



DENTAL HUB

Quick Start Guide

➤ Table of Contents


<u>Important "Get Started" Information</u>	3
What you need before registering and creating a Business	
<u>Account Setup</u>	4
Select your Dental Hub account type	
<u>Set Up Your Business</u>	6
Seven easy steps to set up your Business and begin using the Dental Hub	
<u>Navigating</u>	16
How to use the Dental Hub and find what you need	
<u>Eligibility</u>	17
Check a patient's eligibility and history	
<u>Claims & Authorizations</u>	20
Submit claims, authorizations and treatment plans	
<u>Status & History</u>	21
Search for claims, authorizations and treatment plans submitted on the Dental Hub	
<u>Documents</u>	22
Find Remits, Fee Schedules, Authorization Schedules, Primary Care Reports and Insurer Documents	
<u>Billing Setup</u>	24
How to setup a Direct Deposit (EFT) account and add your Payer Partners	
<u>Continued Support</u>	26

➤ Important Information

To register and create a Business you will need...

- A *unique email address* for each user registered on the Dental Hub. A general Business email will only work to create *one account*. Once used, the same email address will not work for a different account.
- Tax Identification Number (TIN)
- IRS Form W-9
- A recently **paid claim** or **verification code** (verification codes are sent to you directly from your insurer's provider advocate and are used in those instances where no paid claim is associated with this TIN)

Helpful Hints

- Any information you enter during the registration process can be edited or deleted after you complete registration
-  A purple circle with a white "i" indicates a tool tip where you can click for a quick video or more detailed help

Account Setup

Select Your Account Type

The first step to join the Dental Hub is to create your account. Select your account by choosing which user best describes you.

The screenshot shows a registration interface with a progress bar at the top containing three steps: 'You' (active), 'Your Interests', and 'Next Steps'. Below the progress bar, the text 'Tell us what best describes you.' is displayed. A instruction 'Select only one *' is shown above three selectable options, each with a representative image and a description:

- Practitioner**: I have a valid NPI and will register using my clinical credentials. (Image of a male dentist in blue scrubs and a mask)
- Team Member**: I work in a dental office or dental business. NPI clinicians can delegate management of their data to me. (Image of a female dental professional in a yellow top)
- General User**: I want to register in the Dental Hub but today I'm not a practitioner, team member or payer employee. (Image of a family: a man, a woman, and a child)

A 'Begin' button is located at the bottom right of the selection area.

Which user type are you?

- **Team Member** - Select this account type if:
 - You will be *the first Dental Hub registrant from your Business* **and** you will register **both** yourself and your Business or...
 - Your Business is already registered on the Dental Hub and you want to register yourself and associate to your Business. (You can also register and join your Business by accepting an email invitation sent to you by your Business's Dental Hub administrator).
- **Practitioner** - A Practitioner can self-register at this step. A Practitioner can also register later using an email sent by a Team Member from the Dental Hub.
- **General User** - This account type is not associated to any Business and has no ability to access or use any Dental Hub Business features. As a General User you can create a Business later.

➤ Account Setup

Create Your Business

You will need to register and create your Business to be able to utilize all of the Dental Hub's features. You can elect to register and create your Business later, but...

The screenshot shows a three-step progress bar at the top: 'You' (person icon), 'Your Interests' (star icon, currently active), and 'Next Steps' (checkmark icon). Below the progress bar, the question 'What would you like to do here?' is displayed. Underneath, there is a 'Select One *' prompt. Two options are presented in separate boxes: 1. 'Create a new business account' with a location pin icon and the text 'Are you a business owner or administrator for your business in charge of creating the business?'. 2. 'Go directly to Dental Hub' with the Dental Hub logo and the text 'Not sure what you want to do yet? That's okay you can join the Dental Hub now. Create a Business at a later time.' At the bottom of the form are 'Back' and 'Next' buttons.

...if you select "Go directly to Dental Hub" you will be taken to the Dental Hub Homepage. Your Business will not be created and until you complete this step you will be unable to use any features on the Dental Hub.

➤ Set Up Your Business

Step #1 - General Information

To get started using the Dental Hub you will need to register and create your Business. This is a quick multi-step process.

The screenshot shows a multi-step registration process for a business. At the top, a horizontal navigation bar contains eight steps: General Info (active), Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. Below the navigation bar, the title 'Tell us some general information about your Business' is followed by an information icon. A note states: 'This is what the Dental Hub users will see. It may not be the information used on your TIN or placed in the provider directory.' The form contains several input fields: Business Name, Primary Contact Name, Street Address, Primary Contact Email, Suite, Unit, Building, Apt, etc., Primary Contact Phone, and Mailing Address (if different). Each field is marked with a red asterisk to indicate it is required.

General Info Tax Info Team Members Practitioners Locations Payers Billing Entities Review

Tell us some general information about your Business ⓘ

This is what the Dental Hub users will see. It may not be the information used on your TIN or placed in the provider directory.

Business Name *

Primary Contact Name *

Street Address *

Primary Contact Email *

Suite, Unit, Building, Apt, etc.

Primary Contact Phone *

Mailing Address (if different)

Helpful Hints

- As you begin typing your address, Google will auto-populate with address options to select
- Primary contact name field requires a First and Last Name
- The primary contact does not need to be the person creating the business account, but it can be

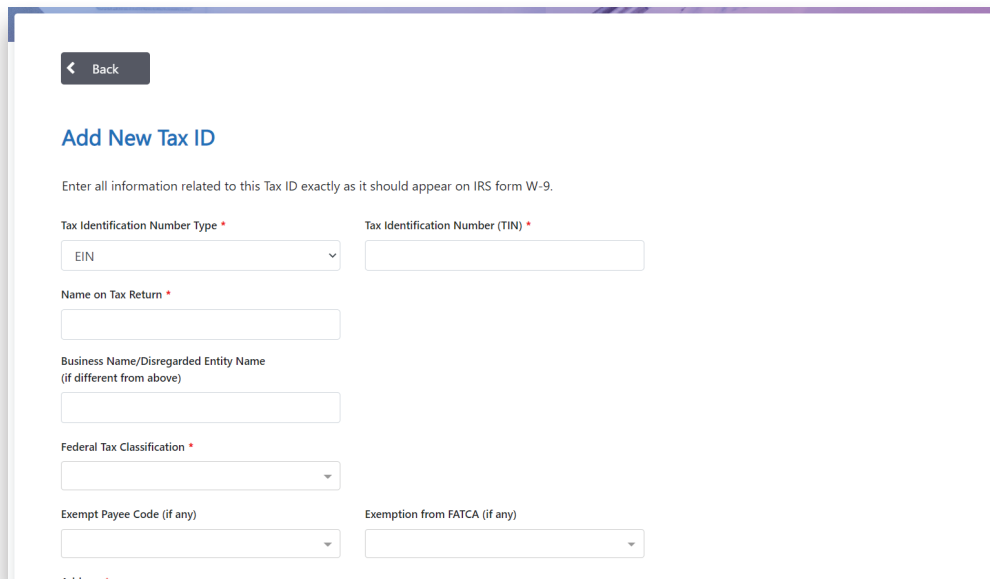
➤ Set Up Your Business

Step #2 - Tax Information

Enter tax information for your Business. You'll need:

- Tax identification number (TIN) used by your Business to submit claims or enter into contracts
- IRS Form W-9
- A recently paid claim by the insurer you contract with (or a registration code provided by your network provider advocate)

Click on **"Add Tax ID"** and the screen below will open. The questions presented follow your IRS Form W-9 exactly. Complete each field. Repeat these steps for each TIN associated to your Business.



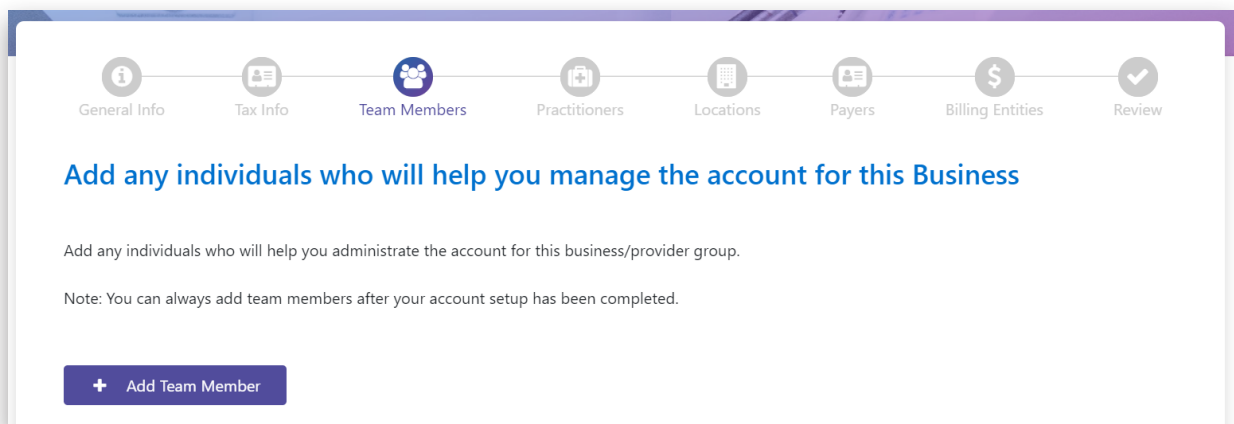
The screenshot shows a web form titled "Add New Tax ID" with a "Back" button in the top left. Below the title is a instruction: "Enter all information related to this Tax ID exactly as it should appear on IRS form W-9." The form contains several fields with red asterisks indicating required information:

- Tax Identification Number Type ***: A dropdown menu with "EIN" selected.
- Tax Identification Number (TIN) ***: A text input field.
- Name on Tax Return ***: A text input field.
- Business Name/Disregarded Entity Name (if different from above)**: A text input field.
- Federal Tax Classification ***: A dropdown menu.
- Exempt Payee Code (if any)**: A dropdown menu.
- Exemption from FATCA (if any)**: A dropdown menu.
- Address ***: A text input field (partially visible at the bottom).

➤ Set Up Your Business

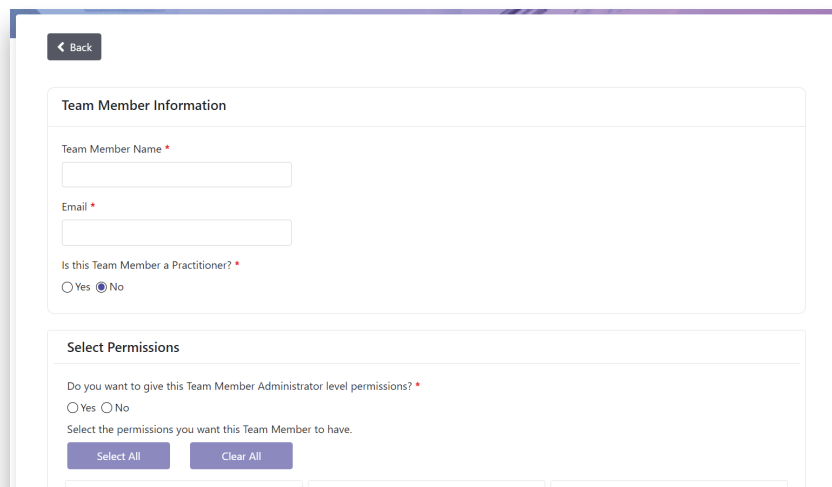
Step #3 - Team Members

Add Team Members who will help administer the Business. If your Business is large, adding Team Members now is a great idea because it will help you set up multiple Practitioners and Locations later. If you don't add Team Members now, they can create their own account later and associate to your Business using a Dental Hub invitation (initiated by you and emailed directly to them).



The screenshot shows a horizontal navigation bar with icons and labels for: General Info, Tax Info, Team Members (active), Practitioners, Locations, Payers, Billing Entities, and Review. Below the navigation bar, the heading reads: "Add any individuals who will help you manage the account for this Business". The main text states: "Add any individuals who will help you administrate the account for this business/provider group." A note follows: "Note: You can always add team members after your account setup has been completed." At the bottom, there is a purple button labeled "+ Add Team Member".

Begin by selecting **"Add Team Member"** on the above screen and the screen below will open. During this process you will grant permissions to each added Team Member account.



The screenshot shows a form with a "Back" button at the top left. The form is divided into two sections. The first section, "Team Member Information", contains fields for "Team Member Name" and "Email", both marked with a red asterisk. Below these is a question "Is this Team Member a Practitioner?" with radio buttons for "Yes" and "No", where "No" is selected. The second section, "Select Permissions", contains a question "Do you want to give this Team Member Administrator level permissions?" with radio buttons for "Yes" and "No". Below this is the text "Select the permissions you want this Team Member to have." followed by two buttons: "Select All" and "Clear All".

Each Team Member requires a unique email. An email already in use by another Dental Hub user cannot be re-used.

➤ Set Up Your Business

Step #4 - Practitioners

Add Practitioners to your Business here. This process will generate an email invitation for each Practitioner you enter to “Join Your Business” on the Dental Hub. Invited Practitioners will create their own account using a unique email address.

The screenshot shows a dashboard with a top navigation bar containing icons for General Info, Tax Info, Team Members, Practitioners (highlighted), Locations, Payers, Billing Entities, and Review. Below the navigation bar, the heading reads "Add any practitioners you would like to associate with your Business". A paragraph states: "You can always add practitioners after your account setup has been completed. You can also delegate adding practitioners to other administrators." Another paragraph explains: "Add Practitioners to your business roster then select the features and locations they can have access to on the Dental Hub. An invitation to connect will be sent at the end of your Practitioner's creation to give them the ability to create an account and accept the invitation to your business. After 15 days the invitation and link will expire and new invitation to connect will need to be sent." A note at the bottom says: "Note - You can always add administrators after your account setup has been completed. While in self registration you are unable to disassociate from your business, this ability will be available after registration." At the bottom left, there is a purple button labeled "+ Add Practitioner".

Begin by selecting “**Add Practitioner**” on the above screen and the screen below will open.

The screenshot shows a form titled "Practitioner Information" with a "Back" button at the top left. The form contains a single input field labeled "NPI". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

Helpful Hints

- The NPI you enter will be verified with the NPI registry.
- The Dental Hub verifies taxonomy codes for each Practitioner from the NPI registry. If the taxonomy codes are incorrect on the NPI registry, the Practitioner will need to login to their Dental Hub account and update the information.

For all Dental Hub submissions - prior authorizations, claims, etc., you must associate your Practitioner(s) to your Business.

➤ Set Up Your Business

Step #5 - Locations

Add any or all Locations your Business has. If your Location is the same as the information you entered under Step 1 "General Information", you will still need to add that Location here, even though the Business will be the same address.

Location information is used to create your provider directory - adding as much detail as possible improves the accuracy of your provider directory. At a minimum, associate each Practitioner to each of their practice Locations.

The screenshot shows a progress bar at the top with eight steps: General Info, Tax Info, Team Members, Practitioners, Locations (highlighted in blue), Payers, Billing Entities, and Review. Below the progress bar, the heading reads "Add any locations you would like to associate with your Business" followed by an information icon. A subtext states: "You can always add locations after your account setup has been completed. Add the locations you want, but this work can be delegated to other administrators." At the bottom left, there is a blue button with a white plus sign and the text "Add Location".

Begin by selecting **"Add Location"** on the above screen and the screen below will open.

The screenshot shows the "Add Location" form. It has a "Back" button at the top left. The form contains several input fields arranged in two columns. The left column includes: "Location Name" (text input), "Place of Service" (dropdown menu), "Address" (text input), "Suite, Unit, Building, Apt, etc." (text input), and "Website Address" (text input). The right column includes: "Primary Phone" (text input), "Mobile Phone" (text input), "Text Telephone (TTY)" (text input), "Emergency Phone" (text input), and "After Hours Phone" (text input). Each field has a red asterisk indicating it is required.

To accurately check eligibility, submit claims, etc., you must associate each Practitioner to each of their practice Location(s).

➤ Set Up Your Business

Step #6- Payers

Add your Payer Partners here in order to become a Trusted Business with every Payer/Insurer with whom you want to use and exchange PHI. This step is required to be able to check eligibility, submit claims and authorizations and review payment information with that Payer/Insurer.

General Info Tax Info Team Members Practitioners Locations **Payers** Billing Entities Review

Add your existing Payer partners to connect with them here on the Dental Hub

Quickly and easily verify your business with each of your existing Payer partners in order to become a Trusted Business that can exchange claims-related information with them on the Dental Hub. This includes checking eligibility, submitting claims and authorizations, reviewing payment information, and more.

You can always add Payers after your account setup has been completed.

+ Add Payer

Begin by selecting **“Add Payer”** on the above screen and the screen below will open.

< Back

New Payer Verification

You can verify your Business in two ways! Simply: (1) provide some details about a claim that was previously processed by this Payer; or (2) enter the Registration Code the Payer may have given you.

For security purposes, you can only receive a Verification Code from a Payer. The Dental Hub team does not have access to these codes and cannot provide them to you.

Select a Verification type *

Previously Processed Claim Information

☐ Previously Processed Claim ☐ Registration Code

➤ Set Up Your Business

Step #6 - Payers Continued

Becoming a Trusted Business with each of your Payer/Insurer partners is easy! You can verify the “trusted business” relationship through either: 1). Entering information from a claim the Payer/Insurer recently processed for your Business or 2). Entering a registration code the Payer/Insurer provided to you directly.

Previously Processed Claim

Previously Processed Claim

Registration Code

Previously Processed Claim Information
Provide the following information about a claim that was previously processed.

Tax ID *

Select Payer *

Subscriber ID *

Total Billed Amount *

\$

Date Of Service *

Verify

Cancel

Registration Code

Previously Processed Claim

Registration Code

Registration Code
Provide the following information about a claim that was previously processed.

Tax ID *

Select Payer *

Registration Code *

Don't have a code?

Verify

Cancel

➤ Set Up Your Business

Step #7 - Billing Entity

By creating a Billing Entity you will not need to repeatedly enter these details with each transaction (claim, auth, etc.) you submit through the Dental Hub. The Dental Hub uses this step to combine a number of critical elements required for accurate claim submission, processing and payment.

A Billing Entity includes:

- TIN
- Billing NPI
- Billing NPI taxonomy
- Address where payments are sent

By creating a Billing Entity, you do not need to enter this information individually for every submission you make. Depending on how your Business bills, you can create one Billing Entity or many. You must create at least one Billing Entity for your Business before you can submit any claims, authorizations, treatment plans or check patient eligibility.

General Info Tax Info Team Members Practitioners Locations Payers **Billing Entities** Review

Add any billing entities you would like to associate to your Business ⓘ

Billing Entities are a quick and easy way to tell Payers and Patients where and how you would like to be paid when you submit your claim for services. For each claim you submit, the Billing Entity tells Payers the Tax ID that should receive the payment, as well as the mailing address to which the payment should be sent. Billing Entities will not override any electronic payment arrangements you have with Payers. The Billing Entity also can direct patients to your website to make online payments.

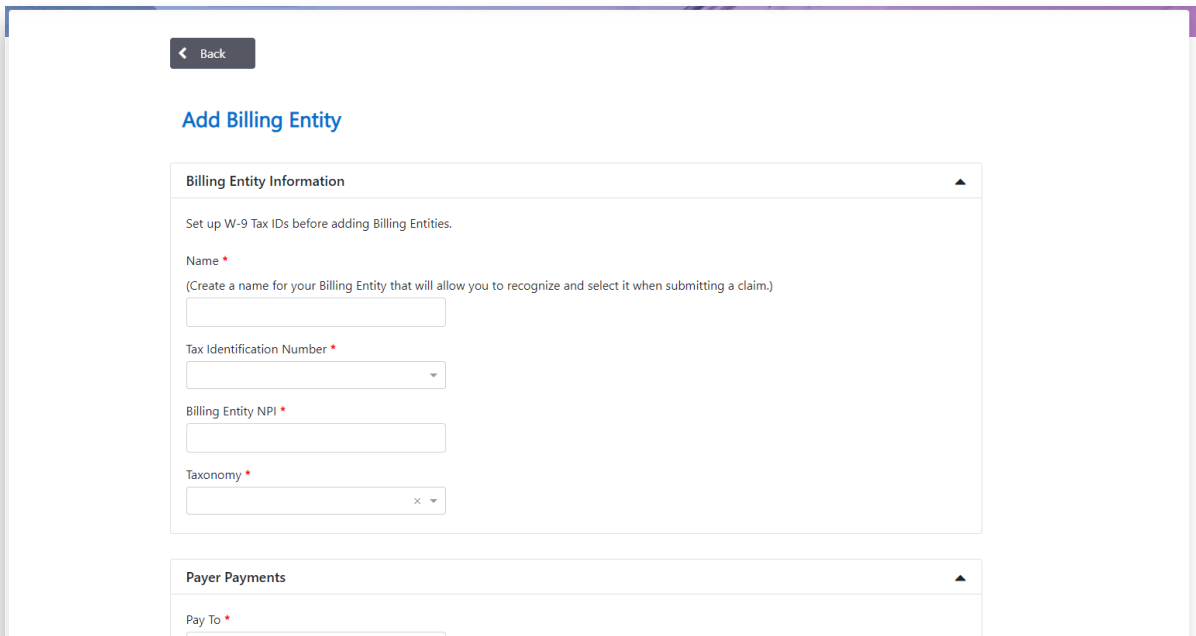
You can build as many Billing Entities as you would like. However, a Billing Entity is required to submit each claim, so you will need to create at least one for your business.

+ Add Billing Entity

➤ Set Up Your Business

Step #7 - Billing Entity Continued

Begin by selecting **“Add Billing Entity”** on the prior screen and the screen below will open.



The screenshot shows a web form titled "Add Billing Entity" with a "Back" button in the top left. The form is divided into two main sections: "Billing Entity Information" and "Payer Payments". The "Billing Entity Information" section contains a note: "Set up W-9 Tax IDs before adding Billing Entities." Below this are four required fields: "Name" (with a sub-note: "(Create a name for your Billing Entity that will allow you to recognize and select it when submitting a claim.)"), "Tax Identification Number", "Billing Entity NPI", and "Taxonomy". Each field has a red asterisk indicating it is required. The "Payer Payments" section is partially visible at the bottom, showing a "Pay To" field.

Helpful Hints

- Select any TINs already created for the Business.
- Enter Billing Entity NPI - If you bill under a Practitioner (individual) NPI, enter their NPI and taxonomy code. If your Business uses a Billing (organizational) NPI, enter it and the associated taxonomy code. (If you do not know the Billing NPI taxonomy code, you can look it up on the NPI registry).
- You can set up more than one Billing Entity to meet your Business needs.

➤ Set Up Your Business

Last Step! - Final Review

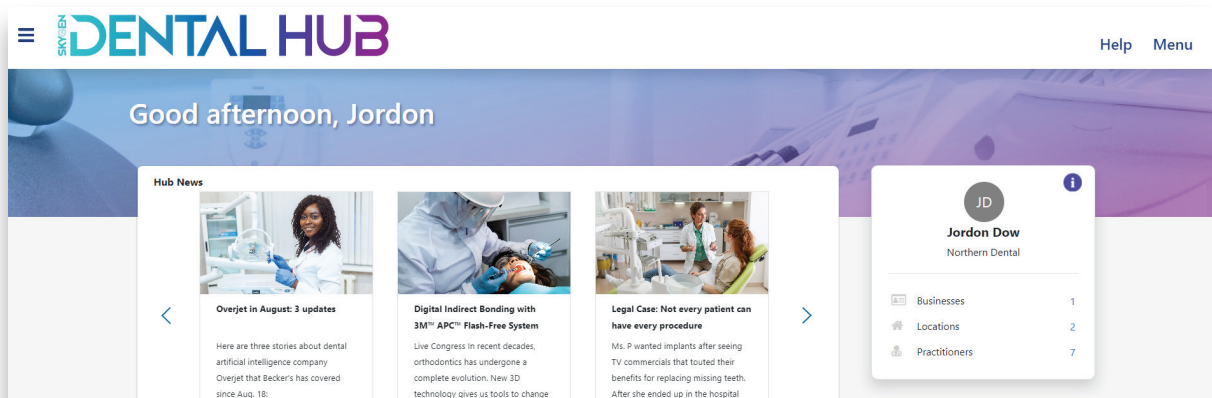
In the final step review all of the information you entered. You can edit anything that is incorrect from this page before you create the Business. And don't worry, this information can be edited later at anytime too.

The screenshot shows a web interface for the 'Review' step of a business setup process. At the top, a horizontal progress bar contains eight icons representing different steps: General Info, Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. The 'Review' step is highlighted with a blue checkmark icon. Below the progress bar, the heading 'Review' is followed by a sub-heading 'Review and confirm information is correct.' The main content area is divided into two sections: 'General Information' and 'Tax Information'. The 'General Information' section is expanded, showing a list of fields: Business Name, Street Address, Mailing Address, Phone Number, Fax Number, Company Website, Business Contact Name, and Business Contact Email. An 'Edit' button is located at the bottom of this section. The 'Tax Information' section is partially visible below it.

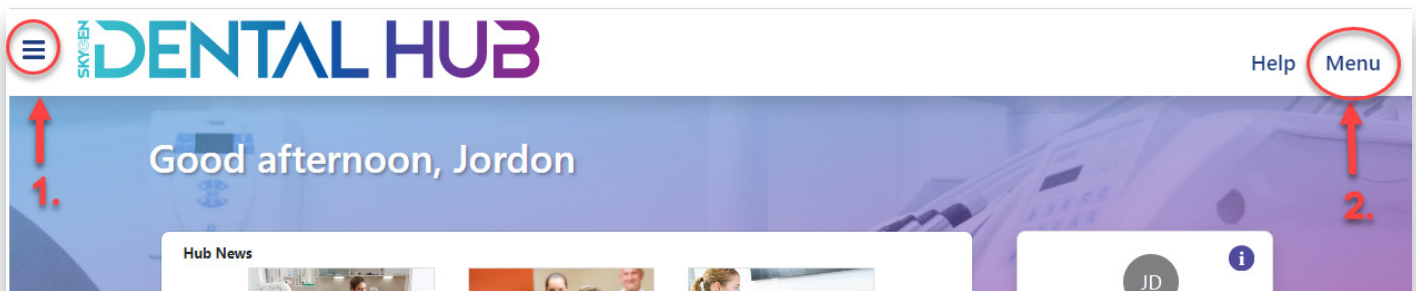
Select the "Edit" button to return to the page and edit any information.

Once you submit the information, you will have successfully created your Business and are ready to start using the Dental Hub!

➤ Navigating Home Page



This is your Home Page. From here you have two ways to navigate around.



1. Click the "Menu Icon" in the top left and the Main Menu will open.
2. Click "Menu" in the top right and the Main Menu will open.

► Eligibility Home Page Quick Eligibility Search

The screenshot displays the DENTAL HUB Home Page. At the top left is the DENTAL HUB logo. To the right of the logo is a 'Help' link and a 'Menu' link. Below the logo, there are two notification items: 'TJ Tony Jacobson Ohio Medicaid Alert: One Front Door now requ...' with a timestamp of 10/30 3:32 pm, and 'DH Dental Hub Your updated Provider Manual is now available...' with a timestamp of 10/09 6:38 pm. The main content area features a 'Quick Eligibility Search' form. The form has two radio button options: 'Subscriber ID and Date Of Birth' (selected) and 'Subscriber First Name, Last Name and Date Of Birth'. Under the first option, there are input fields for 'Subscriber ID*' and 'Date Of Birth*', and a 'Search by Payers*' dropdown menu. Under the second option, there is a 'Date Of Service' input field. A 'Search' button and a 'Clear' button are at the bottom of the form. To the right of the form is a circular icon with a checkmark and a clipboard, with the text 'Enter all required fields to check patient eligibility.' below it. On the right side of the page, there are several promotional banners: 'Digital Dentistry', 'TOOTHLENS', 'Co further with an ally', 'DOCPAY™', and 'SKY-EN'. At the bottom of the page, there are five small images representing different dental services: 'Patient Management', 'Treatment Plan', 'Submit a Claim', 'Payments', and 'Dental Care'.

You can quickly check a patient's eligibility from your Home Page. Quick Eligibility Search is located below the News and Messages area. To begin, simply select which information to search by ("Subscriber ID and Date of Birth" or "Subscriber First Name, Last Name and Date of Birth").

If you need a more detailed eligibility search, use the Main Menu to navigate to the Eligibility & History page. The next page of this guide details how to use that option.

Eligibility & History

Checking Patient Eligibility

The screenshot shows the 'Eligibility & History' form with three tabs: 'Patient & Insurance' (active), 'Dentist & Location', and 'Eligibility Check Results'. The 'Patient Information' section includes a 'Subscriber ID or Medicaid ID' field, a 'RECOMMENDED' link, and fields for 'First Name', 'Last Name', 'Date of Birth' (with a 'mm/dd/yyyy' placeholder), 'Procedure Date' (with a '08/29/2022' placeholder), 'Patient's Relationship to Subscriber' (a dropdown menu with 'Self' selected), and 'Insurer' (a dropdown menu with 'Search by Insurers' selected). A 'Search Roster' link is located in the top right corner of the form.

Step 1: Patient & Insurance

- Enter patient information manually or by the Search Roster (patient roster can be created under Patient Management or Patient Search)

The screenshot shows the 'Eligibility & History' form with three tabs: 'Patient & Insurance', 'Dentist & Location' (active), and 'Eligibility Check Results'. The 'Selected Patient' section displays a list of patient details: 'Date Of Birth', 'Member ID', 'Insurer', and 'Benefit Level'. Below this list are links for 'Benefit Summary' and 'Service History'. The 'Treating Dentist Information' section includes a 'Treatment Location' dropdown menu, a 'Treating Dentist' dropdown menu, and a 'Dentist Taxonomy' dropdown menu. The 'Primary Care Provider & Location' section is currently empty.

Step 2: Practitioner & Location

- If the Treatment Location you want does not populate in the drop down menu, go to the Locations page to create that Location

➤ Eligibility

Eligibility & History

Checking Patient Eligibility Continued

- If the Treating Practitioner you want does not populate in the drop down menu, go to the Practitioners page and add the Practitioner. If the Practitioner is already added, go to the Locations page and make sure the Practitioner is associated to that Location/Business
- If the correct taxonomy code for the Practitioner does not populate, the Practitioner will need to login to their Dental Hub account and update the information
- If the Billing Entity you are looking for does not populate in the drop down menu, go to the Billing Entity page and add the Billing Entity

The screenshot displays the 'Eligibility Check Results' page in the Dental Hub system. At the top, there are three tabs: 'Patient & Insurance' (with a person icon), 'Dentist & Location' (with a person and location icon), and 'Eligibility Check Results' (with a checkmark icon). The main content area is divided into two columns. The left column, under the 'Selected Patient' header, contains a list of patient details: Date Of Birth, Member ID, Insurer, and Benefit Level. Below this list are three links: 'Benefit Summary', 'Service History', and 'Eligibility'. The right column, under the 'Treating Dentist & Location' header, contains a large empty box for the treating dentist and location. Below this is another section for 'Primary Care Provider & Location' with a similar empty box. At the bottom of the page, there are three buttons: 'Treatment Plan Calculator', 'Submit Claim', and 'Submit Authorization'. A 'Back' button is located in the bottom left corner.

Step 3: Eligibility Check Results

- If the patient is determined to be eligible and the Practitioner is in network, the Dental Hub will populate the Primary Care Information if the plan uses Primary Care Providers
- From this step, you can submit a claim, authorization or treatment plan for the patient. You can also open and view the Benefit Summary, Service History or Eligibility reports

➤ Claims & Authorizations

Submit Claim, Submit Authorization, Treatment Plan Calculator

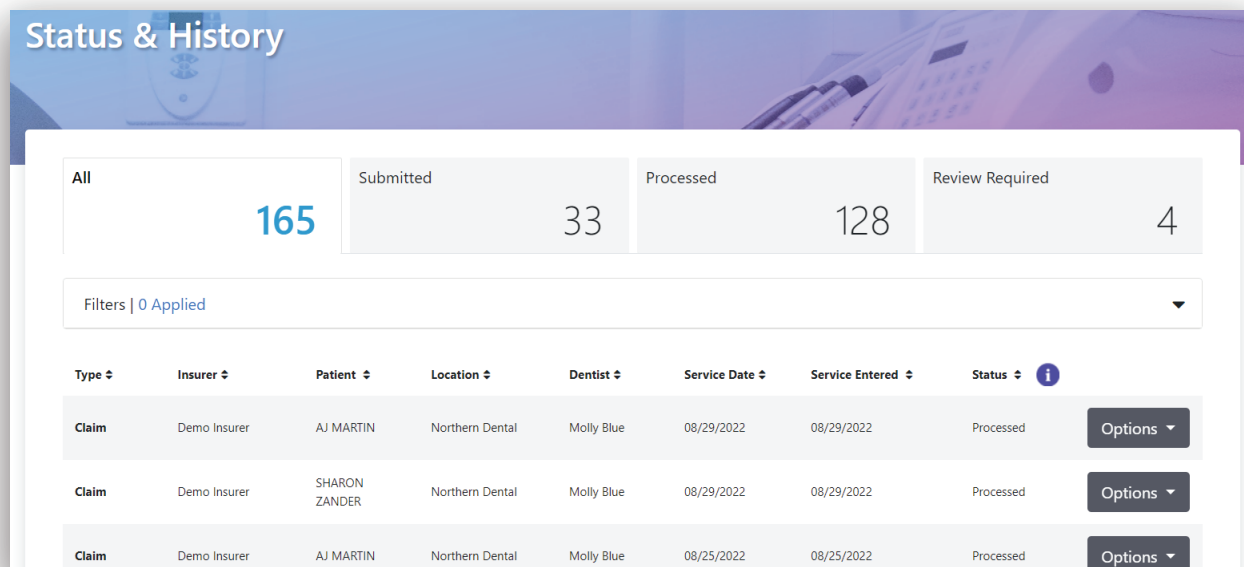
The screenshot shows a web interface for submitting claims or authorizations. At the top, there are three tabs: 'Patient & Insurance' (selected), 'Dentist & Location', and 'Code Entry'. Below the tabs is a 'Patient Information' form. The form includes a 'Subscriber ID or Medicaid ID' field, a 'RECOMMENDED' label, and fields for 'First Name', 'Last Name', 'Date of Birth' (with a date picker), and 'Procedure Date' (with a date picker). There are also dropdown menus for 'Patient's Relationship to Subscriber' (set to 'Self') and 'Insurer' (set to 'Search by Insurers'). A 'Continue' button is located at the bottom right of the form.

- **Claim** - Submit a claim to be paid for services rendered
- **Authorization** - Submit a prior authorization before services are rendered to obtain plan approval for the care
- **Treatment Plan** - Submit a treatment plan before services are rendered to determine exactly what and how the claim will be adjudicated

These processes work like Eligibility and Status & History. Refer to those pages for any additional help or tips.

➤ Status & History

Viewing Dental Hub Submissions

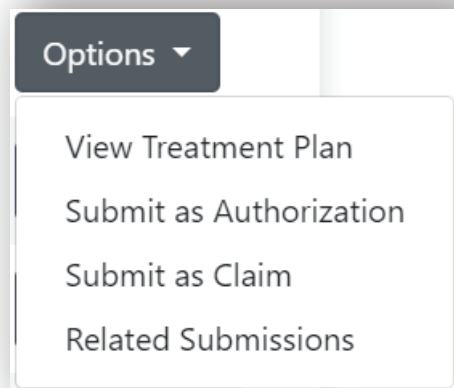


The screenshot shows the 'Status & History' page. At the top, there are four tabs: 'All' (165), 'Submitted' (33), 'Processed' (128), and 'Review Required' (4). Below the tabs is a filter bar that says 'Filters | 0 Applied'. The main table has columns: Type, Insurer, Patient, Location, Dentist, Service Date, Service Entered, Status, and an 'Options' button. The table lists three claims, all from 'Demo Insurer' and 'Northern Dental'.

Type	Insurer	Patient	Location	Dentist	Service Date	Service Entered	Status	
Claim	Demo Insurer	AJ MARTIN	Northern Dental	Molly Blue	08/29/2022	08/29/2022	Processed	Options
Claim	Demo Insurer	SHARON ZANDER	Northern Dental	Molly Blue	08/29/2022	08/29/2022	Processed	Options
Claim	Demo Insurer	AJ MARTIN	Northern Dental	Molly Blue	08/25/2022	08/25/2022	Processed	Options

On this Status & History page, you will find all claims, authorizations and treatment plans that have been submitted through the Dental Hub. To view submissions that were not submitted through the Dental Hub, use the Claim Search and Authorization Search pages.

Clicking on the "Options" button will expand a drop down menu with options available related to the type of submission listed.



Documents

Viewing and Searching for Remits

The Remits report provides the claim processing details and remittance/payment advice information for each claims payment cycle.

The screenshot shows a web application interface with a header bar labeled 'Documents'. Below the header, there is a sidebar on the left with a 'Back' button and a 'Select Document Type:' section. The 'Remits' option is selected and highlighted. The main content area is titled 'Search Remits' and contains a search form. The form has three input fields: 'Remittance Advice Date Range' with a date range from '08/04/2023' to '11/02/2023', 'Dollar Amount Range' with a dollar sign and two empty input boxes, and 'Tax Identification Number' with a dropdown menu. Below the input fields are 'Search' and 'Clear' buttons. The search results section is titled 'Search Results' and shows a table with columns 'Date', 'Payer', 'Amount', and 'View'. The table currently displays 'No results'.

Date	Payer	Amount	View
No results			

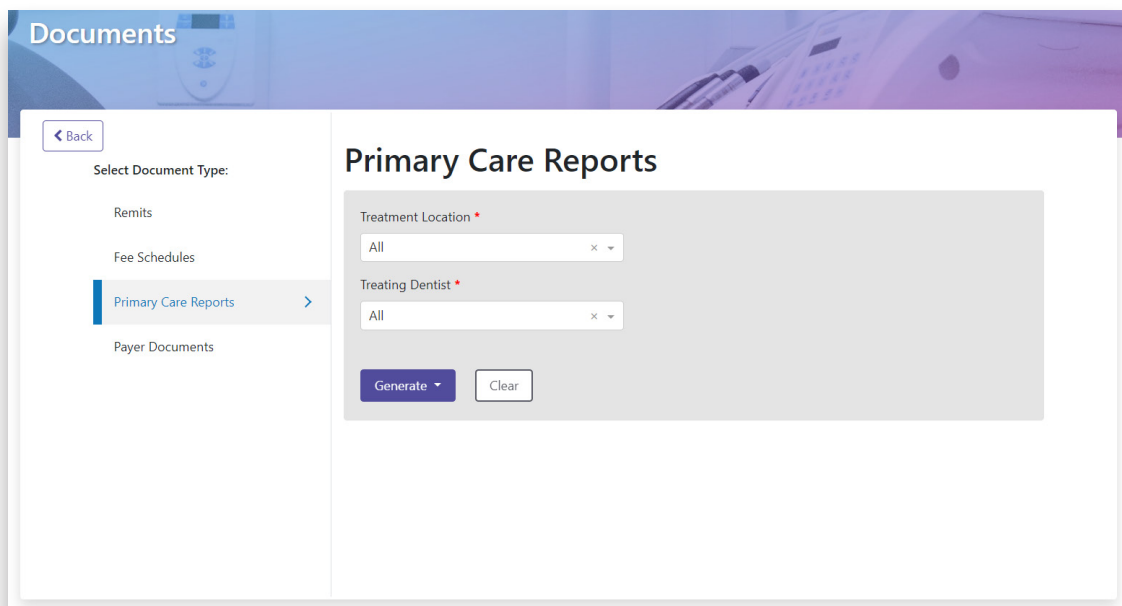
To find remits...

- Under the Main Menu, locate "Practice Management" menu
- Select "Documents"
- Select "Remits"

Documents

Primary Care Reports

The primary care reports provide details of members assigned to your practice for primary care coordination such as the main dental home or main medical home programs.



The screenshot shows a web application interface for generating Primary Care Reports. On the left, a sidebar titled "Documents" contains a "Back" button and a "Select Document Type:" section with four options: "Remits", "Fee Schedules", "Primary Care Reports" (which is highlighted with a blue bar and a right-pointing arrow), and "Payer Documents". The main content area is titled "Primary Care Reports" and contains two dropdown menus: "Treatment Location" and "Treating Dentist", both currently set to "All". Below these menus are two buttons: "Generate" (a dark blue button with a dropdown arrow) and "Clear" (a white button with a grey border).

To find Primary Care Reports...

- Under the Main Menu, locate "Practice Management" menu
- Select "Documents"
- Select "Primary Care Reports"

➤ Billing Setup

Direct Deposit (EFT)

Add the bank accounts to which you would like electronic payments sent and then link them to one or more of your Billing Entities. ++You can associate a Billing Entity in two ways: From this page below or from the Billing Entity page.

Billing Entity information is available to those Payers who wish to use it for electronic payments. Please note, however, your agreement with each Payer will ultimately determine whether and where you receive payments.

To find Direct Deposit (EFT) ...

- Under the Main Menu, locate "Billing Setup" menu
- Select "Direct Deposit (EFT)"

Add Direct Deposit (EFT)

[← Back](#)

Add the bank accounts to which you would like electronic payments sent and then link them to one or more of your Billing Entities.

Billing Entity information is available to those Payers who wish to use it. Please note, however, your agreement with each Payer will ultimately determine whether and where you may receive electronic payments.

Account Name *

Account Type *

☐ Checking ☐ Savings

Routing Number *

Confirm Routing Number *

Account Number *

PAY TO THE ORDER OF

\$

DOLLARS

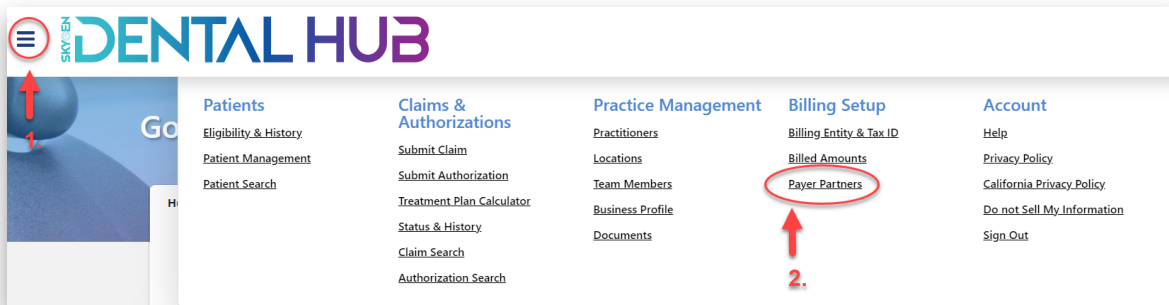
999999999 216547893256 123

Routing Number Account Number

Please note, only users with Administrator level permissions are able to add or delete Direct Deposit (EFT) accounts. Once an account is added, all Team Members with the appropriate permissions are able to associate those accounts to Billing Entities.

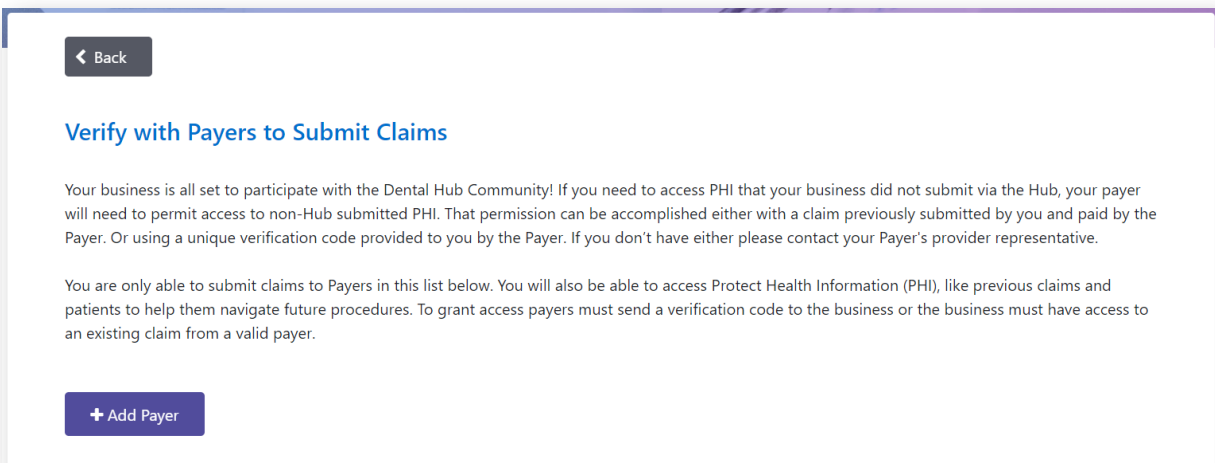
➤ Billing Setup Payer Partners

Add your Payer Partners here after you have already created your account on the Dental Hub.



To find Payer Partners...

- Under the Main Menu, locate "Billing Setup" menu
- Select "Payer Partners"



You can verify the "Trusted Business" relationship through either: 1). Entering information from a claim the Payer/Insurer recently processed for your Business or 2). Entering a registration code the Payer/Insurer provided to you directly.

➤ Continued Support

The Dental Hub conducts regular live webinars. *Pre-registration is not required.* Click on the link and check the dates. We invite you to join us any time, or as often as you'd like! Each webinar includes all the functions and features highlighted in this Quick Start Guide. An open discussion and Q&A conclude each session.

Webinar Link: <https://www.dentalhub.com/knowledge/webinar/free-monthly-webinar>

If you have questions related to a patient's coverage or how any claim was processed or paid, you will need to call the patient's health plan directly to resolve those questions.