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Due to upcoming updates to our claims processing system, it may be necessary for you to update your claims payment information.  
**Failure to do so may result in denied claim payments.**

Dear Provider,

As dental offices prepare to reopen, we need to make sure we have correct claims payment information from all of our providers. There will be a claims processing update made to our system.

To ensure smooth and on-time claims processing, it is imperative that your records with Delta Dental be up to date. This includes your TIN, NPI Type 1 and Type 2 numbers, and service office as applicable.

- *For all networks, including Medicare Advantage and Delta Dental Smiles, all claims submitted by participating group practices and incorporated practices must include a billing NPI Type 2 to be processed.*
- *Sole proprietors must submit their NPI Type 1 in the treating and in the billing fields to be processed.*

The TIN on a submitted claim must match the records of DDAR for all networks. If not, the claim will deny for all networks. For Delta Dental Smiles, claims will deny if TIN, NPI 1, NPI 2, and service office do not match.

There are three options of how a claim is paid. Options are based on the provider's decision:

1. Provider opts for funds paid to themselves, an individual tax ID or social security number.
2. Provider opts for funds paid to their individual corporation tax ID.
3. Provider opts for funds paid to the group in which they are affiliated, group tax ID.

More information on these options and the corresponding information we need is available in [these documents](#).

If you need to apply for a NPI Type 2, contact NPPES at [1-800-465-3203](tel:1-800-465-3203) or visit <https://nppes.cms.hhs.gov/>.

Please submit the requested information as soon as possible to [profrelations@deltadentalark.com](mailto:profrelations@deltadentalark.com) to avoid any payment interruptions. If you need help with this process, please email us at that address, and we will be happy to assist. If you have already updated your information following our communication in March, you may disregard this message.

Yours in good health,  
Delta Dental of Arkansas



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