



NEW and improved resources

New credentialing portal:

You asked and we are excited to finally announce that an improved credentialing experience is on its way. The new online self-service portal for provider credentialing, **The Provider Application & Credentialing Toolkit (PACT)** is set to release this summer. [Click here to view the full PACT announcement e-mail blast.](#) Stay tuned for additional PACT updates!

Dental Office Toolkit enhancement:

The Dental Office Toolkit® (DOT) received an enhancement that now allows Delta Dental of North Carolina providers to add attachments to all initial claim submissions. Learn how to use this feature or get set up in DOT by visiting [our website](#).

New claims submission information look-up tool:

Need claims addresses, payer numbers, or customer service phone numbers for other Delta Dental member companies? With this new tool, you can look up everything in one place! [Click here to visit the claims submission information look-up tool.](#)



Join us: Our first provider workshop

The Road Show presented by Delta Dental is designed to deliver useful information from the dental benefits industry to dental providers across the state. We look forward to enhancing the resources we bring to our network providers with actionable tools to make you and your practice successful.

Our first stop is in Raleigh for an Ethical Billing & Compliance Workshop with Dilaine Gloege!

Register today! at www.deltadentalinc.com/providerworkshop for more details and to get registered before it's too late!



Special Health Care Needs Benefit

Delta Dental of North Carolina is reducing barriers to care for individuals with intellectual or developmental disabilities by offering enhanced dental benefits to our members.

To verify coverage and to obtain proper procedure coding, we recommend verifying member procedure eligibility in the [Dental Office Toolkit](#) before rendering services to Delta Dental of North Carolina members. There is no age limit on these benefits.

For more information about the Special Health Care Needs Benefit and our free CE series for oral health care professionals, visit www.deltadentalinc.com/specialhealthcareneeds or [download this flyer](#).



Office changes or updates?

We want to hear from you. We can seamlessly provide your office and our members with best-in-class service and accurate claims processing when we have the most accurate and up-to-date information in our system. This includes the online find-a-dentist search tool.

please let us know when...

- A provider joins or leaves the practice
- A provider retires
- Tax ID changes
- Closing of office or practice
- Sale or purchase of practice

- New and/or change of address
- New and/or change of phone
- New and/or change of NPI
- License status updates
- Changes to status of accepting new patients

If a provider has left the practice, please remember to remove his/her name which may remain as the default practitioner for a patient in your Practice Management System. Thank you for your partnership in keeping your provider records accurate with us. If you would like to notify our team, please email the provider records department at ncproviderrequests@deltadentalinc.com.

Spread more smiles!

We are always looking for dental professionals in our network who are out there spreading smiles and doing good in the community. Help us highlight their efforts today. Scan the QR code below or [click here](#) to fill out our simple nomination form. Our goal is to share as many stories as possible and keep the spotlight on the many dental professionals working hard every day for oral and overall health.



Get social with us @deltadentalnc

Start following us on your favorite social media channel and stay up-to-date on relevant information **specific to Delta Dental of North Carolina.**

