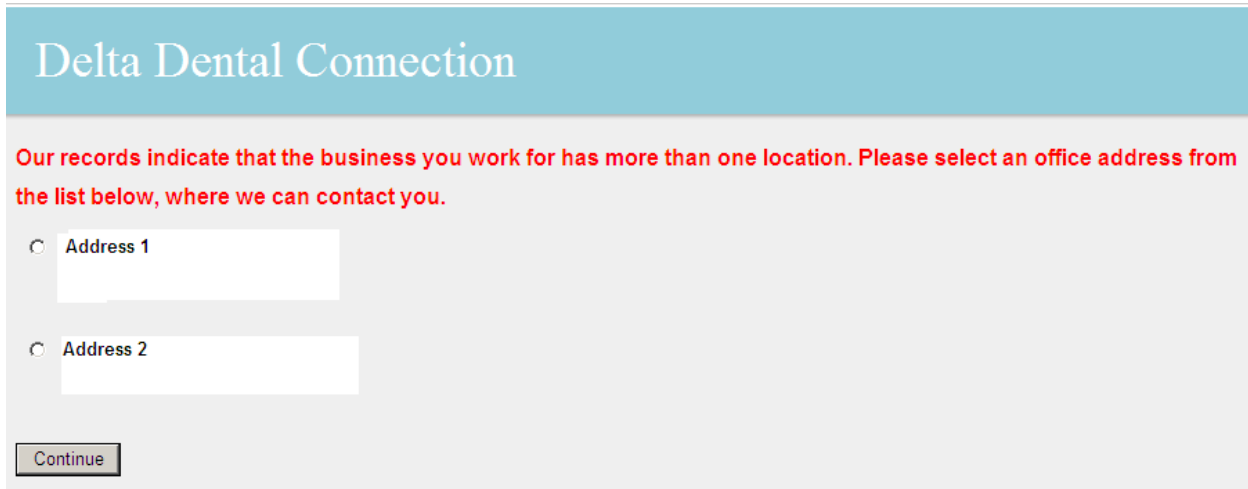
*License ID: ⓘ

*License State: ⓘ

4. If you have more than one service office, you will get the following message:

- a. Select the address you are registering and click "Continue ".

NOTE: If you have multiple service offices, you will need to register for each service office separately.



The screenshot shows a web interface for Delta Dental Connection. At the top, there is a teal header with the text "Delta Dental Connection" in white. Below the header, a red message reads: "Our records indicate that the business you work for has more than one location. Please select an office address from the list below, where we can contact you." Underneath the message, there are two radio button options: "Address 1" and "Address 2", each followed by a white rectangular input field. At the bottom left of the form area, there is a "Continue" button with a grey border and a light grey background.

5. In Step 2, you will establish a User Name and Password, which will be used to log in to the Web site
After completing all required information, click "Register User" to continue.

Delta Dental Connection

Dentist Registration - Step 2 of 2

Please enter your information in the registration form below. **Required fields** are indicated with an asterisk (*).

The following information has been validated.

Provider First Name:

Provider Last Name:

License ID:

License State:

Business Tax ID:

Business Address

Your Provider Information will be listed here

Please enter a User name that will be used for your identification. Also, please enter a Password which will be used along with your User name to log you onto our system.

*User Name:



User name must be a least 6 characters

*Password:



*Confirm Password:



Password must be at least 6 characters including two numeric characters. Example:
mypass23

Enter your email address.

Email:



Select a challenge question and enter an answer. If you forget your password, the system will prompt you with the challenge question. If you provide the answer entered below, you will be given a new password.

Challenge Question:

*Challenge Answer:



Register User

6. **When you've completed the registration process, you will be brought to a registration confirmation page.**
- This confirmation page explains that you will receive an authorization code via US mail. You will need to enter this code during login to activate your account within **14 days** of initial registration.
 - After reviewing the information on this confirmation page, click "Continue".

Delta Dental Connection

Registration Confirmation

You have been successfully registered.

Your User name is **Test123**

Please make a note of your User name and Password for future use.

Your account has temporary access over the next fourteen days to the services available at www.deltadental.com. To permanently activate your account you will need to enter an authorization code that we will be sending in the mail. Once you receive the authorization code return to www.deltadental.com and login and our server will prompt you for the authorization code. After you have entered the authorization code your account will then be permanently activated.

Thank you for registering at the Delta Dental National Portal. If you have any concerns or questions please feel free to contact us at cs@ddpa.org.

Continue

7. Next, you will see if the Terms of Use.

The Terms of Use page explains the terms and conditions for Delta Dental Plans Association. After reading the terms and conditions, you will need to click “Agree” to be allowed access to the secured areas of the DDPA’s Web site.

Enforcement of Terms and Conditions

Delta Dental makes no representation that content provided is applicable or appropriate for use in all locations. These terms and conditions are governed and interpreted pursuant to the laws of the State of Illinois, United States of America, notwithstanding any principles of conflicts of law. If you use this Web Site from other locations you are responsible for compliance with applicable local laws. If you take legal action relating to these terms or your interactions with or relationship to Delta Dental, you agree to file such action only in the state and federal courts located in Cook County, Illinois. If any part of these terms and conditions is unlawful, void or unenforceable, that part will be deemed severable and will not affect the validity and enforceability of remaining provisions. The failure of Delta Dental to exercise or enforce any right or provision set forth herein shall not constitute a waiver of such right or provision.

Amendments and Modifications

Delta Dental reserves the right to amend the information, services, and/or content of this Web Site at any time without prior notice. The information and materials contained in this Web Site - and the terms and conditions of the access to and use of such information and materials - are subject to change without notice. We suggest that you check these terms periodically for changes. These terms can be accessed from the link at the bottom of our Web Site pages. If you use this Web Site after we post changes to the terms, you accept the changed terms. Delta Dental expressly reserves the right to monitor any and all use of this Web Site.

Overage Dependents and Custody Issues

Subject to applicable law, subscribers may have limited access to the personal health information of other persons for whom they provide coverage. This includes coverage for overage dependents and child custody issues. In order to access the records of a person for whom the subscriber has legal authority to make health care decisions, an authorization to release information form must be completed or proof of Durable Power of Attorney for Healthcare or court order regarding access to information must be provided to Delta Dental prior to using the Web Site.


Email Policy

All Washington Dental Service Web site users are added to email lists using the confirmation process on My Preferences pages. Site users may be added to email notifications if they keep the choices pre-selected and click on one of the "Confirm" buttons. You will be added to email notifications you agreed to receive. Our policy is to not send email to anyone who has NOT confirmed to receive the email. A user may opt-out of any pre-selected options by clicking on the checkmark in the box. The checkmark will disappear, which records the user's choice to receive paper.

Every email from Washington Dental Service should include an "unsubscribe" link with instructions. You can remove yourself from an email notification by clicking on the unsubscribe link contained at the footer of each email. The unsubscribe function at the bottom of a specific email is designed to only remove you from that particular email list, not all Washington Dental Service communications. Members can also remove themselves from email notifications by signing in to DeltaDentalWA.com and visiting the "My Preferences" page. You may opt-out of any or all emails that you wish not to receive in the future by unchecking the appropriate boxes and clicking the "Confirm" button. Please allow 48 hours to be removed from a list.

DeltaDentalWA.com has a NO SPAM policy and follows the Can-SPAM Act. If you have received an unsolicited email which appears to be promoting Washington Dental Service, please forward a copy of the offending email immediately to SuspiciousActivity@DeltaDentalWA.com. WDS policy is to have staff review and investigate the submission and follow up with you to communicate our findings. An easy way to recognize a fake Washington Dental Service email notification is that it will be missing an unsubscribe link and email policy link at the bottom.

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8. Each time you log into the Web site you will receive the following page until you have entered your Authorization code you receive in the mail.

You can click the Continue button to enter the secured section of the Web site without entering your Authorization code for up to 14 days after registering. Once you have entered the Authorization Code, you will not see this page again:

Authorization Code

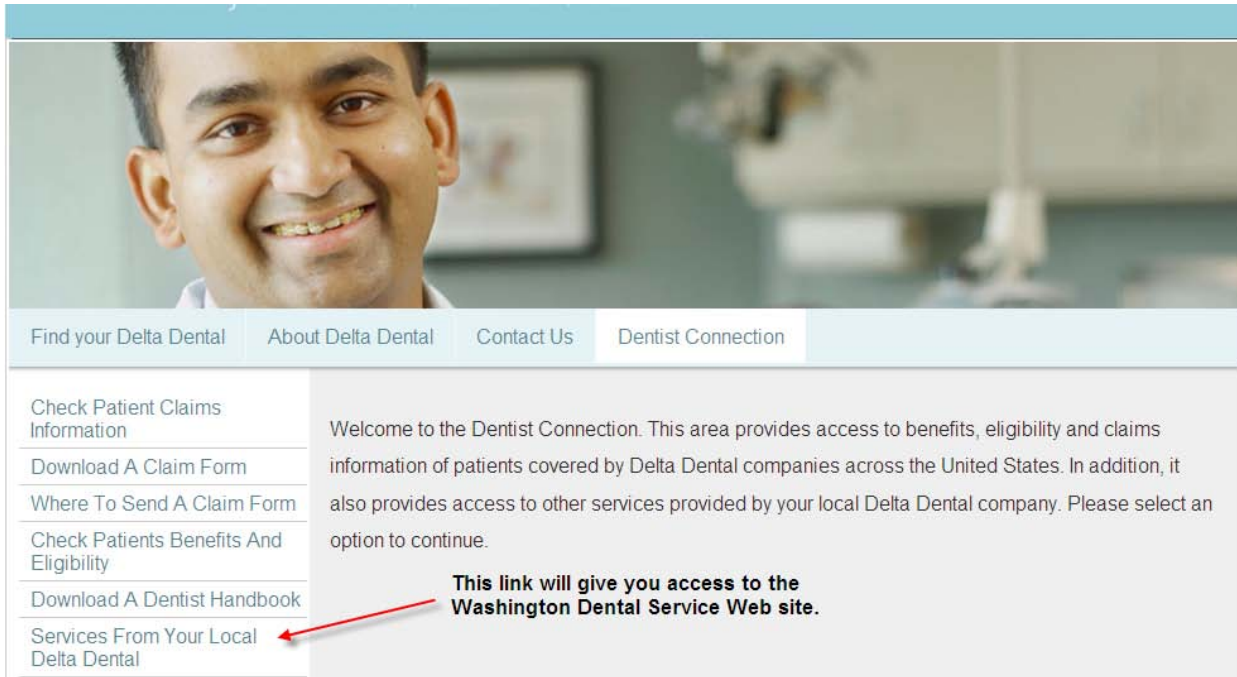
When you registered for access to our system, an authorization code was mailed to your business office address. If you have received the code, please enter it at this time and press 'Continue'. If you have not received the code, you may bypass entering an authorization code, click 'Continue' and gain access to the site on a temporary basis. However, please note that temporary access will only be provided for 14 days from the time that you registered.

Authorization Code:

If you do not enter your Authorization code within 14 days, your account will be locked and you will need to contact WDS Customer Service at (800)554-1907

9. Once you click “Continue” you will see DDPA’s Dentist Portal page

- a. If you are a Washington Dental Service Participating Dentist – you can go to the WDS Web site from here.
- b. If you are non-participating, you can continue to use the DDPA Web site.



10. If you are a Washington Dental Service member dentist, click on “Services From Your Local Delta Dental” to go to the Washington Dental Service Web site.

