



# **SKYEN** DENTAL HUB

## Quick Start Guide

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## ➤ 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 three-step progress bar at the top: '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 selection boxes. The first box is for 'Practitioner' (with a doctor icon) and states 'I have a valid NPI and will register using my clinical credentials.' The second box is for 'Team Member' (with a woman icon) and states 'I work in a dental office or dental business. NPI clinicians can delegate management of their data to me.' The third box is for 'General User' (with a family icon) and states 'I want to register in the Dental Hub but today I'm not a practitioner, team member or payer employee.' 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), and 'Next Steps' (checkmark icon). Below the progress bar, the text 'What would you like would to do here?' is displayed. Underneath, it says 'Select One \*'. There are two main options presented in boxes:

- Create a new business account**  
Are you a business owner or administrator for your business in charge of creating the business?
- Go directly to Dental Hub**  
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, there are two buttons: 'Back' on the left and 'Next' on the right.

...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' and 'Primary Contact Name' (both required, marked with a red asterisk); 'Street Address' and 'Primary Contact Email' (both required); 'Suite, Unit, Building, Apt, etc.' and 'Primary Contact Phone' (both required); and 'Mailing Address (if different)' (optional). Each field is represented by a text input box.

### 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

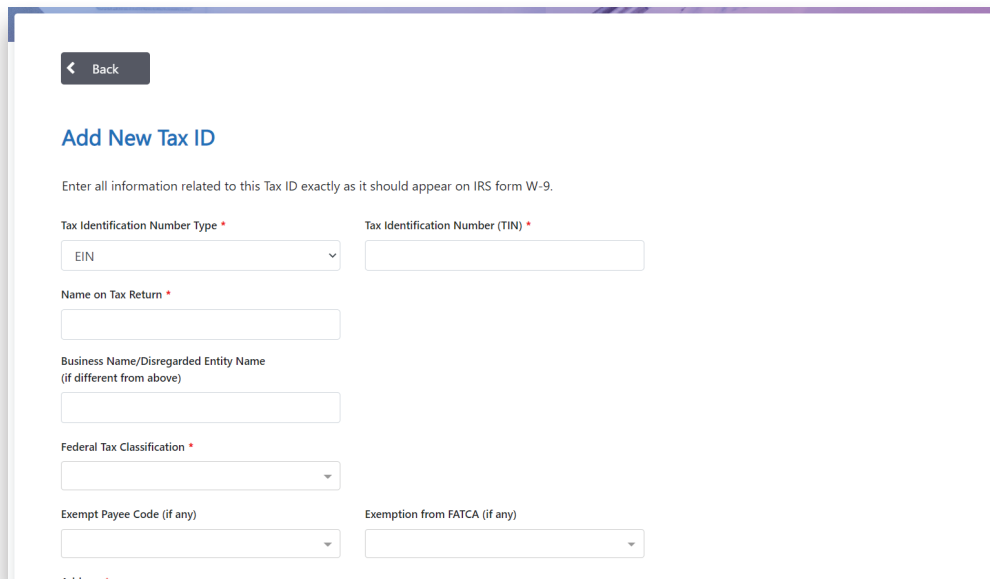
## ➤ Set Up Your Business

### 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 instruction "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. At the top left is a "< Back" button. The form is titled "Add Location" in blue. It 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 a required field.

*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.

The screenshot shows a multi-step setup process for a business. 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 'Billing Entities' step is currently selected and highlighted in blue. Below the progress bar, the main heading reads 'Add any billing entities you would like to associate to your Business' followed by an information icon. A paragraph explains that Billing Entities are used to tell payers and patients where and how to be paid, and that at least one is required. At the bottom left, there is a blue button with a plus sign and the text 'Add Billing Entity'.

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.

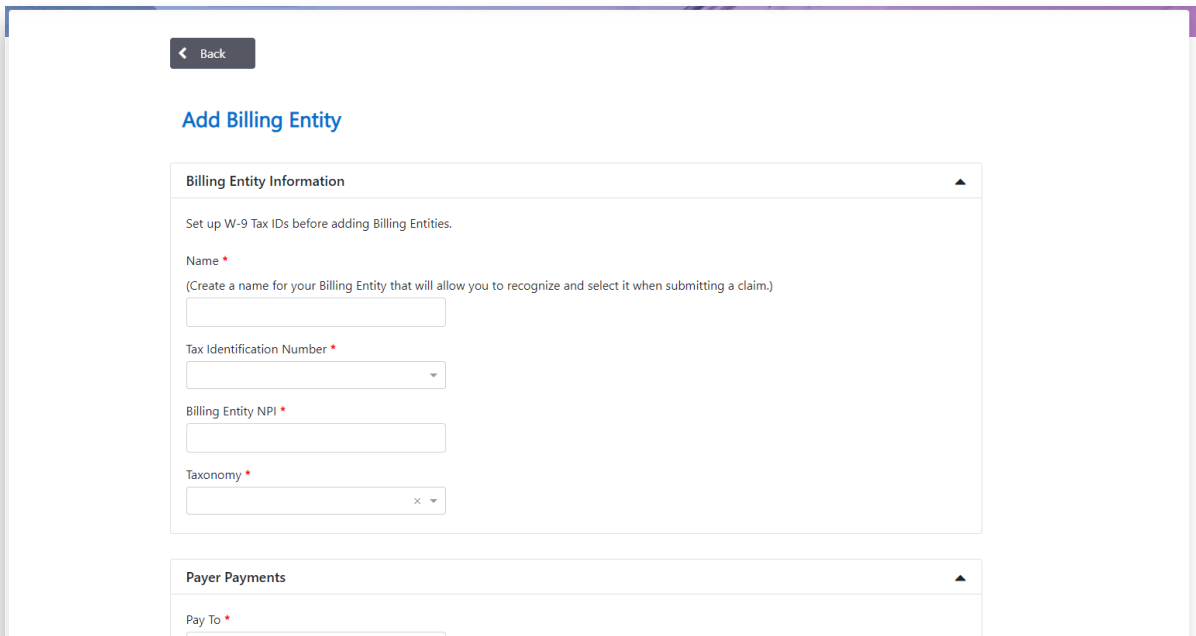
You can build as many Billing Entities as you would like. However, a Billing Entity is required to submit each claim, so you will need to create at least one for your business.

**+ 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 fields: "Name" (with a red asterisk and 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" (with a red asterisk and a dropdown arrow), "Billing Entity NPI" (with a red asterisk and a text input field), and "Taxonomy" (with a red asterisk and a dropdown arrow). The "Payer Payments" section is partially visible at the bottom, showing a "Pay To" field with a red asterisk.

### 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

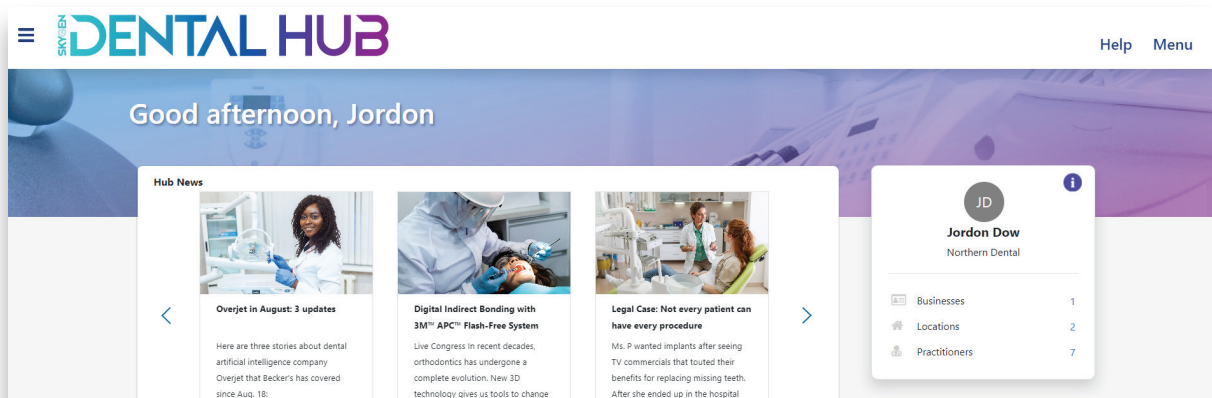
In the final step review all of the information you entered. You can edit anything that is incorrect from this page before you create the Business. And don't worry, this information can be edited later at anytime too.

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 stages: General Info, Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. The 'Review' icon, which is a checkmark inside a circle, is highlighted in blue. Below the progress bar, the word 'Review' is displayed in blue text with an information icon. A message states, '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 left of this section. The 'Tax Information' section is partially visible below it.

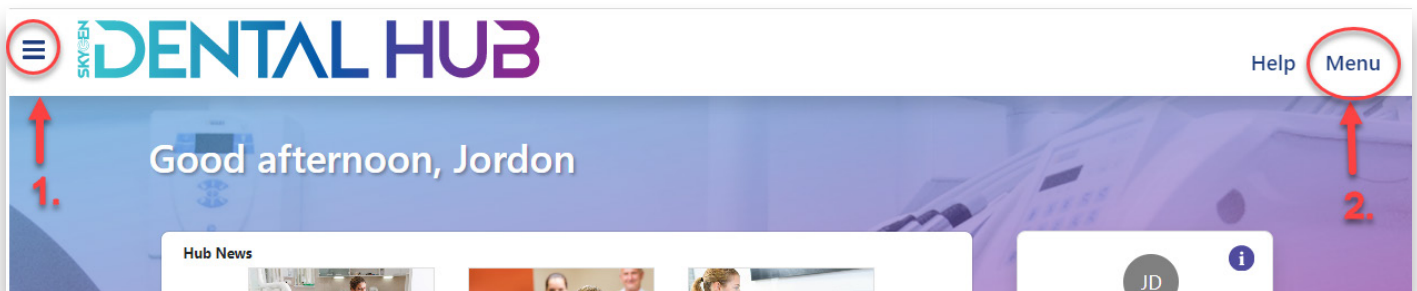
*Select the "Edit" button to return to the page and edit any information.*

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 Menu' link. Below the logo is a 'Quick Eligibility Search' form, which is highlighted with a red rectangular box. The form has two main sections: 'Subscriber ID and Date of Birth' and 'Subscriber First Name, Last Name and Date of Birth'. The 'Subscriber ID and Date of Birth' section includes a 'Subscriber ID\*' field, a 'Date of Birth\*' field, and a 'Date of Service' field with the value '11/02/2023'. There is also a 'Search by Payers\*' dropdown menu. The 'Subscriber First Name, Last Name and Date of Birth' section has a 'Search' button and a 'Clear' button. To the right of the form is a circular icon with a checkmark and the text 'Enter all required fields to check patient eligibility.' Below the form is a row of four images: 'Patient Management', 'Treatment Plan', 'Submit a Claim', and 'Payments'. To the right of the form is a sidebar with several promotional banners: 'Digital Dentistry', 'TOOTHLENS', 'Co further with an ally', 'DOCPAY™', and 'SKY-EN®'. The top right of the page has a 'Help Menu' link.

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 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 shows the 'Eligibility Check Results' page in the Dental Hub interface. 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 'Eligibility Check Results' tab is active. The main content area is divided into two columns. The left column has a 'Selected Patient' section with an 'Options' dropdown and a list of fields: Date Of Birth, Member ID, Insurer, and Benefit Level. Below this is a navigation bar with links for 'Benefit Summary', 'Service History', and 'Eligibility'. At the bottom of the left column are buttons for 'Treatment Plan Calculator', 'Submit Claim', and 'Submit Authorization'. The right column has two sections: 'Treating Dentist & Location' and 'Primary Care Provider & Location', both with empty input fields. A 'Back' button is located at the bottom left of the interface.

### 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.

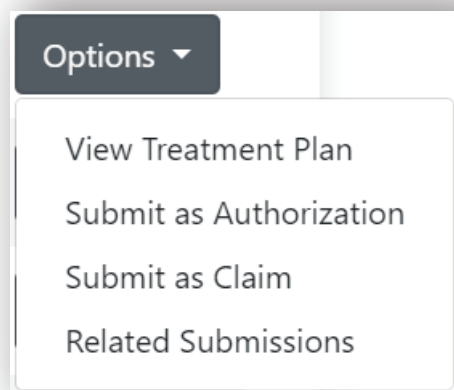
## ➤ Claims & Authorizations Status & History

The screenshot shows the 'Status & History' page. At the top, there's a header with the title 'Status & History'. Below it, a summary bar displays counts for different claim statuses: All (165), Submitted (33), Processed (128), and Review Required (4). A filter bar indicates 'Filters | 0 Applied'. Below this is a table with columns: Type, Insurer, Patient, Location, Dentist, Service Date, Service Entered, Status, and an Options button. Three rows of claim data are visible, all with a status of 'Processed'.

Type	Insurer	Patient	Location	Dentist	Service Date	Service Entered	Status	Options
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.



## ➤ Claims & Authorizations

### Submit Corrected Claims

You can correct claims that were submitted through the Dental Hub and those submitted through another channel. Please note, a claim can only be corrected once.

#### Claims Eligible for Corrections

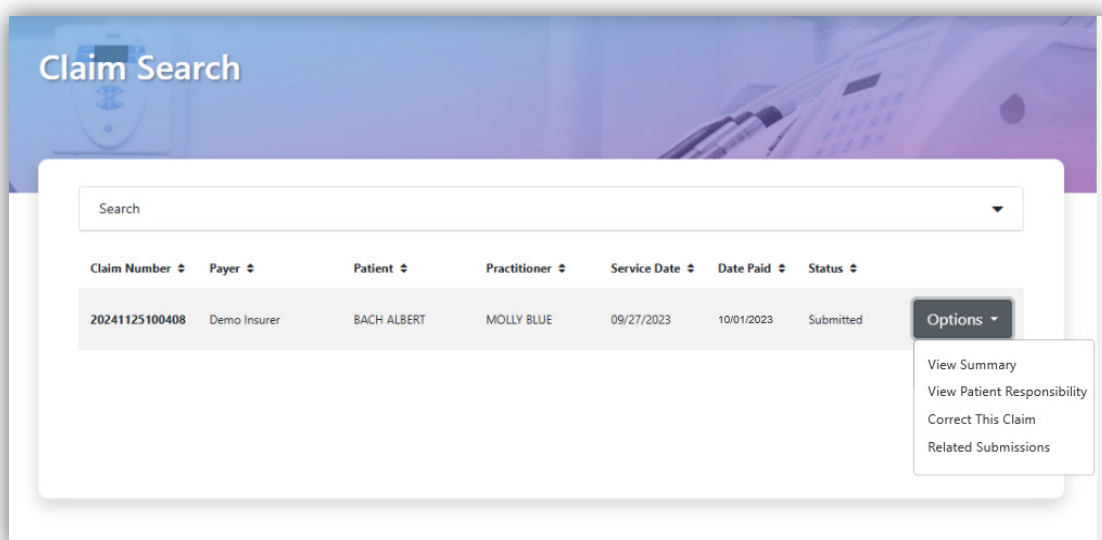
- **Dental Hub Claims** - On Status & History page, correctable when status is Processed
- **Non-Dental Hub Claims** - On Claim Search page, correctable when status is Processed with a Paid Date

#### How to Correct a Claim

1. Go to
  - a. the Status & History page (Dental Hub claims)
  - b. the Claim Search page (Non-Dental Hub claims)
2. Find the specific claim
3. Make necessary corrections
4. Submit the corrected claim

After submitting the claim, the corrected claim will be on the Status & History page.

Any original Dental Hub claim can be viewed with its corrected claim. To view the original claim, click the claims associated "Options" button and select "View Related Submissions". This is not possible for non-Dental Hub claims. claim. Select "View Related Submissions" to access the original claim details. This is not possible for non-Dental Hub claims.



## ➤ Practice Management 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 with the following fields:

- Remittance Advice Date Range: 08/04/2023 to 11/02/2023
- Dollar Amount Range: \$ to \$
- Tax Identification Number: (dropdown menu)

Below the search fields are 'Search' and 'Clear' buttons. Underneath the search form is a 'Search Results' section with a table header:

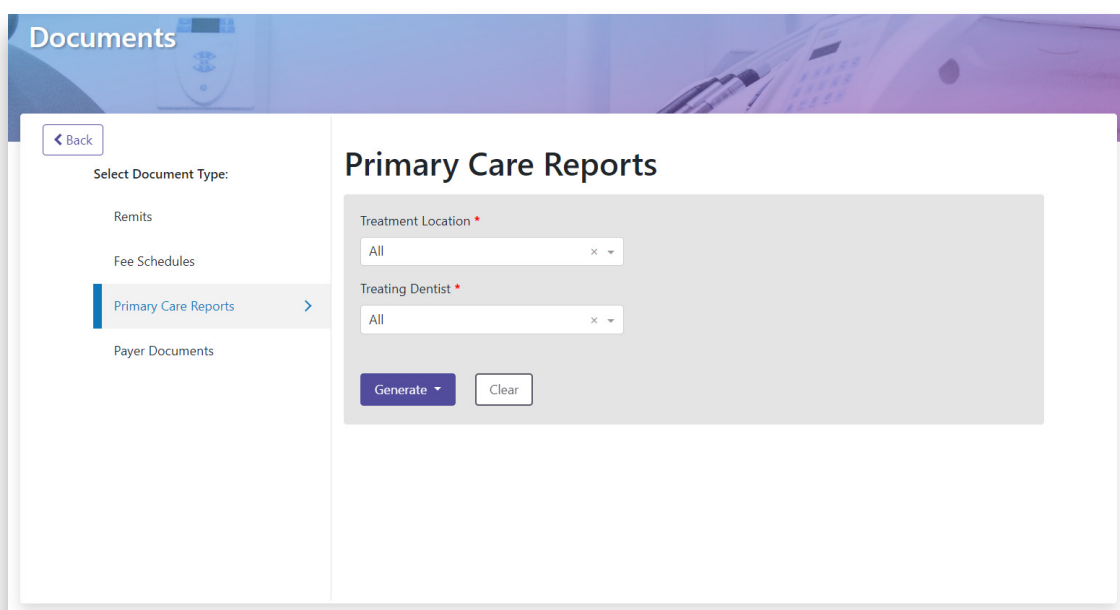
Date ↕	Payer ↕	Amount	View
No results			

### To find remits...

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

## ➤ Practice Management 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 features two dropdown menus: 'Treatment Location' and 'Treating Dentist', both currently set to 'All'. Below these menus are two buttons: a blue 'Generate' button with a small downward arrow and a white 'Clear' button.

### 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

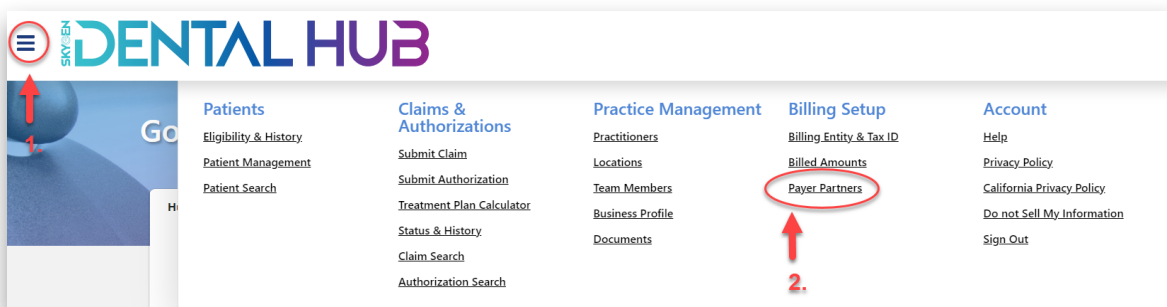
999999999 216547893256 123

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.

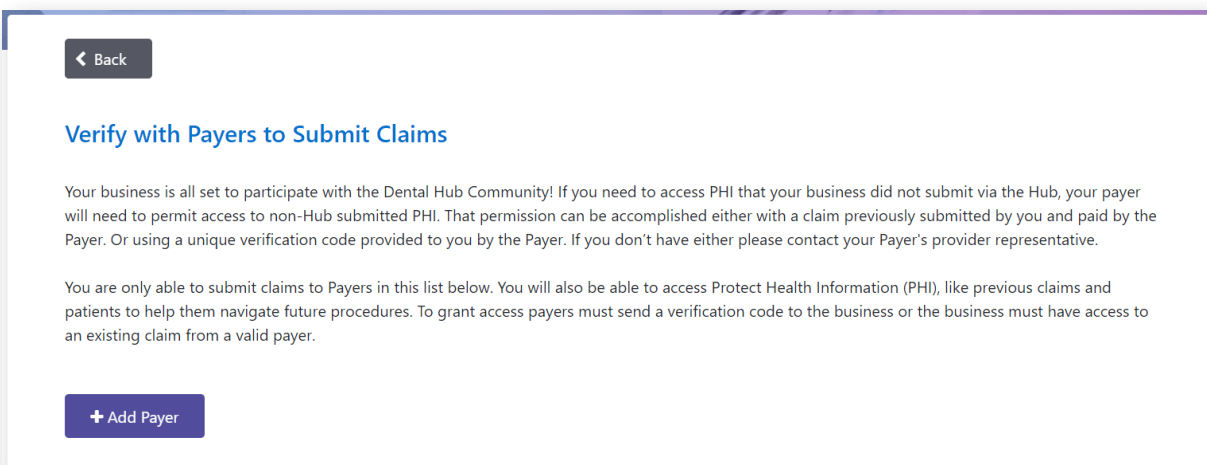
## ➤ Billing Setup Payer Partners

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



### To find Payer Partners...

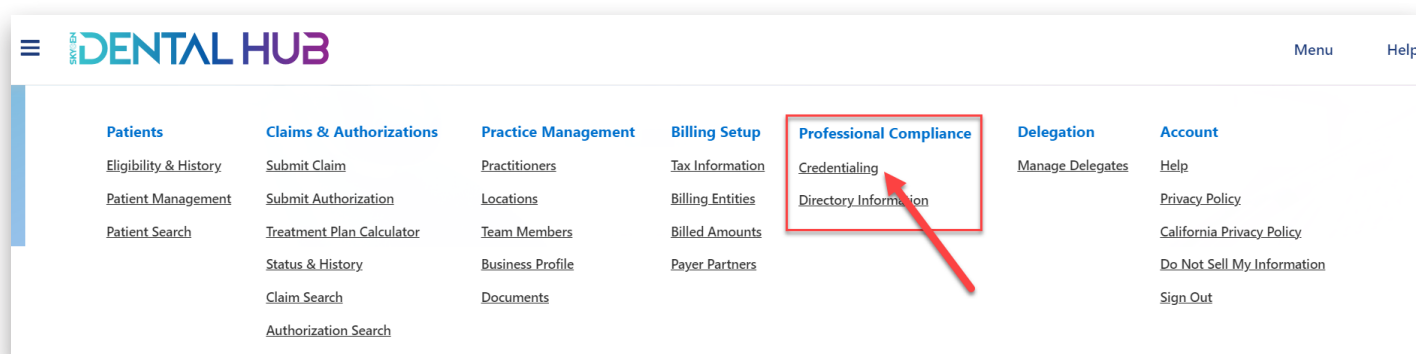
- Under the Main Menu, locate "Billing Setup" menu
- Select "Payer Partners"



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.

## ➤ Credentialing Credentialing Setup

The Dental Hub allows you to manage all of your credentialing in one place. We help streamline this administrative task by performing rigorous primary source verification of Practitioner credentials.

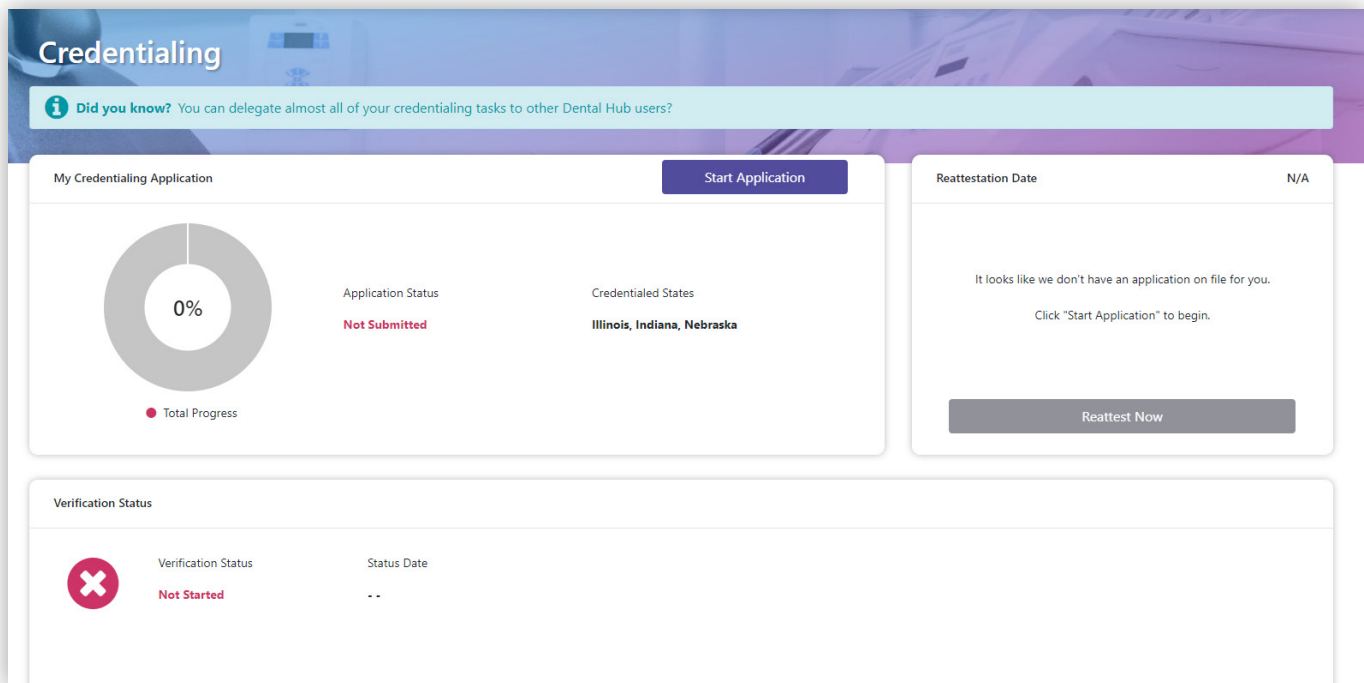


Before a Practitioner can get started with credentialing, they must first create their own account on the Dental Hub. A Practitioner must have their own, individual account, even if they are associated to Business.

Once a Practitioner has their own Dental Hub account, they can begin credentialing. To get started using the Dental Hub's credentialing service, simply use the Main Menu and navigate to the "Credentialing" link.

If a Practitioner does not see the "Credentialing" link in the Main Menu, it means a Payer has not yet subscribed to their credentialing application. Once a Payer subscribes to the Practitioner's NPI, the "Credentialing" link will appear in the Main Menu and the Practitioner can begin working on their application.

## ➤ Credentialing Credentialing Dashboard



The Main Menu link for Credentialing, brings you to the Practitioner's credentialing dashboard. Here you are able to do the following:

- View or Start your credentialing application
- Check the status of your application
- Fix any verification issues
- Reattest to your application and update any changes in information
- View which Payers are subscribed to your application

## ➤ Credentialing Credentialing Application

This is the Dental Hub's credentialing application. The side panel acts as a navigation menu and the sections are able to be clicked on to move through the application.

The last step may take a few minutes while your information is being verified. Please remain on the page while the verification is happening. If the process takes longer than 5 minutes, please give us a call at 855-609-5156. Our hours are 8:00 am – 4:30 pm CST.

The screenshot displays the 'Credentialing Application' interface. On the left is a side navigation panel for user 'Barry Boyd'. It lists ten steps: 1 General Information (selected), 2 Education, 3 Work History, 4 Credentialed States, 5 Licensing, 6 Hospital Affiliations, 7 Malpractice Insurance, 8 Supplemental Questions, 9 Attachments, and 10 Attestation and Consent. The main content area is titled 'General Information' and contains the following fields: First Name (Barry), Middle Name (h), Last Name (Boyd), Date of Birth, Social Security Number, Home Phone, Cell Phone, Email (Hub.Automation@skygenusa.com), Non-English Languages (Amish), and Gender (Non-Binary). There is a 'Back To Dashboard' link in the top right. At the bottom, there is a section for 'Previous Name(s)' with the question 'Have you been known by any other names?'.

Credentialing Application

Barry Boyd

1 General Information

2 Education

3 Work History

4 Credentialed States

5 Licensing

6 Hospital Affiliations

7 Malpractice Insurance

8 Supplemental Questions

9 Attachments

10 Attestation and Consent

General Information

First Name \*  
Barry

Middle Name  
h

Last Name \*  
Boyd

Date of Birth \*

Social Security Number \*

Home Phone

Cell Phone

Email \*  
Hub.Automation@skygenusa.com

Non-English Languages \*  
Amish

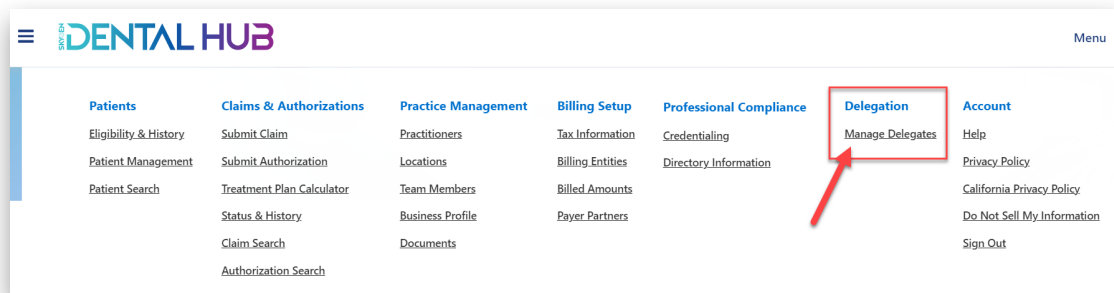
Gender \*  
Non-Binary

Previous Name(s)

Have you been known by any other names? \*

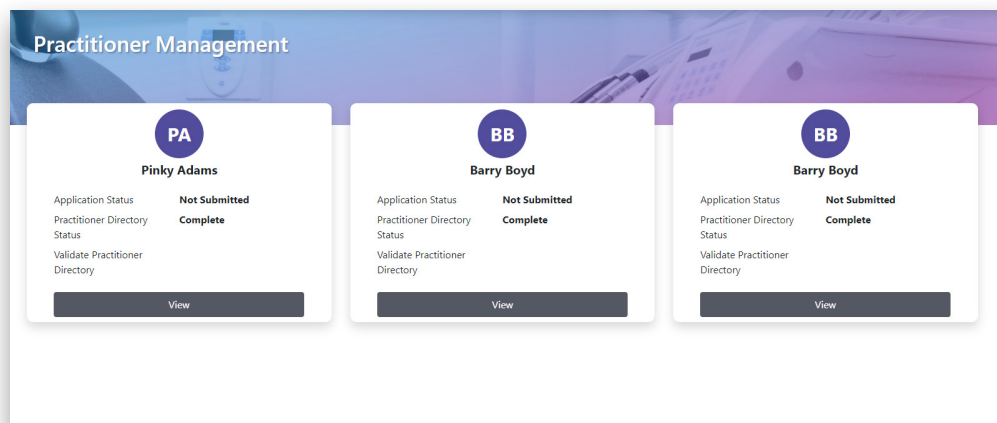
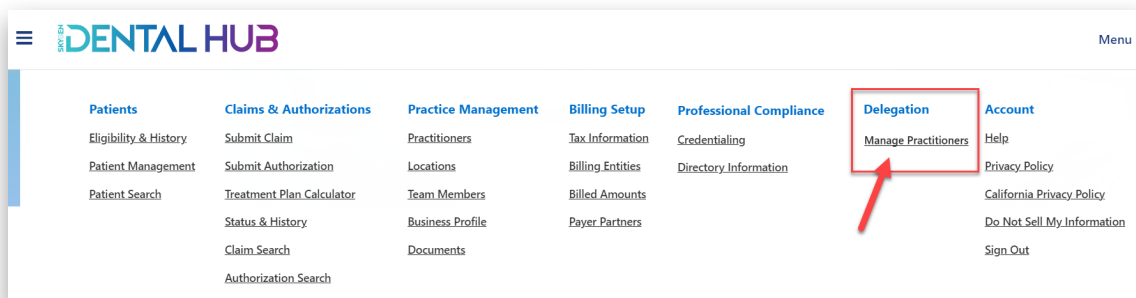
## ➤ Credentialing Delegation - Practitioner View

The Dental Hub allows Practitioners to delegate their credentialing and Practitioner directory responsibilities to other Team Members. A Practitioner can delegate to multiple Team Members. To delegate responsibilities to a Team Member, the Practitioner will click the “Manage Delegates” link in the Main Menu dropdown.

A screenshot of the 'Add Delegate' form. The form has a header with the title 'Add Delegate' and a background image of a dental office. Below the header, there is a 'Back' button. The form is divided into two main sections: 'User Information' and 'Permissions'. The 'User Information' section includes a description: 'Add users to view, update and manage your credentialing data and application or Provider Directory information.' and three input fields for 'First Name', 'Last Name', and 'Email'. The 'Permissions' section includes a description: 'Determine what features this user can access by assigning a User Role. This user will have access to the features designated by their User Role for all of their assigned locations.' and two columns of checkboxes. The first column is labeled 'Provider Directory' and includes checkboxes for 'Manage Provider Directory', 'Provider Directory Attestation', and 'Receive Provider Directory Notification'. The second column is labeled 'Provider Credentialing' and includes checkboxes for 'Manage Credentialing Application', 'Attestation (Practitioners Only)', and 'Appeal Failed Committee Application'. At the bottom of the form, there are 'Add' and 'Cancel' buttons.

## ➤ Credentialing Delegation - Team Member View

Once a Team Member is assigned as a delegate, then that Team Member's Main Menu will display the Delegation section with a "Manage Practitioners" link. A Team Member will receive a notification letting them know they are delegated for a Practitioner and for which responsibilities.



Note, while a delegate can complete the credentialing application on behalf of the Practitioner, only the Practitioner can attest to their application at the final step upon completion. A delegate is however, able to attest to the Practitioner Directory information themselves.

## ➤ 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.*