

# Accessing Your Delta Dental ERAs

Northeast Delta Dental



# Benefits to Delta Dental Providers

- No cost to providers
- Access to ERAs through DentalXChange or Change Healthcare
- In addition to all Delta Dental Member Companies sending ERAs to DentalXChange, the majority of Delta Dental Member Companies also send their ERAs to Change Healthcare
- Offers ability to automatically feed 835/ERA transactions to providers' practice management system

# Northeast Delta Dental Remittance Advice

- Both DentalXChange and Change Healthcare have the option to download a PDF of the Northeast Delta Dental remittance advice
- This provides payment detail of each claim within the payment in a simplified, user friendly version that providers are used to

Explanation of Payment

page 1 / 4

Click here to download a copy

Click here to print your remittance

DELTA DENTAL

Northeast Delta Dental  
PO Box 2002  
Concord NH 03302-2002

Return Service Requested

J757 4,700

PAYEE NAME			
NEDELTA@NEDELTA.COM			
PAYEE NUMBER	DATE PAID	CHECK NUMBER	CHECK AMOUNT
00000000	09/01/2017	00000000	1,028.00

NORTHEAST DELTA DENTAL  
Customer Service  
ONE DELTA DR. P.O. BOX 2002  
CONCORD NH 03301-2002  
(800) 832-5700  
(603) 223-1234

E-MAIL: NEDELTA@NEDELTA.COM  
TTY: (800) 332-9008  
www.nedelta.com

Fit to Screen

Zoom In

Zoom Out

Page 1

CLAIM SUMMARY

PROVIDER IDENTIFICATION	PROVIDER TOTAL
.....	.....

# Accessing your Delta Dental ERAs

- Provider logs into Northeast Delta Dental Benefit Lookup
- Clicks on the link to Access Delta Dental ERAs on DentalXChange or Change Healthcare

**DELTA DENTAL** Northeast Delta Dental

Home Fee Schedules Contact Us Log Out [Print Current Page](#)

**IMPORTANT REMINDER:** To ensure proper claims payment, please contact the Provider Services department at 1-800-537-1715 ext 1100 before making any dentist and/or office changes or updates. For a list of examples click [here](#).

Provider Name:   
Provider State:   
Provider TIN:   
Provider License:

**HOW HEALTH through ORAL WELLNESS** [Click Here to Register for HOW®](#)

**EFT ERA** Northeast Delta Dental offers Electronic Funds Transfers (EFT) and Electronic Remittance Advice (ERA). Click [here](#) to learn more and sign up today!

Click here to [Access Delta Dental ERAs on DentalXChange](#)  
Click here to [Access Delta Dental ERAs on Change Healthcare](#)

**View Subscriber Eligibility**

In Tri-state Lookup  Out of Tri-state Lookup ⓘ

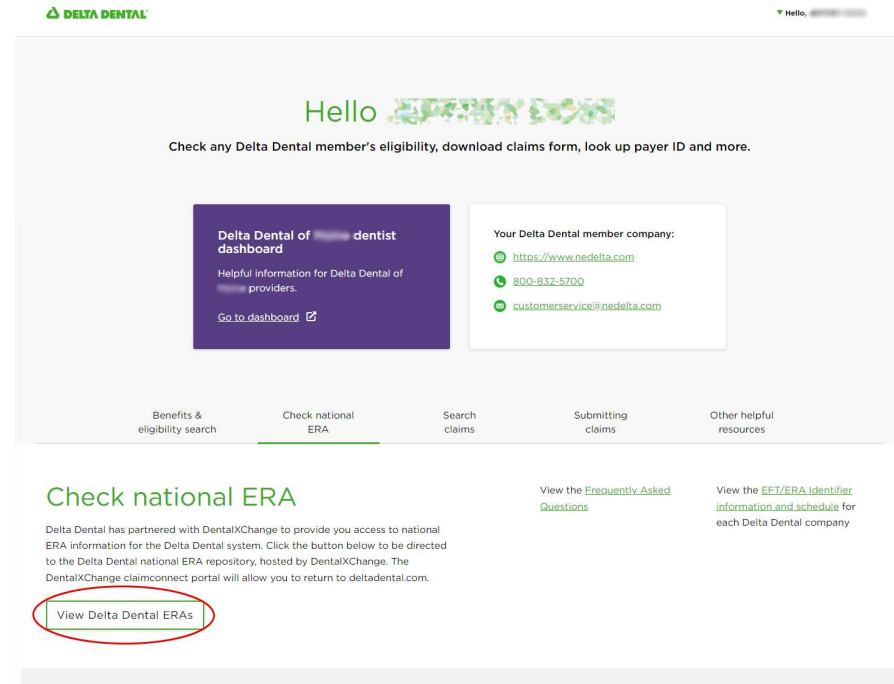
Search by Subscriber ID Number:

OR

Search by First Name:  Last Name:  Date of Birth:

# Accessing ERAs on DentalXChange

- Providers will be redirected to the Delta Dental National Portal and will click the View Delta Dental ERAs button
- By clicking this button, providers will be automatically logged into DentalXChange










# DentalXChange ERA Search Page

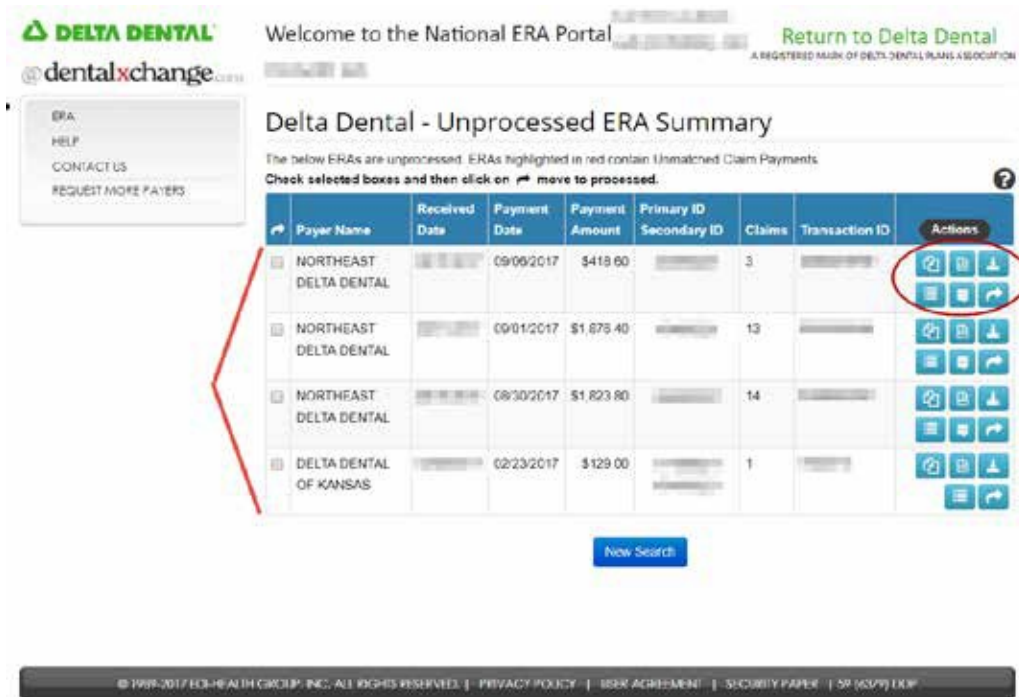
- Quick links to view Delta Dental or All Payers ERAs
- Advanced Search Options

The screenshot shows the Delta Dental National ERA Portal. At the top, it says "Welcome to the National ERA Portal" and "Return to Delta Dental". The "dentalxchange.com" logo is visible. A navigation menu on the left includes "ERA", "HELP", "CONTACT US", and "REQUEST MORE PAYERS". The main heading is "ERA Search". Below it, there are several bullet points explaining the portal's purpose. A "Quick Links" section is highlighted with a red box, containing two columns of links: "Delta Dental" (with sub-links for "Unprocessed ERAs (35)", "Processed ERAs", and "Large File Downloads") and "All Payers" (with sub-links for "Unprocessed ERAs (35)" and "Processed ERAs").

The screenshot shows the "Advanced Search" form. It is divided into two main sections: "Payment Information" and "Claim Information". The "Payment Information" section includes fields for "NPI", "Tax ID", "EFT/Check#", "Process Type" (a dropdown menu), "Payer Name", "Payment Amount", "Process Date" (a dropdown menu), and "EFT/Check Issue Date" (a dropdown menu). The "Claim Information" section includes fields for "Provider Claim ID", "Payer Claim ID", "Patient Member ID", "Patient Last Name", "Patient First Name", and "Charge Amount". A "Search" button is located at the bottom right of the form.


# DentalXChange ERA List




































- Displays list of ERAs – Delta Dental only or All Payers
- Action buttons:
  - Display All Payments 
  - Print 
  - Download 
  - Claim Payment Summary 
  - Explanation of Payment 
  - Move to Processed/Unprocessed list 
  - Help icon 



Welcome to the National ERA Portal [Return to Delta Dental](#)  
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

### Delta Dental - Unprocessed ERA Summary

The below ERAs are unprocessed. ERAs highlighted in red contain Unmatched Claim Payments.  
Check selected boxes and then click on  move to processed.

Payer Name	Received Date	Payment Date	Payment Amount	Primary ID Secondary ID	Claims	Transaction ID	Actions
<input type="checkbox"/> NORTHEAST DELTA DENTAL		09/09/2017	\$419.00		3		     
<input type="checkbox"/> NORTHEAST DELTA DENTAL		09/01/2017	\$1,675.40		13		     
<input type="checkbox"/> NORTHEAST DELTA DENTAL		08/30/2017	\$1,823.80		14		     
<input type="checkbox"/> DELTA DENTAL OF KANSAS		02/23/2017	\$129.00		1		    

[New Search](#)

© 1999-2017 FIDELITY GROUP, INC. ALL RIGHTS RESERVED. | [PRIVACY POLICY](#) | [USER AGREEMENT](#) | [SECURITY PAGE](#) | 59160791.001

# DentalXChange ERA Detail

- To view a Northeast Delta Dental remittance advice, click on the “Explanation of Payment” icon under the Actions column

Welcome to the National ERA Portal Current Location: [Return to Delta Dental](#)  
A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION

**Delta Dental - Unprocessed ERA Summary**

The below ERAs are unprocessed. ERAs highlighted in red contain Unmatched Claim Payments.  
Check selected boxes and then click on move to processed.

<input type="checkbox"/>	Payer Name	Received Date	Payment Date	Payment Amount	Primary ID Secondary ID	Claims	Transaction ID	Actions
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		09/06/2017	\$418.60		3		
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		09/01/2017	\$1,876.40		13		
<input type="checkbox"/>	NORTHEAST DELTA DENTAL		08/30/2017	\$1,823.80		14		
<input type="checkbox"/>	DELTA DENTAL OF KANSAS		02/23/2017	\$129.00		1		

[New Search](#)



# Accessing ERAs on Change Healthcare

- Providers will be redirected to the Change Healthcare login page.
- Providers can use their existing login for Change Healthcare or create a new account

**CHANGE HEALTHCARE** | DENTAL CONNECT

## Login

Please enter your Username and Password to login.

User Name

Password

**LOGIN**

[Forgot Username?](#) | [Reset Password](#)

NOTE: You will be locked out after three failed login attempts.

## Get Started with Dental Connect

**CLICK HERE TO CREATE A FREE ACCOUNT**

# Change Healthcare Dental Connect

- Once logged in, the providers will see the Dental Connect Home Page
- For access to ERAs, select ERA/EFT Search

# Change Healthcare ERA Search Page

- The required fields are indicated with an asterisk
- If provider has set up their account to have access to more than one Tax ID or location, these will be listed in the Tax ID drop down
- Once required fields are selected, click submit

**CHANGE HEALTHCARE** | DENTAL CONNECT

Home Services Claiming Payer Lists Payer Enrollment Administration Profile

## Search For ERA/EFT

**\* Required Fields**

ERA/EFT Search (Electronic Remittance Advice/Electronic Funds Transfer)

Use this page to search for, view, and print Electronic Remittance Advices (ERA) and Electronic Fund Transfers (EFT) that you have received through Change Healthcare. In order to begin receiving ERAs and/or EFTs, you must first enroll for ERA and/or EFT with your payers. Please go to our Enrollment Page to begin the enrollment process.

**Tax Id\***  
-- Select --

**NPI**  
[Text Input]

**Payee Name**  
[Text Input]

**Payer**  
-- Select --  Include Only ERA/EFT Enrolled Payers

**Patient Last Name**  
[Text Input]

**Patient First Name**  
[Text Input]

**Insured ID**  
[Text Input]

**Date Type\*** **Start Date\*** **End Date\***  
Payment Date 01/08/2019 02/07/2019

**Tax Id\***  
592248461, NEDD S With EFT PD

**NPI**  
[Text Input]

**Payee Name**  
[Text Input]

**Payer**  
-- Select --  Include Only ERA/EFT Enrolled Payers

**Patient Last Name**  
[Text Input]

**Patient First Name**  
[Text Input]

**Insured ID**  
[Text Input]

**Date Type\*** **Start Date\*** **End Date\***  
Date Processed 01/08/2019 02/07/2019

**Check or EFT Number**  
[Text Input]

**Patient Control Number**  
[Text Input]

**SUBMIT** **RESET**

# Change Healthcare ERA Results

- To view the ERA detail, click on the date under “Date Processed”

CHANGE HEALTHCARE | DENTAL CONNECT

Home Services ▾ Claiming ▾ Payer Lists ▾ Payer Enrollment ▾ Administration ▾ Profile ▾

## ERA/EFT Search Results

New search

Date Processed ^	Payer Name	Payee Name	# Claims	Charged	Paid	Check/EFT Number	Remit Advice
01/31/2019	NORTHEAST DELTA DENTAL	[REDACTED] DENTAL CARE PA	1	\$717.00	\$0.00	[REDACTED]	View

1 Rows page 1 of 1

# Change Healthcare ERA Results

- To view your Northeast Delta Dental remittance advice, click View under “Remit Advice”



CHANGE HEALTHCARE | DENTAL CONNECT

Home Services ▾ Claiming ▾ Payer Lists ▾ Payer Enrollment ▾ Administration ▾ Profile ▾

## ERA/EFT Search Results

New search

Date Processed ^	Payer Name	Payee Name	# Claims	Charged	Paid	Check/EFT Number	Remit Advice
01/31/2019	NORTHEAST DELTA DENTAL	DENTAL CARE PA	1	\$717.00	\$0.00		<a href="#">View</a>

1 Rows page 1 of 1

# Automatic Download of 835 Transaction Record

- Both DentalXChange and Change Healthcare have the option to automatically feed 835/ERA transactions to providers' practice management system
- If the provider's practice management system supports the 835 transaction download capability, this option is available at no charge. They will need to contact their practice management software vendor for further information.