Provider Self Registration and Creating User Accounts

Introduction

Provider Self Registration is the process used to set up your primary Provider Super User account. The primary Provider Super User is responsible for setting up and maintaining other users including terminating users once they should no longer have access. **The termination of users is an important responsibility in protecting PHI.** Once the primary Provider Super User is registered they may set up other users and assign the security role based on the functions you want them to perform. This allows you to control access to your patient’s Protected Health Information and conform to HIPAA requirements.

All dentists using the web portal or assigning users to the web portal are responsible for using the portal in a manner that will not compromise the protected health information (PHI) of patients.

Before you begin

In order to self register as the Provider Super User you will need:

- your 9 digit TIN (Tax ID Number). Do not enter an NPI.

What you need to do

1. Every practice needs to follow the directions on pages 2 through 8 to set up the primary super user.
2. Every practice needs to review the security roles on page 9 to determine what roles to assign to their employees.
3. In order to create additional users if you are a:
   a. Solo practitioner with one location follow the directions on pages 10 through 13.
   b. Solo practitioner with more than one (1) location or you are a group practice with multiple locations follow the direction on pages 14 through 18.
Provider Self Registration

1. Open your internet web browser (for example: Internet Explorer).

2. Type in the address bar the following URL: www.deltadentalma.com/dentist

3. Select “Register a Super User” from the Dentist section.

4. At the bottom of the screen double click on the Create My Super User Account Now! link.
5. Complete all required information as indicated by the red asterisks and click **Next**. The information entered is used to validate your TIN. The system will display the “Create User Account’ screen.
Note: If the information entered does not match our records you will be prompted to contact Delta Dental or click Submit (see below) to send your request to Delta Dental. You will be contacted by Delta Dental to resolve any discrepancies between our records and the information entered.

We are unable to verify one or more of the following:
- Business TIN Number,
- State

Please either:
- Contact Customer Service for further assistance or
- Click Submit button to forward the request to Customer Service or
- Click the Back button to make any corrections and try again or
- Click the Cancel button to cancel this Provider Self Registration
6. Complete all required information as indicated by the red asterisk and click **Submit**.
7. The system will display a notification when you have successfully registered as the Provider Super User. The Super User may:

   a. Click on **Login** if you want to continue onto the Provider Portal to create additional users.

   b. Click on **Done** if you do not want to proceed to the Provider Portal at this time.

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Thank You for Pre-Registering

**Confirmation Number** 130

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8. If you chose to **Login**, the system will display the Terms and Conditions of Use screen. Click on **Yes, I agree with this statement** and **Next**. The system will bring the Super User directly into the portal Home Page logged in with their new User ID and Password. Any of the portal functions, including creating additional employee users, are now available to the Super User.

**Note:** If the Super User did not wish to go to the portal right away and chose **Done**, they will get this page the first time they log in to the portal with your new User ID and Password at [www.deltadentalma.com/dentists/RegisterASuperUser.asp](http://www.deltadentalma.com/dentists/RegisterASuperUser.asp)
Creating User Accounts

Process

A User Account is created to give the staff access to the Provider Portal functions, including member eligibility search, claim search and claim submission. The Security Role allows you to control which functions they can perform. Use the information in the table below to determine what User Accounts you should create and what security roles you should assign.

Security Roles

The following security roles allow you to control what functions your employees can perform.

<table>
<thead>
<tr>
<th>If a user is assigned the role of...</th>
<th>THEN they will be able to...</th>
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| Provider Super User (role 1)        | • Create and manage user IDs for staff  
|                                     | • Perform Member Eligibility searches  
|                                     | • View CEOBs (Consolidated Explanation of Benefits)  
|                                     | • Check status of Claims and Pre- Estimates |
| Provider Office User (role 2)       | • Perform Member Eligibility searches  
|                                     | • View CEOBs (Consolidated Explanation of Benefits)  
|                                     | • Check status of Claims and Pre- Estimates |
| Provider Office User, No CEOBs (role 3) | • Perform Member Eligibility searches  
|                                     | • Check status of Claims and Pre- Estimates |

1. A user can be attached to a Business Entity or to a specific location. If you are:
   a. A sole practitioner with one (1) location go to page 10 and follow the directions for Creating a User Account for a Solo Practitioner with One Location.
   b. A sole practitioner with more than one (1) location or a group practice with multiple locations go to page 14 and follow the directions for Creating a User Account when there are Multiple Locations.
Creating a User Account for a Solo Practitioner with One Location

Procedure

Creating a User Account is a two (2) step process where you:
1. Create an Employee record,
2. Assign the User Account Role.

1. From the ADMINISTRATION menu on the toolbar, select Practice and Dentists on Record. The system will display a “Results” page.
2. From the Practice and Dentists on Record section, click on the business name in the DENTIST/OFFICE NAME column on the line that does not contain a number in the Dentist Identifier column.

![Practice and Dentists on Record section]

3. Scroll to the PROVIDER EMPLOYEES section at the bottom of the DENTIST DETAIL page and click the Add Employee link in the upper-right corner.

![Provider Employees section]
4. The system will display the ADD PROVIDER EMPLOYEE screen. Complete the **FIRST** and **LAST NAME** fields and click **Submit**.

**Note**: All other fields are optional and are not used by Delta Dental.

5. In the upper right hand corner of the USER ACCOUNT INFORMATION section click on **Create User Account**.

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6. The system will display the ADD USER screen. Complete all required fields marked by an asterisks and click **Submit**. **Note**: When selecting the User Role, use the Security Roles descriptions on page 8 to decide what tasks you want your employee to perform.
7. The ADD PROVIDER EMPLOYEE screen will re-display with the new user added. Give your employee their new User Name, Password, Security Question and Answer. They will have the opportunity to change all but the User ID once they login and go to the User Profile option in the TOOLS menu. They can now log into the Provider Portal by selecting the “Login for Online Services” option from the Dentists section at www.deltadentalma.com/dentists/index.asp, using the User ID and Password you created for them. Users will be prompted to change their password every 180 days.
Creating a User Account when there are Multiple Locations

Process

Adding a User Account is a two (2) step process where you:
1. Create an Employee record,
2. Assign the User Account Role.

When there are multiple locations you should decide whether you want the employee user to be able to access the claims and membership information for all locations and all dentists or just the dentists at one (1) location.

Note: If you have multiple locations with the same name we suggest you set up a user at each location. This will help you identify the correct location when you submit claims or prior-authorizations or check eligibility.

1. From the ADMINISTRATION menu on the toolbar, select Practice and Dentists on Record. The system will display a RESULTS page.
2. From the **Practice and Dentists on Record** List:

   a. If you want your employee to be able to view information for all providers at all locations click on the **Business Name**. This will be the top line and will not have an address.

   b. If you want your employee to be able to view information for a specific location and group of providers only, click on the **Service Office Name** at the appropriate address.
3. In the PROVIDER EMPLOYEES section at the bottom of the DENTIST DETAIL page, click the Add Employee link in the upper-right corner.

![Add Employee Screen]

4. The system will display the ADD PROVIDER EMPLOYEE screen. Complete the FIRST and LAST NAME fields and click Submit.

**Note**: All other fields are optional and are not used by Delta Dental.

![ADD PROVIDER EMPLOYEE Screen]

5. In the upper right hand corner of the USER ACCOUNT INFORMATION section click on Create User Account.

![Create User Account Screen]

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6. The system will display the ADD USER screen. Complete all required fields marked by an asterisks and click **Submit**.

**Note:** When selecting the **User Role**, use the Security Roles descriptions on page 9 to decide what tasks you want your employee to perform.
7. The ADD PROVIDER EMPLOYEE screen will re-display with the new user added. Give your employee their new User Name, Password, Security Question and Answer. They will have the opportunity to change all but the User ID once they login and go to the User Profile option in the TOOLS menu. They can now log into the Provider Portal by selecting the “Login for Online Services” option from the Dentists section, www.deltadentalma.com/dentists/index.asp.com using the User ID and Password you created for them.