

# SKYGEN DENTAL HUB

## Quick Start Guide

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**Tip:** Click any section title above to jump directly to that page in your PDF viewer.

## Welcome to the Dental Hub

We're excited to have you join our community of dental professionals. This guide will help you get started and maximize your Dental Hub experience. Get ready to simplify your daily operations with one platform that handles your biggest administrative headaches.

### **Revenue Cycle Management**

Stop chasing down claims and payments. The Dental Hub automatically tracks your claims and catches errors before they cause rejections. You'll get paid faster with less paperwork, and easy to read reports show you the status of every submission.

### **Credentialing Made Easy**

No more drowning in credentialing paperwork. We guide you through the application, remind you when its time to re-credential, and let your team help with the process. Get your Practitioners credentialed faster so you can start seeing patients.

### **Provider Directory**

Help patients find you easily online. We keep your practice information current across the web, making it simple for new patients to discover your services and book appointments.

### **Everything in One Place**

Instead of juggling multiple systems, log in once and manage everything from one account. Your billing, credentialing, and online presence all work together, saving you time and reducing mistakes. Your whole team can access what they need with the right permissions.

## ➤ Setting Up Your Account

Before you jump in, keep in mind the following information when setting up your Dental Hub account.

### Important Account Setup Information

#### Email Address Requirements:

- Each email address can only be used for **ONE** Dental Hub account
- Shared email addresses (such as info@yourpractice.com) cannot be used to create multiple accounts
- Once an email address has been registered on the Dental Hub and associated to a Dental Hub user, it cannot be used to create additional Dental Hub accounts for other users
- Email addresses cannot be changed by the user after registration, so please ensure you use the correct one (You'll need to call our Dental Hub support team to make any email changes)

**Interactive Support:** Look for this icon  throughout the Dental Hub. Clicking these helpful tooltips will provide further instructions.

## ➤ Setting Up Your Account: Why Are You Here?

Before you begin, it's important to identify your primary purpose for using the Dental Hub. This will ensure you follow the correct setup process and access the right features for your needs. Choose the option that best describes why you're here:

### Option 1:

**I am a Practitioner ONLY here to complete credentialing**

You're a Practitioner who needs to get credentialed. This focused path creates an account using your NPI number specifically for managing credentialing applications without unnecessary features. You'll complete and track your applications while maintaining full control, with the option to delegate tasks to Team Members if needed.

### Option 2:

**I am ONLY here to help a Practitioner with credentialing**

You're a Team Member, office manager, or assistant helping Practitioners navigate the credentialing process. You'll create a Team Member account that allows you to manage credentialing for multiple Practitioners, handling the administrative burden while they focus on patient care. Important note: only the Practitioner can provide final attestation and submit applications - you handle everything else.

### Option 3:

**I am here to use Revenue Cycle Management features & complete credentialing**

You're creating a Business on the Dental Hub for both revenue cycle management and credentialing. This combines billing, claims processing, revenue tracking with credentialing all in one account. You'll create the Business, then invite Team Members and Practitioners.

**Ready to Begin?** Select your option above and follow the specific setup process on the following pages. You can always expand your account features later.

## ➤ Setting Up Your Account: Choose Your Account Type

### Option 1:

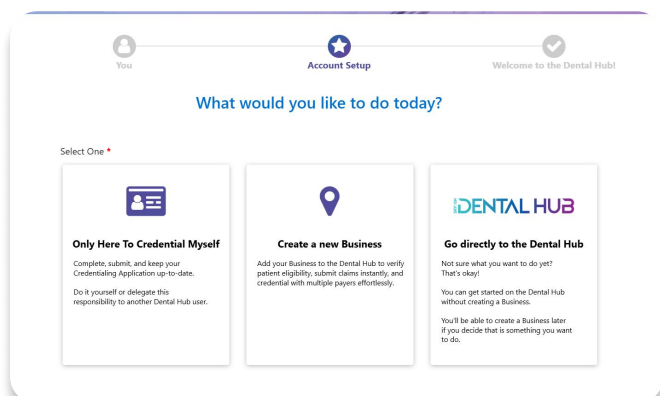
**I am a Practitioner ONLY here to complete credentialing**

If you are a Practitioner completing your own credentialing application:

1. Enter your email address and basic account information.
2. Select the “Practitioner” tile and enter your NPI.



3. Select the “Only here to Credential myself” tile.



4. Complete your Practitioner profile.
5. Click the “Go to Main Hub” button.
6. Navigate to the “Practitioner Dashboard” from the Main Menu to begin your application.

**You can complete your credentialing yourself or delegate it to another Dental Hub user. However, only YOU can finalize and attest the application.**

**For instructions on credentialing delegation, see page 40 of this guide.**

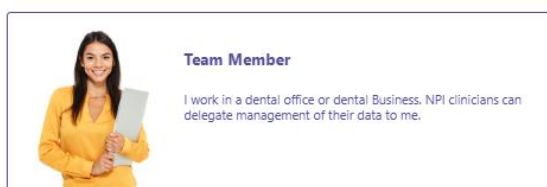
## ➤ Setting Up Your Account: Choose Your Account Type

### Option 2:

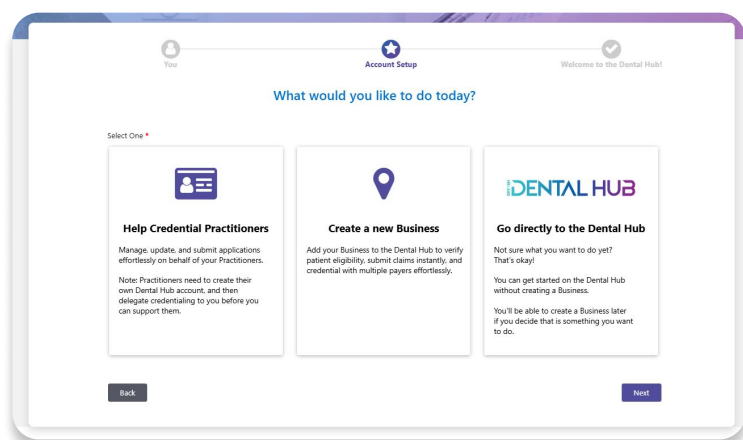
I am ONLY here to help a Practitioner with credentialing

If you're helping a Practitioner with their credentialing application:

1. Enter your email and basic account details.
2. Select the “Team Member” tile.



3. Choose the “Help Credential Practitioners” tile.



4. Click the “Go to Main Hub” button.

Practitioners must first create their own account and delegate credentialing to you. Once you have been delegated, you will get a Dental Hub notification on your homepage. You cannot submit the final attestation—it must be completed by the Practitioner.

For instructions on credentialing delegation, see page 40 of this guide.

## ➤ Setting Up Your Account: Choose Your Account Type

### Option 3:

**I am here to use Revenue Cycle Management features & complete credentialing**

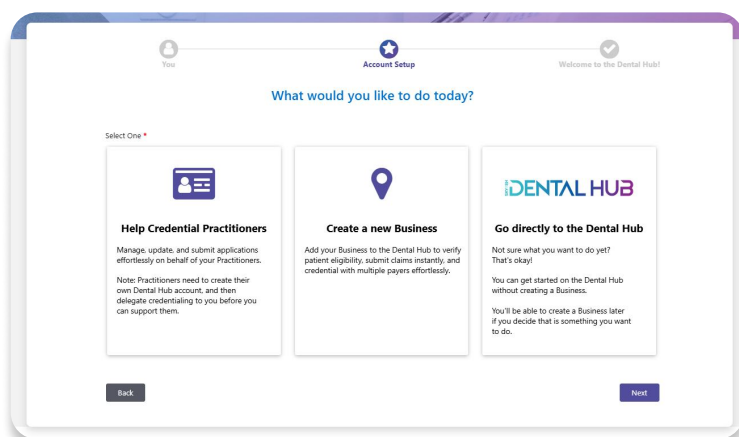
For dental practices managing credentialing and revenue cycle activities, you'll need to create your Business on the Dental Hub.

Follow these steps if you're the first person from your practice to register on the Dental Hub and will be setting up your Business's account:

1. Enter your email and account details.
2. Select the "Team Member" tile, or the "Practitioner" tile if you are a Practitioner setting up your Business's Dental Hub account.



3. Select "Create a new Business" tile.



4. Click "Begin" and follow the Business setup.

For detailed instructions on creating a Business, continue to the next page of this guide.

## ➤ Create Your Business

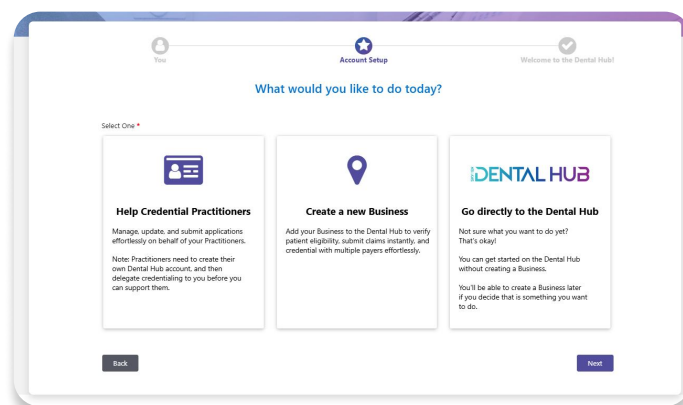
### Creating a Business is Essential for Revenue Cycle Management Features

You'll need to create your Business on the Dental Hub if you plan to use any Revenue Cycle Management features such as:

- Checking patient eligibility and benefits
- Submitting claims
- Processing prior authorizations
- Creating treatment plans

While you can always create your Business later, choosing "Go Directly to the Dental Hub" will take you to the homepage without creating your Business. Please note that all Revenue Cycle Management features will remain unavailable until your Business is created.

**Important Note:** The Dental Hub does not import data from Payers. You will need to manually enter and maintain your own information to ensure your details are always current.



### To create a Business you will need...

- Tax Identification Number (TIN)
- IRS Form W-9
- A recently paid claim or registration code (registration codes are sent to you directly from the Payer to whom you wish to associate to on the Dental Hub and are used only in those instances where the TIN you're using to create your Dental Hub Business has never had a claim paid by this Payer).
- A unique email address for each user added to your Business

Don't worry about getting everything perfect the first time—any details you enter while creating your Business on the Dental Hub can be easily edited or updated after you complete the setup process.

## ➤ Create Your Business

### Step 1: General Information

The screenshot shows a web form titled 'Tell us some general information about your Business' with an information icon. At the top, a progress bar includes icons and labels for: General Info (active), Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. Below the title, 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 \*' (top row); 'Street Address \*' and 'Primary Contact Email \*' (second row); 'Suite, Unit, Building, Apt, etc.' and 'Primary Contact Phone \*' (third row); and 'Mailing Address (if different)' (bottom row). All fields are currently empty.

### Helpful Hints

- The address field features Google auto-completion—just start typing and select from the suggestions. Be aware that Google's address suggestions aren't always perfect. If your exact address doesn't appear, select the closest option available during the setup process, then call us at 855-609-5156 so we can override any address discrepancies.
- When entering the primary contact, both first and last names are required. The primary contact should be someone who will have an administrative role in your practice and can serve as the main point of contact for Dental Hub account-related matters. The primary contact can be anyone in your organization—it doesn't have to be the person setting up the Business account.

## ➤ Create Your Business

### Step 2: Tax Info

Before you begin, you will need a completed IRS Form W-9.

The screenshot shows a web form titled "Add New Tax ID" with a "Back" button in the top left. Below the title, a note states: "Enter all information related to this Tax ID exactly as it should appear on IRS form W-9." The form contains several fields: "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), and "Exemption from FATCA (if any)" (a dropdown menu). The "Address" label is partially visible at the bottom left.

### Adding Your Business's Tax Information

1. Select the "Add Tax ID" button
2. Complete all required fields, which mirror your IRS Form W-9 exactly
3. For Businesses with multiple TINs, repeat this process for each TIN associated to your Business

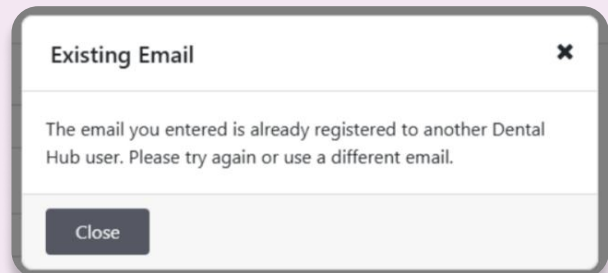
These steps ensure proper payment processing and compliance with IRS required tax regulations.

## ➤ Create Your Business

### Step 3: Team Members

Adding Team Members distributes administrative responsibilities and can be done anytime. Send invitations for Team Members to join and create their accounts. Invitations expire, so notify Team Members to watch for the email and accept promptly. If an invitation expires, Administrators must resend a new one.

Each Team Member must use a unique email address. Emails already registered by other Dental Hub users cannot be reused. If you see an "existing email" message and need to change an email, contact us at 855-609-5156.



**Large Practices** - We recommend adding Team Members now to:

- Split up and simplify the setup of multiple Practitioners and Locations
- Efficiently manage multiple Locations
- Delegate specific administrative tasks

### Adding Team Members

1. Select "Add Team Member" button
2. Enter their professional details
3. Assign appropriate permission levels based on their role

Administrators can edit Team Member names, as well as their own admin name on their account. This makes office updates easier when administrative responsibilities change or an Administrator needs to update their own information for any reason.

A screenshot of a web form titled "Add Team Member". At the top left is a "< Back" button. The form is divided into two main sections: "Team Member Information" and "Select Permissions". Under "Team Member Information", there are input fields for "Team Member Name" and "Email", both marked with a red asterisk. Below these is a radio button question: "Is this Team Member a Practitioner?" with "Yes" and "No" options, where "No" is selected. The "Select Permissions" section contains the question: "Do you want to give this Team Member Administrator level permissions?" with "Yes" and "No" radio buttons, where "No" is selected. Below this is the instruction "Select the permissions you want this Team Member to have." followed by two buttons: "Select All" and "Clear All".

## > Create Your Business

### Step 4: Practitioners

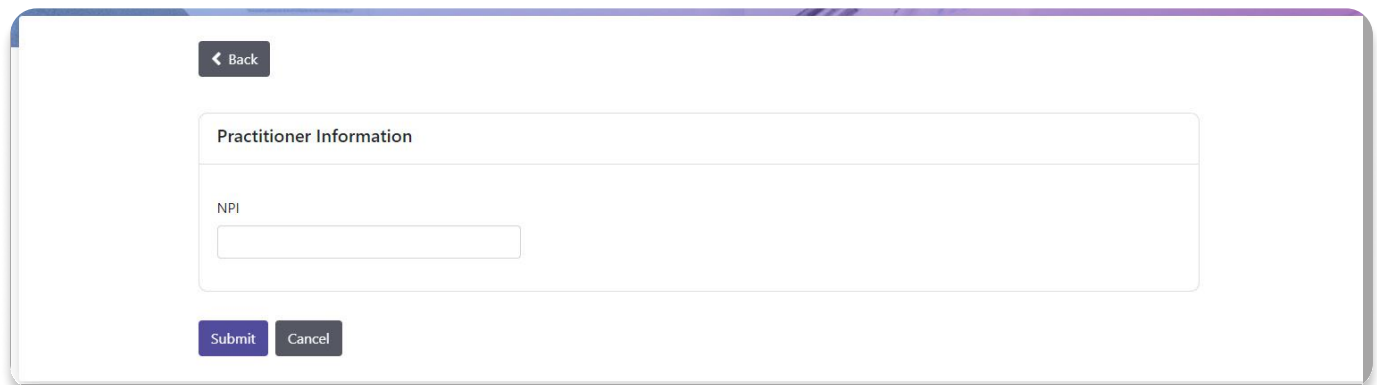
Add Practitioners here to generate email invitations that allow them to "Join Your Business" on the Dental Hub. Each Practitioner creates their own account using a unique email address, connecting them directly to your Business.

**Note:** Every Practitioner needs their own individual account with an associated email. Like LinkedIn, consider using a personal email that will follow you throughout your career rather than a practice-specific address.

### Adding Practitioners

1. Select "Add Practitioner" button
2. Enter their NPI number
3. Assign appropriate permission levels, if needed

For all Dental Hub submissions - authorizations, claims, treatment plans etc., you must associate your Practitioners to your Business and associated Locations.



The screenshot shows a web form titled "Practitioner Information". At the top left is a "< Back" button. The form has a label "NPI" above a text input field. At the bottom are "Submit" and "Cancel" buttons.

### Helpful Hints

- The NPI you enter will be verified with the NPI registry.
- The Dental Hub verifies the Practitioner's information, including name, from the NPI registry. If the Practitioner's information is not accurate at the NPI registry, the Practitioner will need to login to their NPI registry account and update their information before being added.

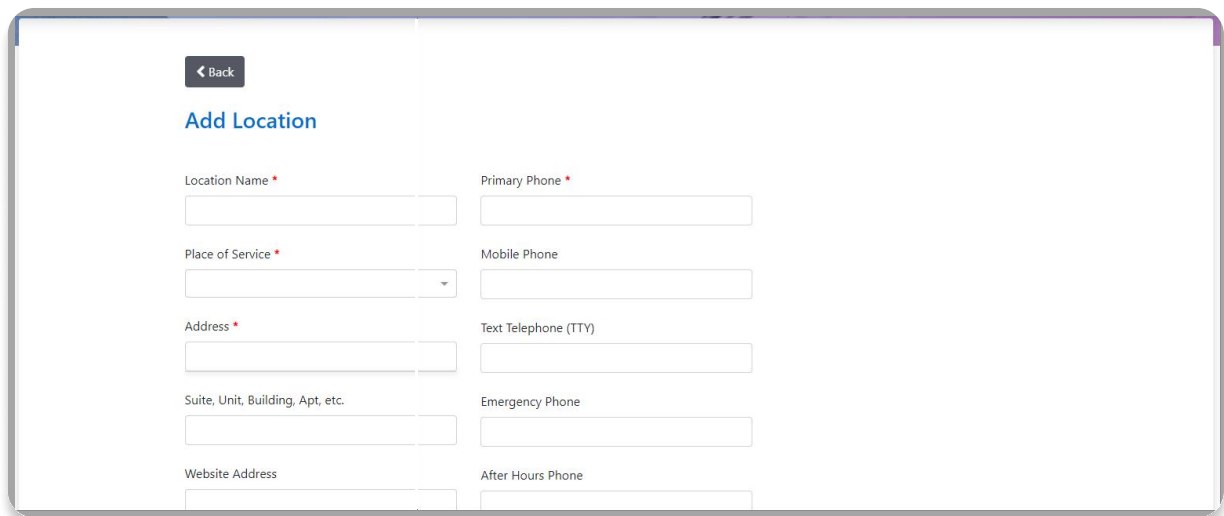
## ➤ Create Your Business

### Step 5: Locations

Add all Locations associated to your Business. Even if a Location matches your Step 1 "General Information" address, you must still add it here as its own entry where patient care is delivered. These Location details create your provider directory, so including detailed information improves directory accuracy. For purposes of revenue cycle management (checking eligibility, submitting claims, etc.) it is important to associate each Practitioner with all Locations where they provide patient care services.

#### Adding Locations

1. Select "Add Location" button
2. Enter the Location information
3. Repeat these steps for all necessary Locations



The screenshot shows a web form titled "Add Location" with a "Back" button in the top left. The form is organized into two columns. The left column contains fields for "Location Name", "Place of Service" (a dropdown menu), "Address", "Suite, Unit, Building, Apt, etc.", and "Website Address". The right column contains fields for "Primary Phone", "Mobile Phone", "Text Telephone (TTY)", "Emergency Phone", and "After Hours Phone". Each field is represented by a text input box, and the "Place of Service" field has a small downward arrow indicating it is a dropdown.

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

## ➤ Create Your Business

### Step 6: Payers

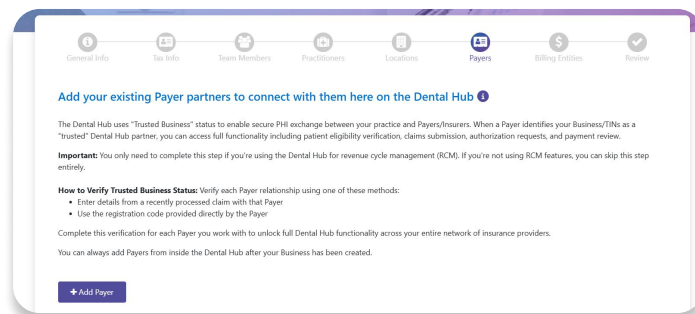
The Dental Hub uses "Trusted Business" status to enable secure PHI exchange between your practice and Payers. When a Payer identifies your Business/TINs as a "trusted" Dental Hub partner, you can access full functionality including patient eligibility verification, claims submission, authorization requests, and payment review.

**Important:** You only need to complete this step if you're using the Dental Hub for revenue cycle management (RCM). If you're not using RCM features, you can skip this step entirely.

Verify each Payer relationship using one of these methods:

- Enter details from a recently processed claim with that Payer
- Use the registration code provided directly by the Payer

Complete this verification for each Payer you work with.



### Adding Payers

1. Select "Add Payer" button
2. Choose between a "Previously Processed Claim" or "Registration Code"
3. Enter the required information
4. Repeat these steps for more Payers, if needed

#### Previously Processed Claim

A screenshot of the 'Previously Processed Claim' form. At the top, there are two tabs: 'Previously Processed Claim' (selected) and 'Registration Code'. The form is titled 'Previously Processed Claim Information' and asks the user to 'Provide the following information about a claim that was previously processed.' The fields include: 'Tax ID' (dropdown), 'Select Payer' (dropdown), 'Subscriber ID' (text input), 'Total Billed Amount' (text input with a dollar sign prefix), and 'Date Of Service' (text input). At the bottom, there are 'Verify' and 'Cancel' buttons.

#### Registration Code

A screenshot of the 'Registration Code' form. At the top, there are two tabs: 'Previously Processed Claim' and 'Registration Code' (selected). The form is titled 'Registration Code' and asks the user to 'Provide the following information about a claim that was previously processed.' The fields include: 'Tax ID' (dropdown), 'Select Payer' (dropdown), and 'Registration Code' (text input). There is a 'Don't have a code?' link next to the registration code field. At the bottom, there are 'Verify' and 'Cancel' buttons.

## ➤ Create Your Business

### Step 7: Billing Entity

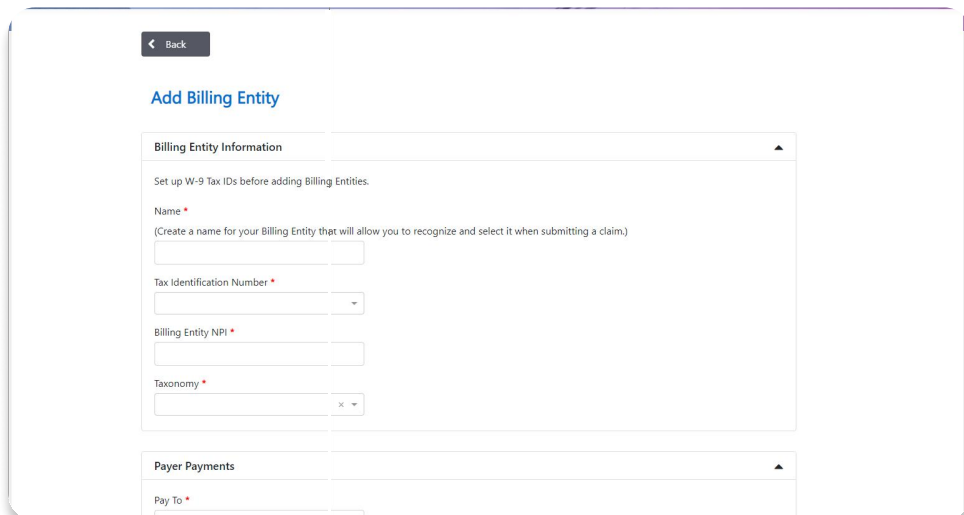
Create a “Billing Entity” to streamline your transaction submissions through the Dental Hub. This time-saving feature, unique to the Dental Hub, consolidates essential billing information that would otherwise need to be entered repeatedly for each claim, authorization, and eligibility check.

Your Billing Entity combines your TINs, Billing NPIs, NPI taxonomy codes, and payment addresses in one reusable profile. Depending on your billing structure, you may create one or multiple Billing Entities to accommodate your Business’s needs on the Dental Hub and with all the Payers with whom you create a Trusted Business relationship.

At least one Billing Entity must be created before submitting claims, authorizations, treatment plans, or checking patient eligibility.

#### Adding a Billing Entity

1. Select "Add Billing Entity" button
2. Enter the required information
3. Repeat these steps for more Billing Entities, if needed



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.

- Select from any of the TINs you’ve already created for your Business.
- Enter Billing Entity NPI - If you will submit claims/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 will need to check the NPI registry to be sure you enter it correctly in the Dental Hub).

## ➤ Create Your Business

### Step 8: Review

Final step! Review all your entered information in this final step. If you spot any errors, simply select the "Edit" button to return to the relevant section and make corrections before creating your Business.

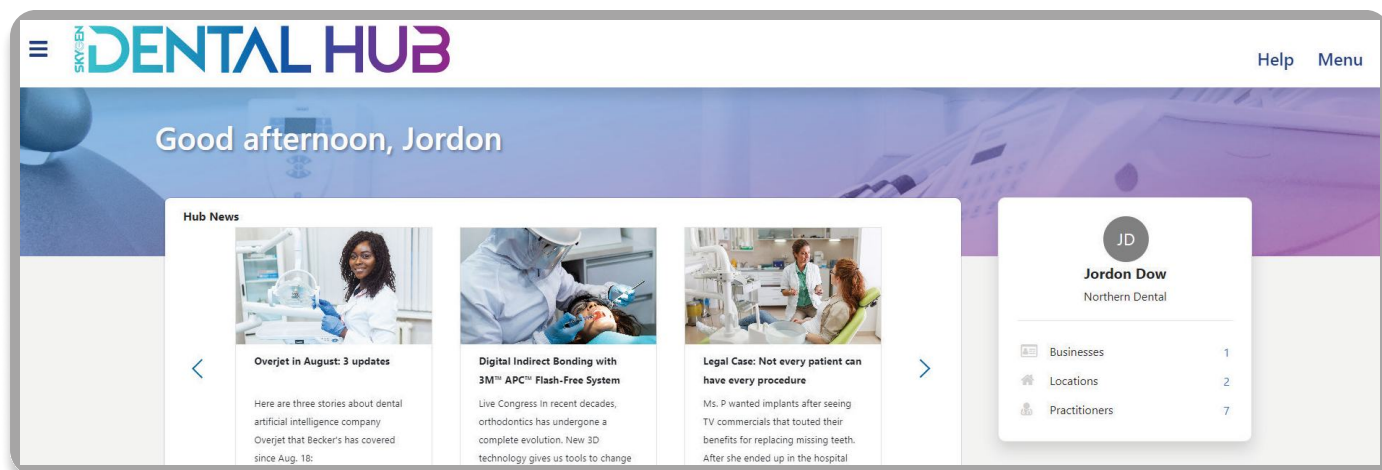
And don't worry, even if you miss something now, this information remains editable after submission.

Once you're satisfied, submit your information to officially create your Business and begin using the Dental Hub immediately!

The screenshot shows a web interface for the 'Review' step of creating a business. At the top, a horizontal navigation bar contains eight icons with labels: '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 navigation bar, the word 'Review' is displayed in blue, followed by a small information icon (i). A message states: 'Review and confirm information is correct.' The main content area is divided into two sections. The first section, 'General Information', is expanded and shows a list of fields: Business Name, Street Address, Mailing Address, Phone Number, Fax Number, Company Website, Business Contact Name, and Business Contact Email. A blue 'Edit' button is located at the bottom left of this section. The second section, 'Tax Information', is partially visible at the bottom of the screen.

## ➤ Navigating the Dental Hub

The Dental Hub banner appears consistently at the top of every page. This banner provides two convenient methods to access the main menu at all times:

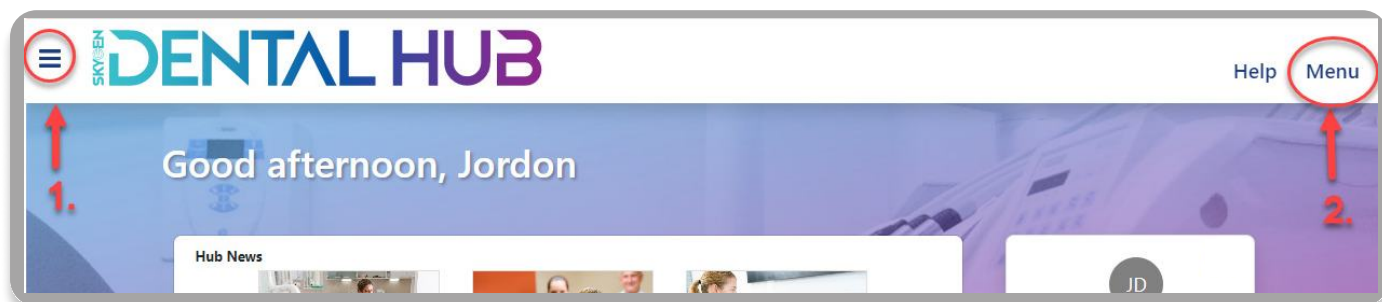


On the top left, look for the three horizontal lines (hamburger icon) that serve as our Menu button. Simply click this icon to reveal the full navigation menu.

Alternatively, you'll find the word "Menu" displayed in the top right corner of the banner. This text button performs the identical function, opening the same main menu for easy access to all Dental Hub features.

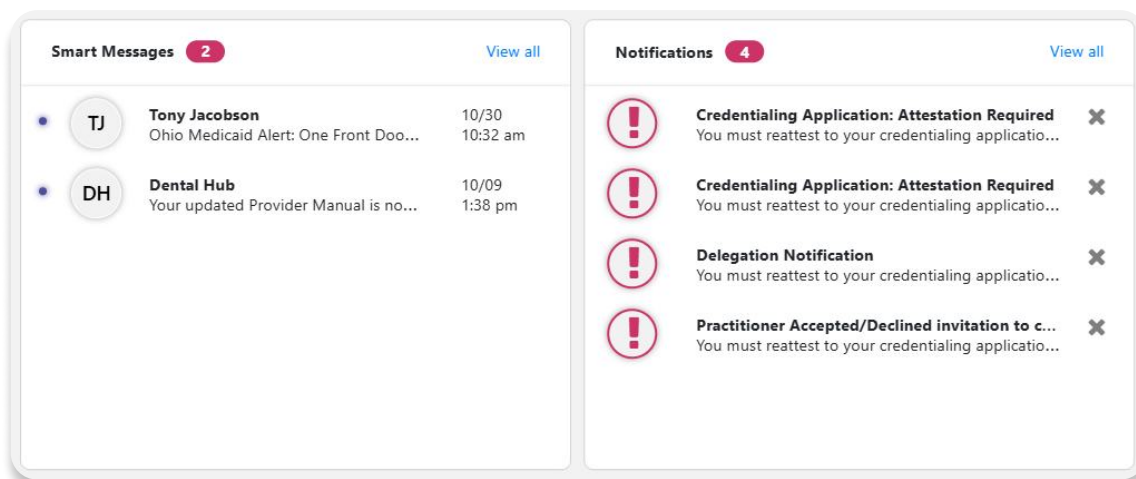
Both options provide quick navigation to help you move efficiently throughout the Dental Hub.

**Note:** Your menu options may differ from other Dental Hub users because menu access is based on the specific permissions granted to your account by your Business's Dental Hub Administrator.



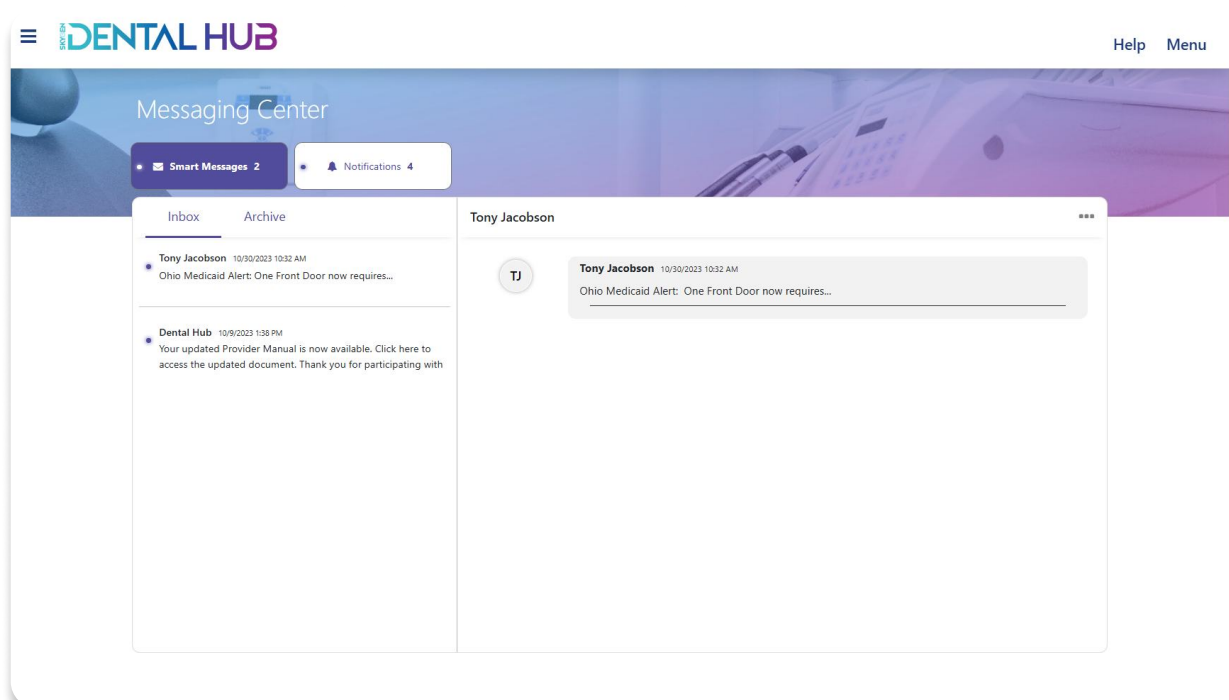
## ➤ Smart Messages & Notifications

The Dental Hub uses Smart Messages and Notifications to keep you informed. You'll find both sections on your homepage, just below the News area.



Smart Messages are communications from Payers, while Notifications are alerts from the Dental Hub about important updates or items that need your attention.

Click "View all" to open the Messaging Center, where you can see your complete Smart Message and Notification history.



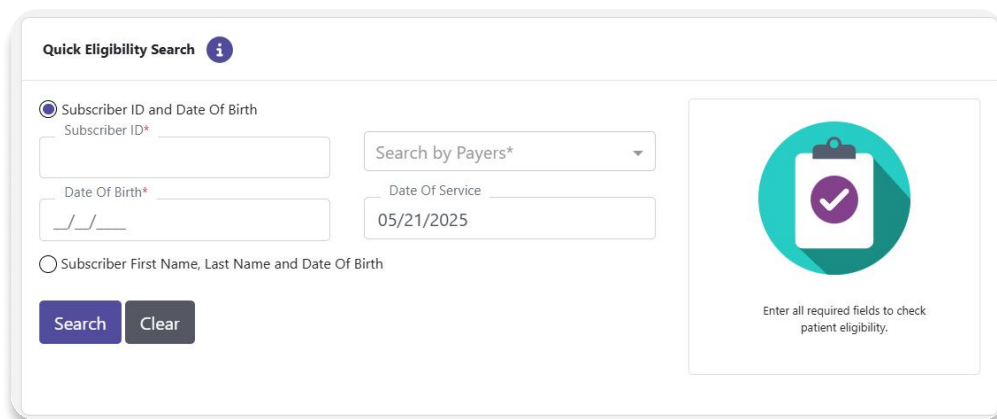
## ➤ Patient Eligibility

The Dental Hub offers two eligibility search options. The Quick Eligibility Search on your home page provides fast access to basic patient eligibility information when you need immediate answers. For more detailed eligibility data and additional search options, use the Eligibility & History page accessible through the main menu, which offers comprehensive patient information and historical records.

### Quick Eligibility Search

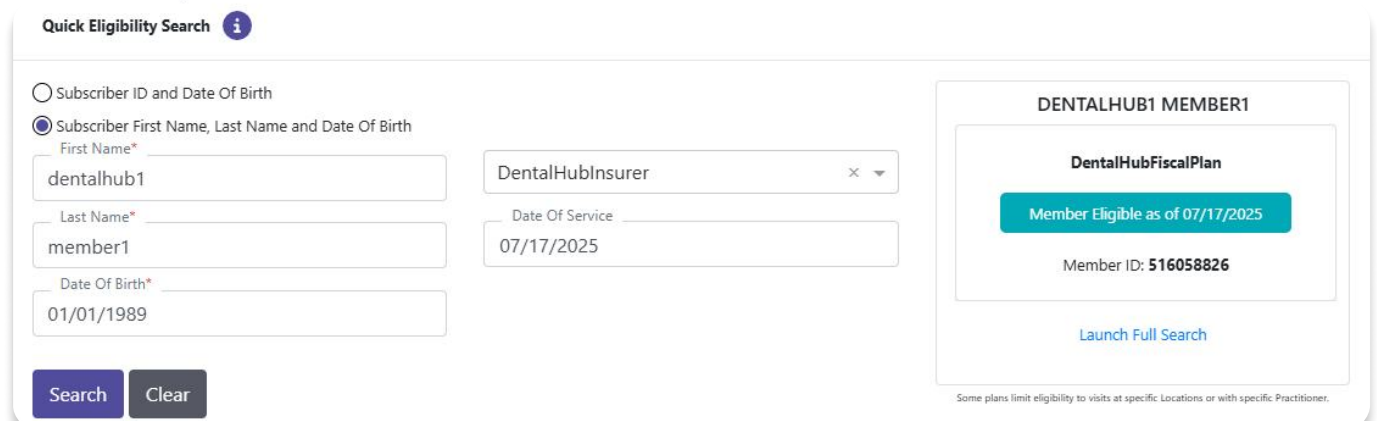
Access patient eligibility information directly from your home page using the Quick Eligibility Search feature located beneath the News and Messages section.

Begin by selecting your preferred search method: either "Subscriber ID and Date of Birth" or "Subscriber First Name, Last Name and Date of Birth."



The image shows the 'Quick Eligibility Search' form with the 'Subscriber ID and Date of Birth' method selected. The form includes fields for 'Subscriber ID\*', 'Date Of Birth\*' (with a date picker), 'Search by Payers\*' (a dropdown menu), and 'Date Of Service' (with a date picker). There are 'Search' and 'Clear' buttons. To the right, there is a circular icon with a clipboard and a checkmark, and a text prompt: 'Enter all required fields to check patient eligibility.'

The results will display in the right side of the tile. Sometimes you need more detailed results. Simply click "Launch Full Search" to be directed to the Eligibility & History page. See the next page for more instructions regarding the Eligibility & History page.



The image shows the 'Quick Eligibility Search' form with the 'Subscriber First Name, Last Name and Date of Birth' method selected. The form includes fields for 'First Name\*' (containing 'dentalhub1'), 'Last Name\*' (containing 'member1'), 'Date Of Birth\*' (with a date picker set to 01/01/1989), 'DentalHubInsurer' (a dropdown menu), and 'Date Of Service' (with a date picker set to 07/17/2025). There are 'Search' and 'Clear' buttons. On the right, the results are displayed in a box titled 'DENTALHUB1 MEMBER1'. Inside, it shows 'DentalHubFiscalPlan', 'Member Eligible as of 07/17/2025' (in a green box), and 'Member ID: 516058826'. Below the results is a 'Launch Full Search' link. At the bottom, a small disclaimer reads: 'Some plans limit eligibility to visits at specific Locations or with specific Practitioner.'

## ➤ Patient Eligibility: Eligibility & History

Navigate to Main Menu > Patients > Eligibility & History

### Step 1: Patient & Insurance

Enter the patient's first name, last name and DOB OR Subscriber ID and DOB.

Note: If your plan has dual eligibility, search by using first name, last name and DOB to return the plans associated to this patient.

The screenshot shows the 'Eligibility & History' form with the 'Patient & Insurance' tab selected. The form includes a 'Subscriber ID or Medicaid ID' field, a 'RECOMMENDED' section with 'First Name' and 'Last Name' fields, a 'Date of Birth' field, and a 'Procedure Date' field. There are also dropdowns for 'Patient's Relationship to Subscriber' and 'Plan', and a 'Search by Patient' button. A 'Continue' button is at the bottom right.

### Step 2: Practitioner & Location

Select the correct information from the dropdowns. If the data you're looking for is not in the dropdown, you must add or associate that information first or your eligibility search will fail.

- **Practitioner:** Add the Practitioner on the Practitioners page, then associate them with the Location on the Locations page.
- **Treatment Location:** Create the Location on the Locations page.
- **Billing Entity:** Add the billing entity on the Billing Entity page. If any required data was missing from the dropdown menu and you don't add or associate this information, your eligibility searches will fail.

If the taxonomy code is incorrect, the Practitioner must log into their Dental Hub account to update their information.

The screenshot shows the 'Eligibility & History' form with the 'Practitioner & Location' tab selected. It displays 'Selected Patient' information for 'AJ MARTIN'. The 'Treating Practitioner & Location' section shows 'Northern Dental' as the location and 'Molly Blue' as the practitioner. The 'Treating Practitioner Information' section includes dropdowns for 'Treatment Location', 'Treating Practitioner', 'Practitioner Taxonomy', and 'Billing Entity'. A 'Continue' button is at the bottom right.

## ➤ Patient Eligibility: Eligibility & History

### Step 3: Eligibility Check Results

Once eligibility is confirmed and the Practitioner is verified as in-network, the system will automatically populate Primary Care Provider information when applicable.

The screenshot shows the 'Eligibility Check Results' screen. It is divided into three main sections: 'Selected Patient', 'Treating Practitioner & Location', and 'Primary Care Practitioner & Location'. The 'Selected Patient' section displays information for 'AJ MARTIN', including a green checkmark indicating eligibility as of 01/01/2025, Date of Birth (04/21/2016), Member ID (987654321), Payer (Demo Insurer), Benefit Level (In Network), Preferred Language (-), and Special Communication Needs (-). Below this is a 'Patient In Roster' status. The 'Treating Practitioner & Location' section shows 'Blue, Molly, 1588797575' at 'Northern Dental' (8001 North Port Washington Road Fox Point, WI 53217). The 'Primary Care Practitioner & Location' section shows 'Molly Blue' at 'Northern Dental' (8001 North Port Washington Road Fox Point, WI 53217). At the bottom, there are buttons for 'Treatment Plan Calculator', 'Submit Claim', 'Submit Authorization', 'Back', and 'Return to Eligibility & History'.

### Patient Eligibility Color Guide

The Dental Hub uses a color-coded system to display patient eligibility status at a glance. Each color represents different eligibility. Use this guide to understand what each color indicates for patient eligibility determination.

#### ✓ Member Eligible as of 01/01/2025

Green means go! A green eligibility response means the patient is eligible for benefits on the date of service you entered – and the Payer you checked is showing both the Treating Practitioner and Location as being in network.

#### ✓ Member Eligible as of 01/01/2025

Orange means proceed with caution. The patient is eligible for benefits on the date of service you entered. However, the Payer is showing the Treating Practitioner or Location – or the combination of the two – as being out of network.

#### Not Eligible as of 01/01/2025

Red means consider this important information! This patient does not appear to be eligible for benefits on the date of service you entered. This could be because either: (1) the patient could not be found in the Payer's system; or (2) the patient was found but is not eligible on that date of service. In a commercial insurance setting with your patient, the Dental Hub recommends you complete a Treatment Plan estimate before proceeding with this patient.

## ➤ Submit Claims, Authorizations & Treatment Plans

Navigate to Main Menu > Claims & Authorizations > Select which item you need

The submission process for claims, authorizations, and treatment plans on the Dental Hub follows the same workflow as the Eligibility & History search. Please see the previous section of this guide for detailed guidance and troubleshooting tips regarding claim, authorization or treatment plan submissions.

### Submission Types

- **Claim:** Request payment for services already provided to the patient.
- **Authorization:** Obtain plan approval before providing services to ensure coverage.
- **Treatment Plan:** Preview how services will be processed and covered before treatment begins.

The screenshot shows the 'Submit Claim' interface. At the top, there's a header with 'Submit Claim' and a background image of dental equipment. Below the header, there are three tabs: 'Patient & Insurance', 'Practitioner & Location', and 'Code Entry'. The 'Patient & Insurance' tab is active, showing details for 'AJ MARTIN'. A green status bar indicates 'Member Eligible as of 07/17/2025'. Below this, patient details include Date Of Birth (04/21/2016), Member ID (987654321), Payer (Demo Insurer), Benefit Level (In Network), Preferred Language (-), and Special Communication Needs (-). At the bottom of this section are links for 'Benefit Summary', 'Service History', and 'Eligibility'. The 'Practitioner & Location' tab is also visible, showing 'Treating Practitioner & Location' as 'Blue, Molly, 1588797575' at 'Northern Dental' (8001 North Port Washington Road Fox Point, WI 53217) and 'Primary Care Practitioner & Location' as 'Molly Blue' at 'Northern Dental' (8001 North Port Washington Road Fox Point, WI 53217). The 'Code Entry' tab is at the bottom, with fields for 'Procedure Date' (07/17/2025) and 'Procedure Code', and an 'Add' button.

## ➤ Claims & Coordination of Benefits

On the final step of a claim submission, you can enter secondary insurance & EOB details.

If your patient has secondary insurance coverage:

1. Select "Yes" under Other Coverage tile
2. Complete the form that pops up with secondary insurance plan details and all coordination of benefits amounts from the primary EOB
3. Close the modal
4. Go to the "Attached Documents" tile and click the arrow to expand it
5. Attach the EOB from the primary insurance
6. Submit your claim

**Important:** Ensure all coordination of benefits amounts entered in the modal exactly match the figures shown on the primary EOB you're attaching. This documentation is required for proper secondary insurance processing and reimbursement.

The screenshot shows the 'Submit Claim' form in the iDENTAL HUB system. The form is divided into several sections:

- Selected Patient:** AJ MARTIN, Member Eligible as of 08/12/2025. Details include Date Of Birth (04/21/2016), Member ID (987654321), Payer (Demo Insurer), Benefit Level (In Network), Preferred Language (-), and Special Communication Needs (-).
- Treating Practitioner & Location:** Blue, Molly, 1588797575, Northern Dental, 8001 North Port Washington Road Fox Point, WI 53217.
- Primary Care Practitioner & Location:** Molly Blue, Northern Dental, 8001 North Port Washington Road Fox Point, WI 53217.
- Code Entry:** Fields for Procedure Date (08/12/2025) and Procedure Code, with an Add button.
- Other Coverage:** A section with a question 'Is there other coverage associated to this claim?' and radio buttons for Yes and No. A red arrow points to this section.
- Attached Documents (0):** A section with a dropdown arrow. A red arrow points to this section.
- Ancillary Information:** A section with a dropdown arrow.

At the bottom of the form, there are buttons for 'Previous' and 'Submit Claim'.

## ➤ Search for Claims, Authorizations & Treatment Plans

Navigate to Main Menu > Claims & Authorizations > Select which item you need

**Note:** If you don't see certain search options in your menu, that is because your Business's Dental Hub Administrator has not given you those permissions. You must contact your Business's Dental Hub Administrator and ask them to assign you these Dental Hub feature permissions. A call to the Dental Hub's support team cannot change your permissions.

### How to Search for a Submission

**Step 1: Enter Patient Information** - Enter the patient details manually or import them from the roster.

**Step 2: Choose Your Search Method** - Select one of the following options:

- Search by Claim, Authorization, or Treatment Plan number
- Search using Treating Practitioner, Billing Entity, and Date of Service Range

Need to find a claim, authorization or treatment plan submission made outside the Dental Hub? Use the Claim Search or Authorization Search pages instead.

The screenshot displays a web application interface for searching claims, authorizations, and treatment plans. The interface is divided into two main sections: 'Patient Info' and 'Claim Info'.

**Patient Info Section:**

- Search:** A search bar at the top with a magnifying glass icon and the text 'Search Roster'.
- Payer:** A dropdown menu labeled 'Payer \*' with the placeholder text 'Search by Payer'.
- Patient Name:** Two input fields for 'First Name' and 'Last Name'.
- Patient Date of Birth:** A date input field with a placeholder '\_\_\_/\_\_\_/\_\_\_'.
- Subscriber ID or Medicaid ID:** A text input field.
- Patient's Relationship to Subscriber:** A dropdown menu.

**Claim Info Section:**

- Claim Number:** A radio button selected next to the label 'Claim Number'. Below it is a text input field with the placeholder 'Search by Claim Number'.
- Treating Practitioner, Billing Entity and Date Of Service Range:** A radio button next to the label.

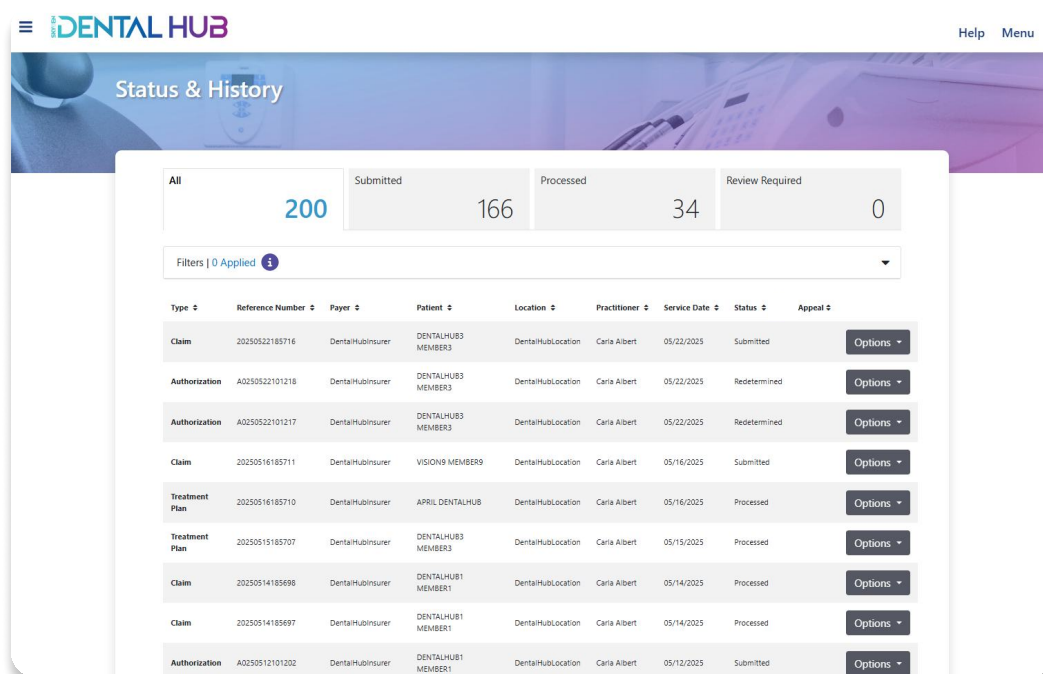
At the bottom of the form are two buttons: 'Search' (in blue) and 'Reset' (in grey).

## ➤ Status & History

Navigate to Main Menu > Claims & Authorizations > Status & History

This page displays all claims, authorizations, and treatment plans submitted through the Dental Hub.

Need to find a claim, authorization or treatment plan submission made outside the Dental Hub? Use the Claim Search or Authorization Search pages instead.



| Type           | Reference Number | Payer            | Patient            | Location          | Practitioner | Service Date | Status       | Appeal  |
|----------------|------------------|------------------|--------------------|-------------------|--------------|--------------|--------------|---------|
| Claim          | 20250522185716   | DentalHubInsurer | DENTALHUB3 MEMBER3 | DentalHubLocation | Carla Albert | 05/22/2025   | Submitted    | Options |
| Authorization  | A0250522101218   | DentalHubInsurer | DENTALHUB3 MEMBER3 | DentalHubLocation | Carla Albert | 05/22/2025   | Redetermined | Options |
| Authorization  | A0250522101217   | DentalHubInsurer | DENTALHUB3 MEMBER3 | DentalHubLocation | Carla Albert | 05/22/2025   | Redetermined | Options |
| Claim          | 20250516185711   | DentalHubInsurer | VISION9 MEMBER9    | DentalHubLocation | Carla Albert | 05/16/2025   | Submitted    | Options |
| Treatment Plan | 20250516185710   | DentalHubInsurer | APRIL DENTALHUB    | DentalHubLocation | Carla Albert | 05/16/2025   | Processed    | Options |
| Treatment Plan | 20250515185707   | DentalHubInsurer | DENTALHUB3 MEMBER3 | DentalHubLocation | Carla Albert | 05/15/2025   | Processed    | Options |
| Claim          | 20250514185698   | DentalHubInsurer | DENTALHUB1 MEMBER1 | DentalHubLocation | Carla Albert | 05/14/2025   | Processed    | Options |
| Claim          | 20250514185697   | DentalHubInsurer | DENTALHUB1 MEMBER1 | DentalHubLocation | Carla Albert | 05/14/2025   | Processed    | Options |
| Authorization  | A0250512101202   | DentalHubInsurer | DENTALHUB1 MEMBER1 | DentalHubLocation | Carla Albert | 05/12/2025   | Submitted    | Options |

### Using the Options Button

Click the "Options" button next to any submission to access available actions specific to that submission type.

Options ▾

- View Summary
- View Patient Responsibility
- Correct Claim
- Related Submissions
- Appeal Claim

## ➤ Submit Corrected Claims

Important Note: Claims can only be corrected once, regardless of where they were originally submitted. For additional corrections beyond the first, you must contact the Payer directly to process further changes.

### Claim Eligibility Requirements

- **Dental Hub Claims:** The claim status must show "Processed" on the Status & History page
- **Non-Dental Hub Claims:** Must show "Processed" status with a Paid Date on the Claim Search page

### Correction Process

1. Navigate to the appropriate page:
  - Status & History page (for Dental Hub claims)
  - Claim Search page (for non-Dental Hub claims)
2. Locate your claim and select "Correct Claim" from the Options menu
3. Make your corrections and submit

**After Correction:** All corrected claims appear on the Status & History page after submission.

**Viewing original claims:** For Dental Hub claims, use the Options menu and select "View Related Submissions" to see the original claim alongside the correction.

**Important note:** If the original claim was not submitted via the Dental Hub, that original claim is not viewable on the Dental Hub.

## Appeal a Claim

**Claim Appeal Availability** - Click the Options button next to any claim for the "Appeal Claim" option. If a Payer or State has made claim appeals possible on the Dental Hub, you will see this option. If this option does not appear, you are unable to submit a claim appeal to this Payer through the Dental Hub. Contact the Payer directly for specific appeal questions as the Dental Hub cannot assist you with those specific questions.

### Eligibility Requirements

- **Dental Hub Claims:** Must show "Processed" status on the Status & History page
- **Non-Dental Hub Claims:** Must show "Processed" status with a Paid Date on the Claim Search page

### Appeal Process

1. Navigate to the appropriate page:
  - Status & History page (for Dental Hub claims)
  - Claim Search page (for non-Dental Hub claims)
2. Locate your claim and select "Appeal Claim" from the Options menu
3. Select the service line(s) you want to appeal
4. Submit the appeal

**After Submission:** A "View" link will appear in the Appeals column, allowing you to access appeal details and status updates.

## ➤ Documents: Remits

Navigate to Main Menu > Practice Management > Documents > Remits

Remits provide claim processing details and payment advice information for each payment cycle.

The screenshot displays the 'Documents: Remits' section of the Dental Hub application. On the left, a sidebar titled 'Select Document Type:' lists 'Remits', 'Fee Schedules', 'Primary Care Reports', and 'Payer Documents'. The 'Remits' option is highlighted. The main content area is titled 'Search Remits' and includes a search form with the following fields: 'Remittance Advice Date Range' (with date pickers for 02/22/2025 to 05/23/2025), 'Dollar Amount Range' (with empty input boxes), and 'Tax Identification Number' (with a dropdown menu). Below the form are 'Search' and 'Clear' buttons. A 'Loading...' indicator is present above a table with columns: 'Date', 'Payer', 'Amount', and 'View'. The table body is currently empty, showing a loading spinner. The footer contains copyright information for SKYGEN USA, LLC and a privacy notice for California residents.

**Missing or Incorrect Remits?** The Dental Hub displays everything provided to us by the Payer for whom you are searching. If you're not finding the data you're looking for please contact the Payer directly to resolve any issues with missing or incorrect remit information. The Dental Hub support team can't help with anything that you're not finding.

## ➤ Documents: Primary Care Reports

These reports show members assigned to your practice for primary care coordination, including dental home and medical home programs.

Navigate to Main Menu > Practice Management > Documents > Primary Care Reports

The screenshot shows the DENTAL HUB interface. At the top left is the logo with a hamburger menu icon. At the top right are links for 'Help' and 'Menu'. Below the header is a 'Documents' section with a background image of dental equipment. On the left, under 'Select Document Type:', there are four options: 'Remits', 'Fee Schedules', 'Primary Care Reports' (which is highlighted with a blue bar and a right-pointing arrow), and 'Payer Documents'. To the right of this is the 'Primary Care Reports' form. It contains two dropdown menus: 'Treatment Location' and 'Treating Practitioner', both currently set to 'All'. Below these are two buttons: 'Generate' (with a dropdown arrow) and 'Clear'. At the bottom of the page, there is a footer with copyright information on the left and a privacy notice on the right.

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If reports load slowly, verify that Practitioners are only associated with Locations where they actually work. This improves report performance and accuracy.

## ➤ Documents: Payer Documents

These are Payer-specific documents uploaded directly by individual Payers. Documents only appear if Payers have posted them to the Dental Hub.

Navigate to Main Menu > Practice Management > Documents > Payer Documents

The screenshot shows the 'DENTAL HUB' logo in the top left corner and 'Help Menu' in the top right. The main heading is 'Documents'. On the left, under 'Select Document Type:', there are four options: 'Remits', 'Fee Schedules', 'Primary Care Reports', and 'Payer Documents' (which is highlighted with a blue bar and a right-pointing arrow). The main content area is titled 'Payer Documents' and contains a search form. The form has three fields: 'Payer' (with a red asterisk and a dropdown menu labeled 'Search by Payer'), 'From:' (with a date input field), and 'To:' (with a date input field). Below these fields are two buttons: 'Search' (in blue) and 'Clear' (in white). At the bottom of the page, there is a footer with the text 'Copyright © 2025 SKYGEN USA, LLC | All Rights Reserved.' on the left and 'Do Not Sell My Information (CA residents only)' on the right.

The Dental Hub displays all documents provided directly by Payers. We do not control or determine which documents are made available.

**Can't find what you're looking for?** Contact the Payer directly, as they manage all document uploads and availability.

**Please note:** The Dental Hub support team cannot assist with questions about missing documents or explain Payer document policies, as these decisions are made entirely by the Payers themselves.

## ➤ Billing Setup: Direct Deposit (EFT)

Add bank accounts for electronic payments and link them to your Billing Entities. You can associate Billing Entities from this page or from the Billing Entity page.

**Navigate to Main Menu > Billing Setup > Direct Deposit (EFT)**

Entering or not entering EFT information in the Dental Hub does not change how you are paid by any Payer.

### How it works:

- The EFT information you enter here may be uploaded and used by some Payers
- Other Payers may not access or use this information at all
- Each Payer operates independently regarding EFT processes

Continue to follow each individual Payer's specific instructions and requirements for EFT enrollment and management.

### Important Notes

- Billing Entity information is shared with Payers for electronic payments
- Your individual Payer agreements determine actual payment methods and locations
- Administrator permissions are required to add or delete EFT accounts
- Team Members with appropriate permissions can associate existing accounts to Billing Entities

The screenshot shows the 'Add Direct Deposit (EFT)' form in the Dental Hub interface. The form is titled 'Add Direct Deposit (EFT)' and includes a 'Back' button. It contains the following sections:

- Account Information:** Fields for Account Name, Account Type (Checking or Savings), Routing Number, Confirm Routing Number, Account Number, and Confirm Account Number.
- Pay to the Order of:** A box for the payee name, with a sample showing '5 DOLLARS'.
- Billing Entity:** A dropdown menu to select a Billing Entity, with a search bar labeled 'Search by Billing Entity Name'.
- Direct Deposit (EFT) Authorization Agreement:** A section with a checkbox for 'I agree' and a 'Save' button.

The form also includes a 'Cancel' button at the bottom right.

## ➤ Billing Setup: Payer Partners

The Dental Hub uses "Trusted Business" status to enable secure PHI exchange between your practice and Payers. When a Payer identifies your Business/TINs as a "trusted" Dental Hub partner, you can access full functionality including patient eligibility verification, claims submission, authorization requests, and payment review.

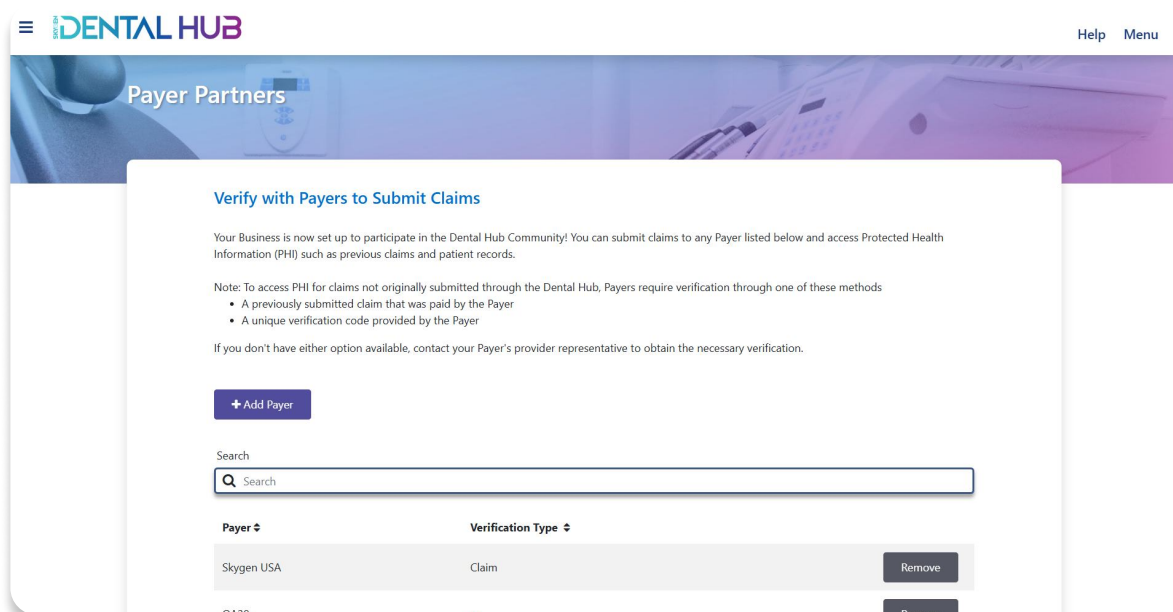
**Important:** You only need to complete this if you're using the Dental Hub for revenue cycle management (RCM). If you're not using RCM features, you can skip this entirely.

Navigate to Main Menu > Billing Setup > Documents > Payer Partners

Verify each Payer relationship using one of these methods:

1. Enter details from a recently processed claim with that Payer
2. Use the registration code provided directly by the Payer

If you don't have either option available, contact your Payer's provider representative to obtain the necessary verification.



The screenshot shows the Dental Hub interface with a modal titled "Verify with Payers to Submit Claims". The modal contains the following text:

Your Business is now set up to participate in the Dental Hub Community! You can submit claims to any Payer listed below and access Protected Health Information (PHI) such as previous claims and patient records.

Note: To access PHI for claims not originally submitted through the Dental Hub, Payers require verification through one of these methods

- A previously submitted claim that was paid by the Payer
- A unique verification code provided by the Payer

If you don't have either option available, contact your Payer's provider representative to obtain the necessary verification.

Below the text is a "+ Add Payer" button, a search bar with the placeholder "Search", and a table with the following columns: "Payer" and "Verification Type".

| Payer      | Verification Type |        |
|------------|-------------------|--------|
| Skygen USA | Claim             | Remove |
| QA30       |                   | Remove |

## ➤ Credentialing on the Dental Hub

The Dental Hub provides the same efficient experience whether you're credentialing initially or need to re-credential.

**Please note that not all Payers are currently using the Dental Hub or its credentialing feature, so be sure to check if yours is participating.**

The following pages will walk you through the credentialing process. You'll learn how to navigate the credentialing dashboard to track your application status, understand each section of the credentialing application, and discover helpful tips to streamline your submission.

We'll also cover how to delegate credentialing tasks to others at your Business, allowing you to efficiently manage the process across your team.

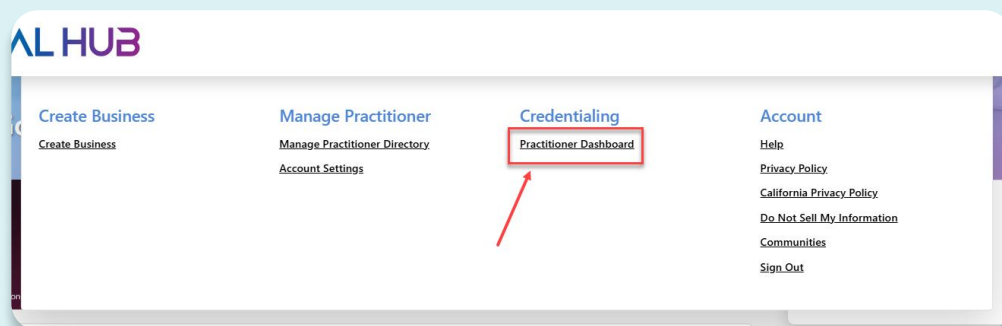
Finally, you'll get guidance on the attestation requirements to ensure your application meets all necessary standards for approval.

## ➤ Credentialing: Accessing Credentialing

Each Practitioner must create their own individual account with a unique email address, even when associated with a Business.

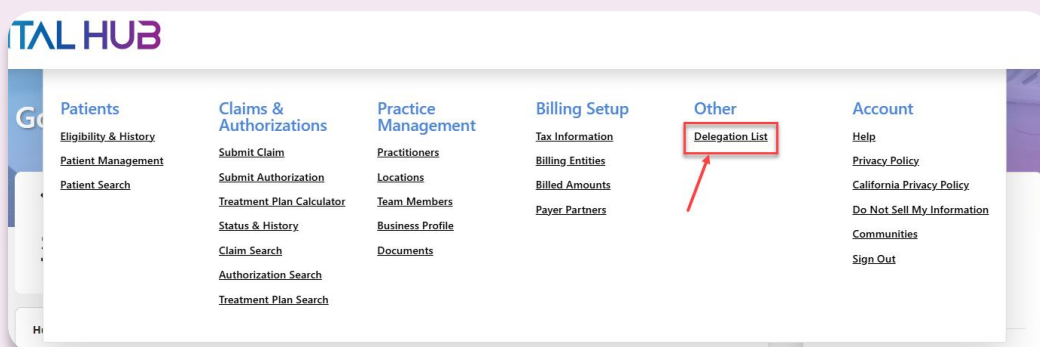
### How to Access Credentialing as a Practitioner

Navigate to Main Menu > Credentialing > Practitioner Dashboard



### How to Access Credentialing as a delegated user

Navigate to Main Menu > Other > Delegation List

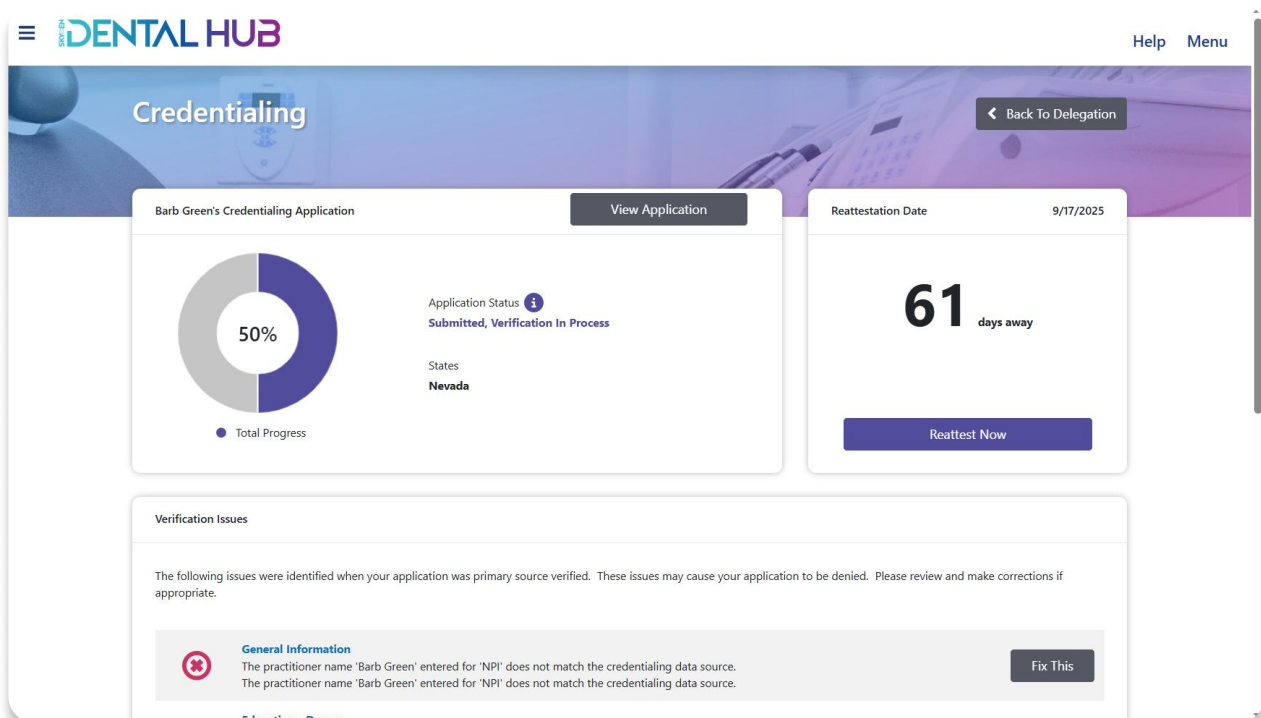


## ➤ Credentialing Dashboard

The Credentialing dashboard serves as the central area for managing a credentialing application.

### Available Functions

- **Application Management:** Start a new credentialing application or view an existing application
- **Status Monitoring:** Check an application's current status and progress through the Dental Hub's primary source verification process
- **Issue Resolution:** Address any verification problems that arise that are displayed on the credentialing dashboard or via a Dental Hub notification on the homepage
- **Updates & Reattestations:** Keep all information up to date, submit any information changes and when it's time, renew attestations – all from the credentialing dashboard
- **Payer Tracking:** See which Payers are currently subscribed to a credentialing application



Click on this  icon for more detailed descriptions of an application status.

## ➤ Credentialing Application

**Navigation:** Use the side panel to navigate between sections. Each section is clickable, allowing you to move freely throughout the application.

**Required Fields:** Complete all fields marked with a red asterisk (\*).

Any incomplete or invalid required field will prevent an application from being submitted.

The screenshot shows the 'DENTAL HUB' logo in the top left and 'Help Menu' in the top right. The main heading is 'Credentialing Application' with a 'Back To Dashboard' button. A left sidebar lists sections: 'Barry Boyd', '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 'General Information' section contains the following fields: 'First Name \*' (Barry), 'Middle Name' (C), 'Last Name \*' (Boyd), 'Date of Birth \*', 'Social Security Number \*', 'Home Phone', 'Cell Phone', 'Email \*', 'Non-English Languages \*' (Arabic (limited)), and 'Gender \*' (Male). Below these is a 'Previous Name(s)' section with the question 'Have you been known by any other names? \*' and radio buttons for 'Yes' and 'No' (selected).

The modal has a title 'Board Certifications' and a close button. It contains two lines of text: 'Click 'Ok' to acknowledge you do not have information to enter for this section.' and 'Click 'Enter Later' to enter the information later.' At the bottom are three buttons: 'Ok' (blue), 'Enter Later' (white), and 'Cancel' (grey).

You don't need to fill out every section—requirements vary by state, so if a section doesn't apply to your situation, simply skip it. If you skip a section without entering information, this confirmation modal will appear. This is normal and you can proceed.

## ➤ Credentialing Application

**Final Verification:** This last step validates the information provided in a credentialing application. During this automated verification process, the Dental Hub is checking the data against official websites and databases to confirm all credentials and information details. This process may take several minutes to complete. Please stay on the page during this time to ensure the application processes successfully.

The screenshot shows the 'Final Check' screen of the Dental Hub Credentialing Application. On the left, a sidebar lists the application steps: 1 General Information, 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 displays a 'Please hang on!' message with an information icon. Below the message, it states: 'The Dental Hub is verifying some of your information with the primary sources before submitting your application. This helps to eliminate errors and avoid the painful back and forth process you previously had to endure to get all of your credentialing information over to your Payer Partners. This may take up to a few minutes. Please do not leave this page or refresh your screen.' A loading spinner is visible at the bottom of the message box. A 'Back To Delegation' button is located in the top right corner.

**Verification issues? No problem!** If you're seeing messages about verification (like "license not found" or "issue date incorrect" or "name not matching"), don't worry - this is common and easily resolved. Simply attach a clear copy of your license and submit your application anyway. Our team will review your documentation and contact you only if additional information is needed. There's no need to call - the process will continue smoothly.

The screenshot shows the 'Final Check' screen of the Dental Hub Credentialing Application. On the left, a sidebar lists the application steps: 1 General Information, 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 displays a 'Hold On!' message with an information icon. Below the message, it states: 'It looks like some of the information you entered may be inaccurate or expired. Please review the following information – and update it, if appropriate – before submitting your application. Applications submitted with inaccurate or expired information will be rejected.' A specific error message is shown: 'A record for 'State License - NV' was not found using criteria '12345''. Below the error message, there is a 'Fix This' button. At the bottom of the message box, there are 'Back' and 'Next' buttons. A 'Back To Delegation' button is located in the top right corner.

## ➤ Credentialing Application

### Important: Attestation Required

While a Practitioner can delegate most of the credentialing application to a Team Member or other user, the final "Attestation" step cannot be delegated. Only the Practitioner can legally attest to the completeness and accuracy of their credentialing application.

**How it works:** If a delegate completes an application, the Dental Hub will automatically route it back to the Practitioner's Credentialing Dashboard for final attestation. Once the Practitioner completes this step, the delegate will be notified that the application is finished and ready for verification. The application will then move to the Payer for a Credentialing Committee decision.

**The Practitioner must complete the attestation for each credentialing application personally - this step cannot be done by anyone else.**

The screenshot displays the 'DENTAL HUB' interface for a 'Credentialing Application' for 'Barb Green'. On the left, a sidebar lists ten steps: 1 General Information, 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 (which is highlighted in blue). The main content area features a 'Back To Delegation' button at the top right. Below this is a light blue box with a checkmark icon and the text: 'Only practitioners can complete the final Attestation and Consent step for a Credentialing Application.' The section is titled 'Attestation and Consent' in blue. Below the title, a message reads: 'Thank you for completing the Credentialing Application. Only practitioners can Attest and Consent to their Credentialing Application. A Dental Hub notification has been sent to the practitioner informing them that their Credentialing Application is ready for their final Attestation and Consent.' At the bottom right of this section is a 'Return To Delegation' button.

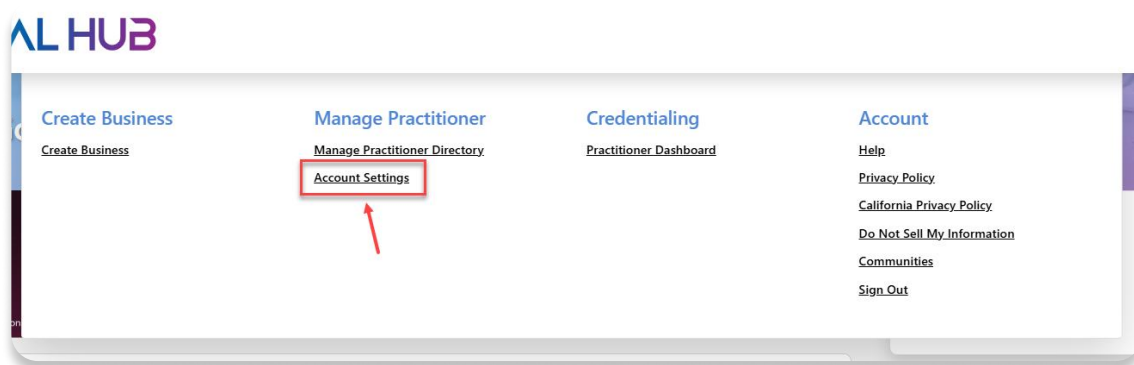
## ➤ Dental Hub Credentialing Delegation

Practitioners can assign their credentialing and directory management tasks to one or more users through the Dental Hub's delegation feature.

**To delegate responsibilities from a Practitioner account:**

1. Access the Main Menu dropdown
2. Select "Account Settings"
3. Configure delegation settings for your chosen user

This allows a delegate to complete a credentialing application (**other than the attestation, which cannot be done by anyone else other than the Practitioner**) and maintain full authority and oversight of the credentialing application and provider directory data.

A screenshot of the 'Add Delegate' form in the Dental Hub interface. The form has a header 'Add Delegate' in a blue bar. Below the header is a 'Back' button. The form is divided into two main sections: 'User Information' and 'Permissions'. The 'User Information' section contains a description: 'Add users to view, update and manage your credentialing data and application or Provider Directory information.' and three input fields: 'First Name \*', 'Last Name \*', and 'Email \*'. The 'Permissions' section contains 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 titled 'Provider Directory' and includes checkboxes for 'Manage Provider Directory', 'Provider Directory Attestation', and 'Receive Provider Directory Notification'. The second column is titled 'Provider Credentialing' and includes checkboxes for 'Manage Credentialing Application', 'Attestation (Practitioners Only)', and 'Appeal Failed Committee Application'. At the bottom of the form are 'Add' and 'Cancel' buttons.

## Continued Support

### Join Our Live Webinars at The Dental Hub

The Dental Hub hosts regular live webinars—no pre-registration required. Simply follow the link below to view upcoming dates and join us whenever it's convenient for you. Attend as often as you'd like! Each session covers all the key features and functions outlined in this Quick Start Guide, and concludes with an open discussion and Q&A.

Dental Hub Webinar: <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.