SETTING UP YOUR BUSINESS ON THE DENTAL HUB

The Dental Hub connects your practice with multiple payers on one platform — making it easy to check eligibility, submit claims, request authorizations, manage credentialing, and more.

Important: A business only needs to be set up once by a person chosen by the practice; typically, your office administrator or another person assigned this role. A practice can add as many TINs to their same Dental Hub Business as desired. This user will:

1. First create their own individual account and chose their role.
2. Next set up the business in the Dental Hub using your Tax Identification Number(s), locations, and practitioners. A Business can be associated with one or multiple tax ID numbers.
3. Add team members and practitioners, who will each receive an invitation to join the Dental Hub at their own unique email address and will be asked to create their own individual account.

   Every user must have their own account associated to their own unique email address. Emails cannot be shared or reused for another account.
4. Connect to the Payers with whom you want to associate on the Dental Hub and you're ready to go! **Note:** You will only need to associate with Payers using the Dental Hub for Revenue Cycle Management.

Follow these steps to create your account and then set up your business:

#1. First Create Your Individual Account

- Go to the Dental Hub and click Sign Up Now.
- Use your email address (must be unique; cannot be reused).
- Enter your email → click Send Verification Code → check your email for the code → verify.
- Create your password, display name, and enter your first and last name → click Create.

Accept the Terms of Use and Business Associate Agreement (scroll to the bottom to accept).

#2. Now Choose Your Dental Hub Role

- Practitioner – Select this if you are the provider setting up the business.
- Team Member – Select this if you are not a practitioner, but rather are creating the business on behalf of your dental practice.

#3. Next Set-Up Your Business

In Dental Hub, a business is your practice or organization — it's the central Dental Hub account that links your team members, practitioners, Tax IDs, locations, payers, and billing entities. Only one person needs to create it, and everyone else is associated to it.

Select Create a New Business Account.

- Enter your business name, street and mailing address, and primary contact information. **Note:** The Dental Hub uses Google address lookup to standardize addresses for accurate claim payments and payer records.

a. Add Tax IDs

- Add each Tax ID from your W-9.
- Enter the Tax ID type, number, business name, address, and federal tax classification.
- Certify the information and click Add.

b. Add Team Members (optional now, can add later)

- Click Add Team Member, then enter their name and unique email address.
- Assign permissions for each new team member.
- A Dental Hub invitation is automatically emailed to the new user so they can create their own account (Step #1 above). **Note:** Team members and providers you have added must complete account set up using the link and instructions within the invitation email, not by going to the Dental Hub website directly.

c. Add Practitioners

- Click Add Practitioner, then enter the practitioner's NPI to validate their name from the NPI Registry. If the name is not what you expect, recheck the NPI before proceeding. (The NPI Registry is the source-of-truth, so if that is wrong you will need to update the registry.)
- Assign permissions for the practitioner's account. By default a practitioner will only have access to their own information; directory and credentialing. This assigns business functionality to the practitioner.
- Add the practitioner's unique email address and a Dental Hub invitation is automatically emailed to the practitioner so they can create their own account (Step #1 above).

d. Add Locations

- Enter your locations name, address, primary phone number, and any other IDs (Medicaid ID, Medicare ID, location(s) NPI).
- Associate practitioners to the location(s) where they will treat patients.
- Add hours of operation, age ranges served, languages spoken, and accessibility details.

All of this information is critical for accurate eligibility checks, claim submission and provider directory updates.

#4. Almost done .... Now Connect to Payers

- If you are using the Dental Hub for Revenue Cycle management, add at least one payer.
- Verify your business using either:
  - Previously processed claim (enter claim details), or
  - Registration code provided by the payer. You can add additional payers at any time.

#5. Last Step ... Add Billing Entities

In Dental Hub, a billing entity is a combination of your Tax ID, billing NPI, taxonomy, and pay-to address. It streamlines claim and authorization submissions by grouping these details together. Businesses with one Tax ID, one billing NPI, and one location may only need one billing entity. Complex practices can set up multiple entities for different payment arrangements.

#6. Review & Submit

- Review all information entered.
- Edit if needed, then click Submit.
- Click Go to Main Hub to start using the Dental Hub.

Need additional help or guidance? Click here: DENTALHUB.COM/GETSTARTED

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