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 ℹ 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

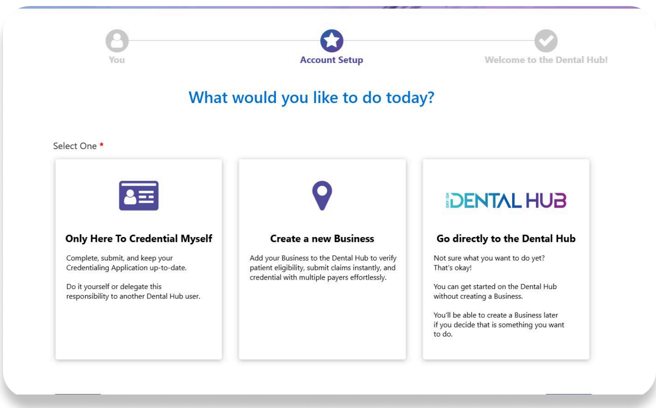
Option 1:

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

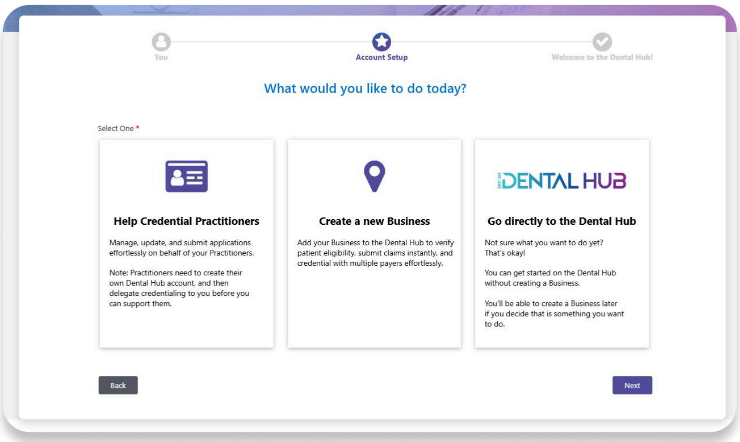
Option 2:

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

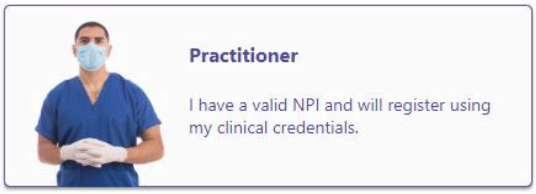
Option 3:

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

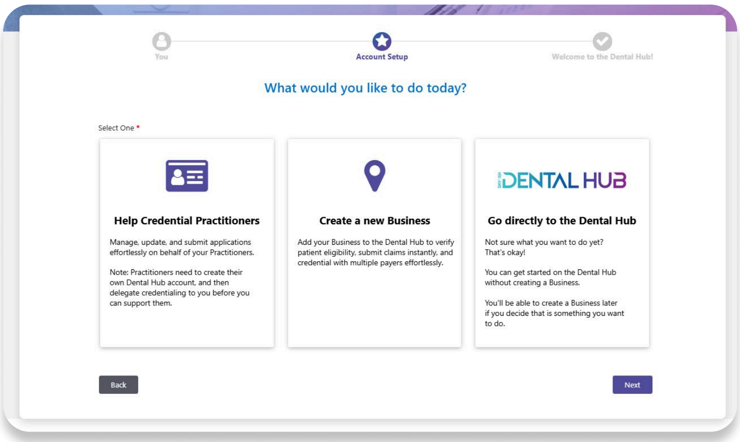
For dental practices managing credentialing and revenue cycle activities, you'll need to create your Business on the Dental Hub.

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

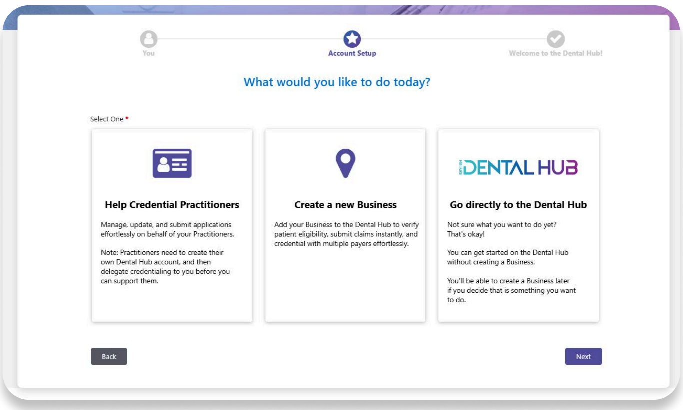
Creating a Business is Essential for Revenue Cycle Management Features

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.



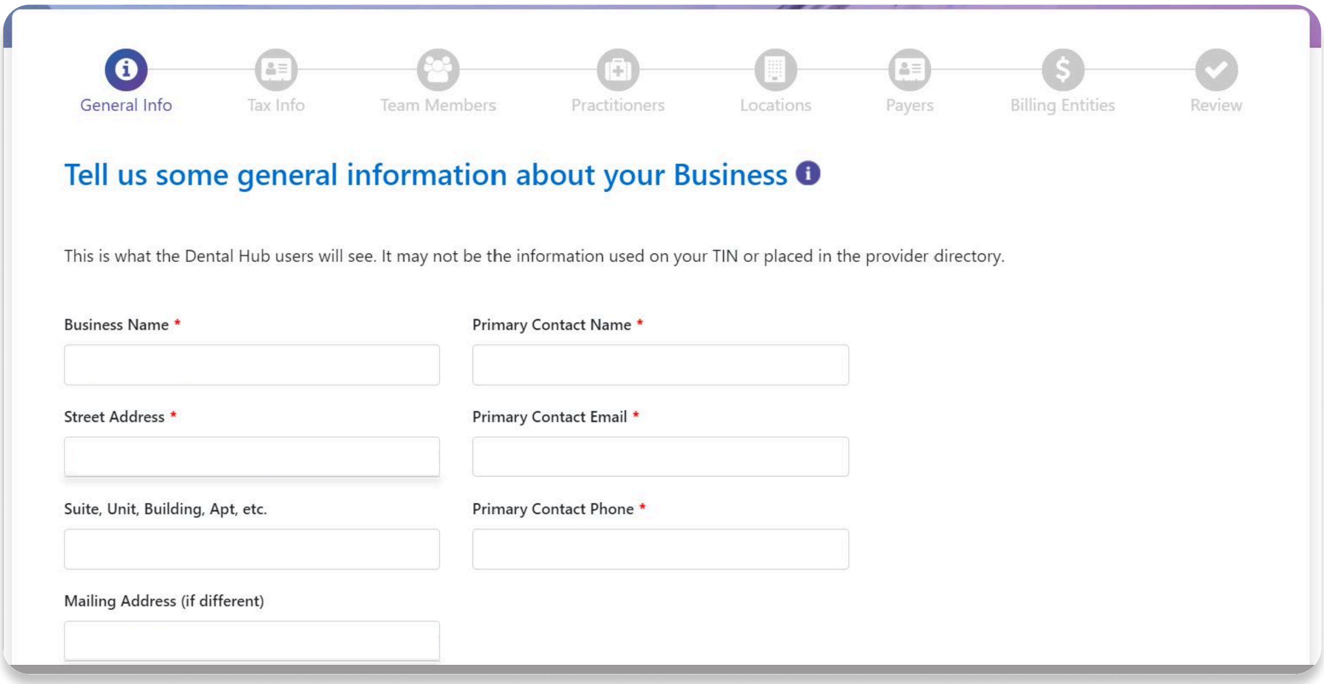
To create a Business you will need...

- 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



Helpful Hints

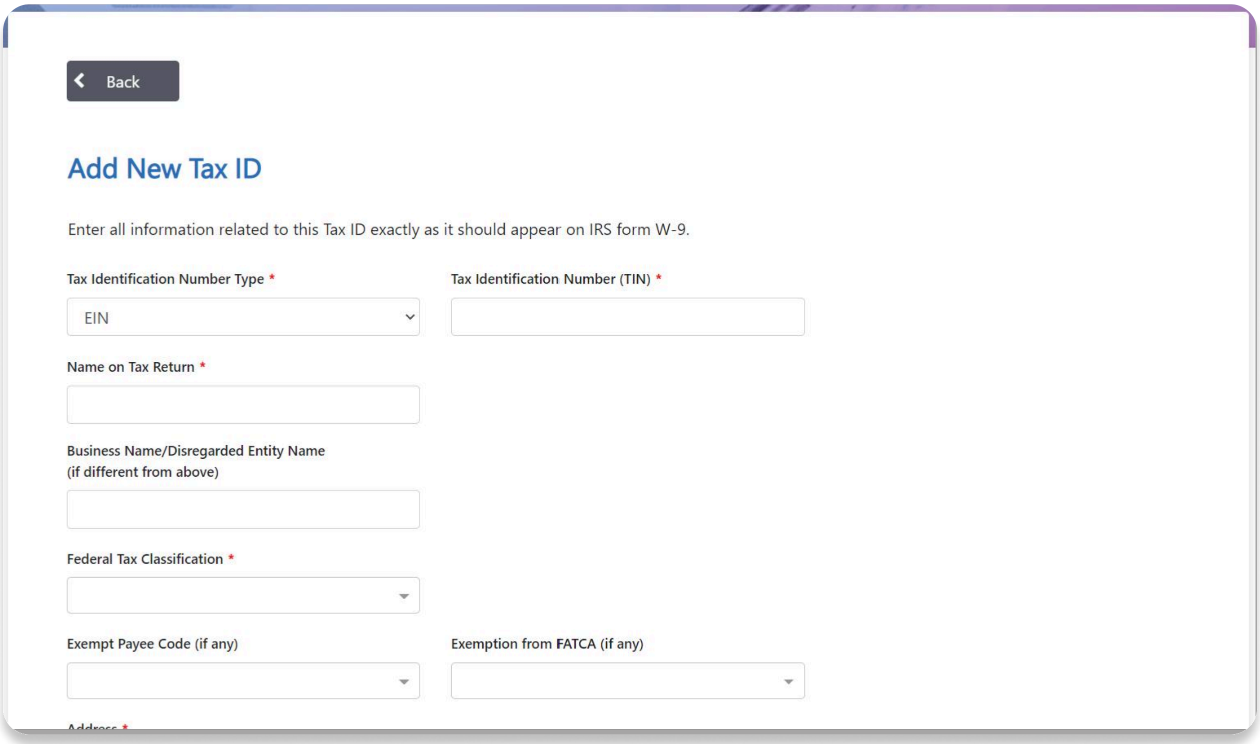
- The address field features Google auto-completion—just start typing and select from the suggestions. Be aware that Google's address suggestions aren't always perfect. If your exact address doesn't appear, select the closest option available during the setup process, then call us at 855-609-5156 so 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.



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

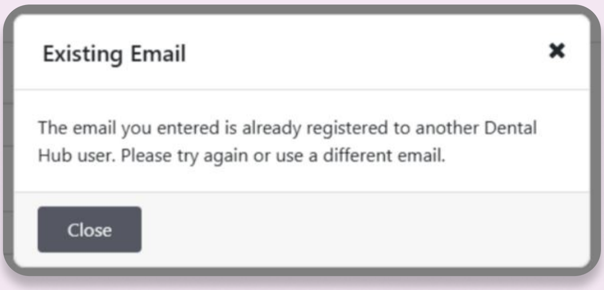
These steps ensure proper payment processing and compliance with IRS required tax regulations.

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.



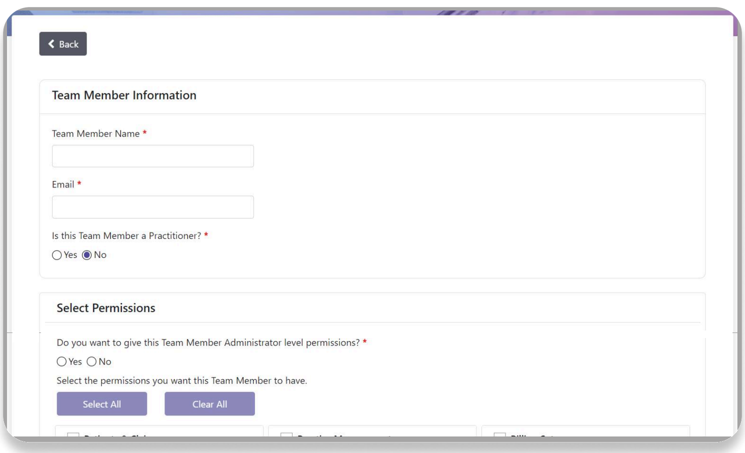
Large Practices - We recommend adding Team Members now to:

- 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.



Create Your Business

Step 4: Practitioners

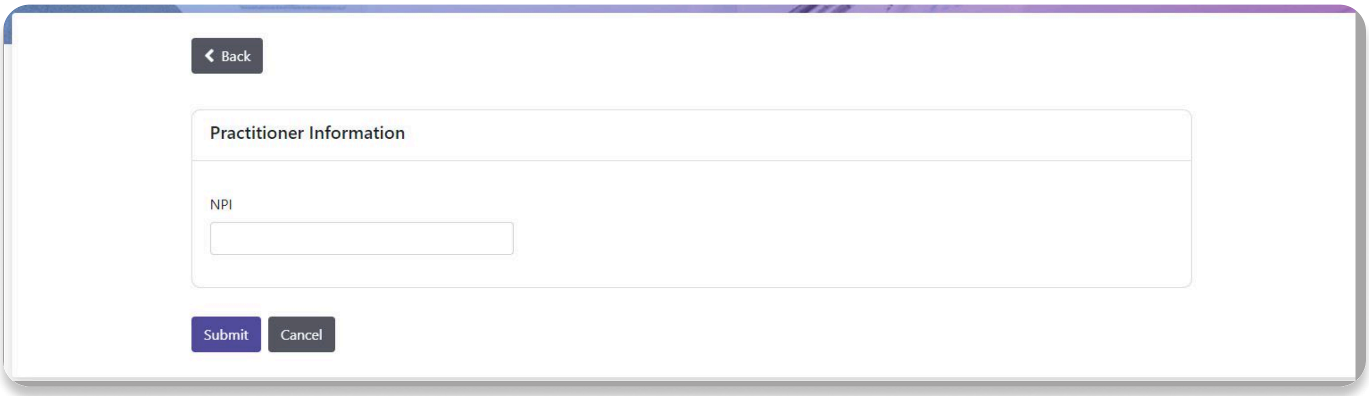
Add Practitioners here to generate email invitations that allow them to "Join Your Business" on the Dental Hub. Each Practitioner creates their own account using a unique email address, connecting them directly to your Business.

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.



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.

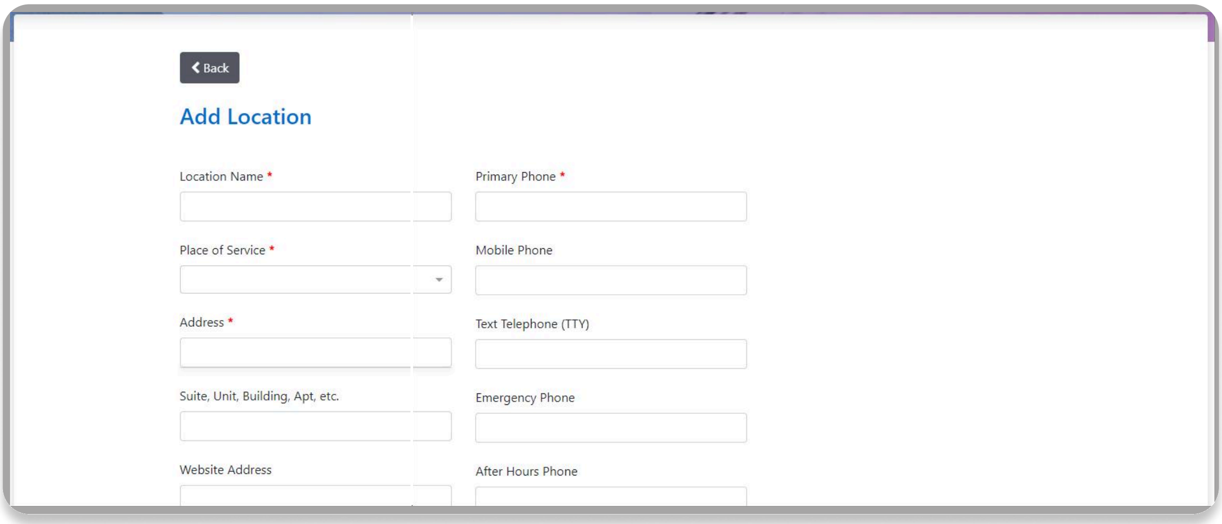
Create Your Business

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



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

Create Your Business

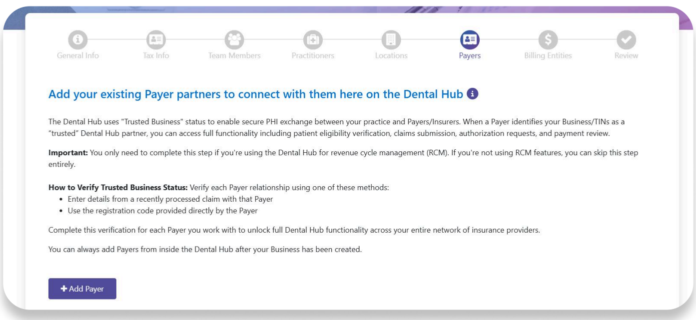
Step 6: Payers

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

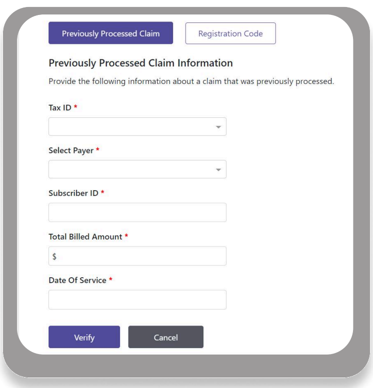
Complete this verification for each Payer you work with.



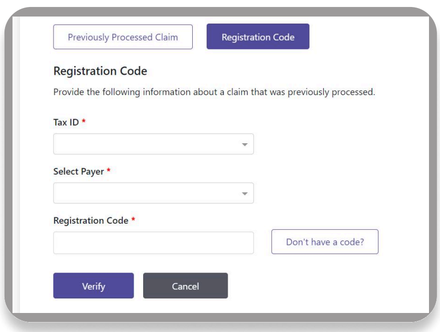
Adding Payers

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



Registration Code



Create Your Business

Step 7: Billing Entity

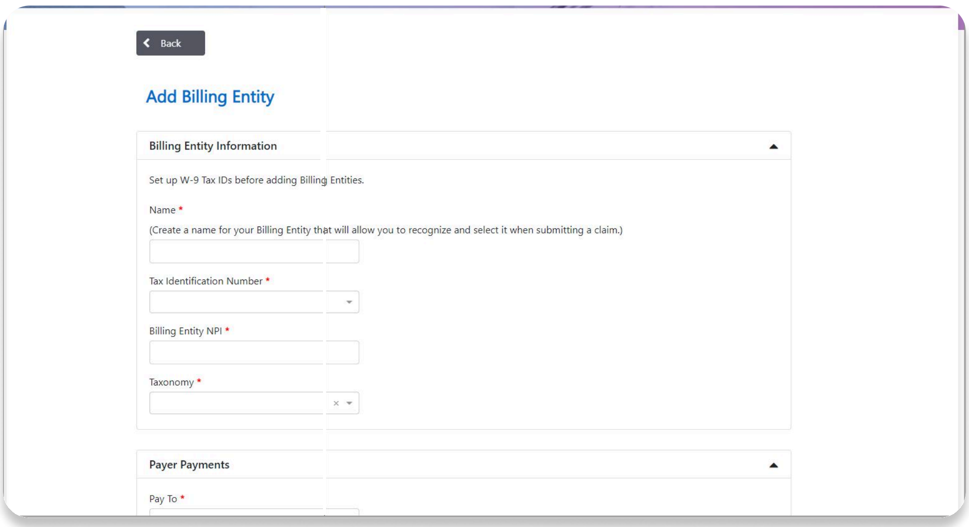
Create a “Billing Entity” to streamline your transaction submissions through the Dental Hub. This time-saving feature, unique to the Dental Hub, consolidates essential billing information that would otherwise need to be entered repeatedly for each claim, authorization, and eligibility check.

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



- 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).

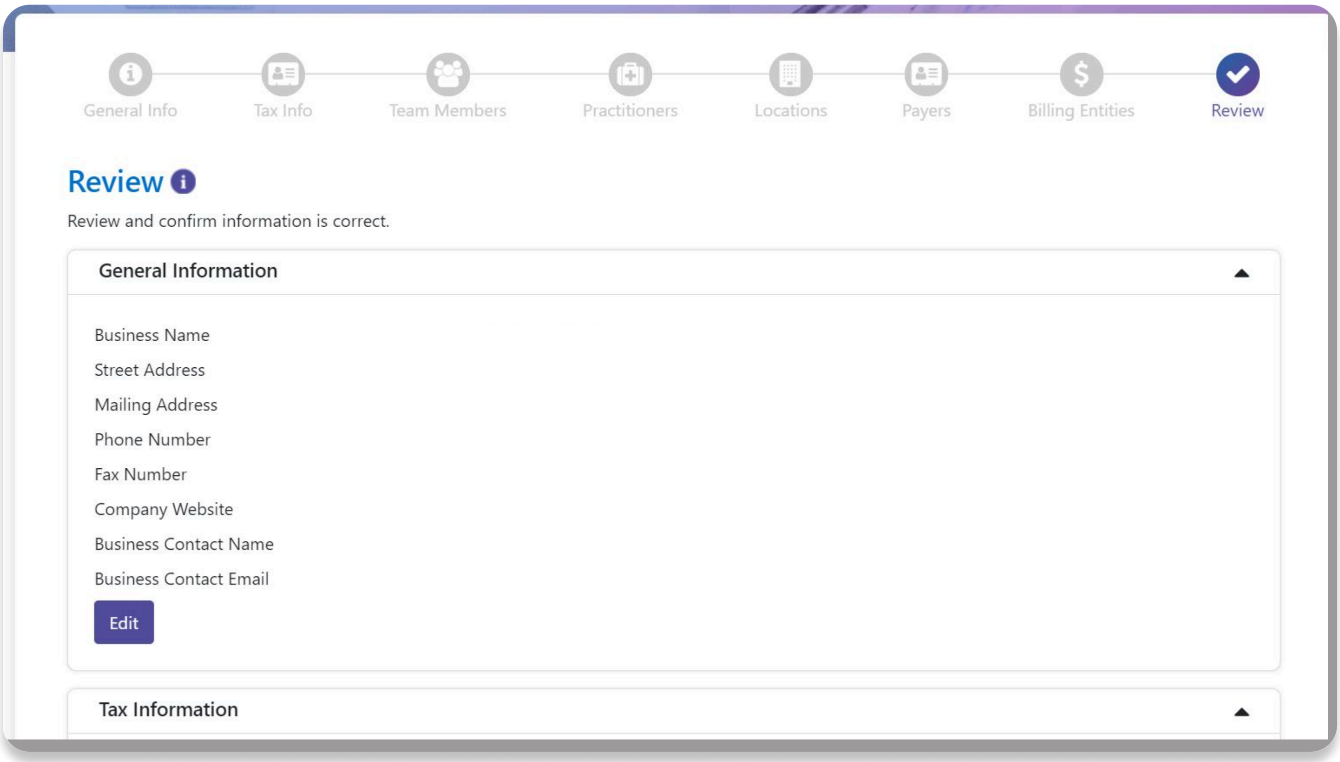
Create Your Business

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.

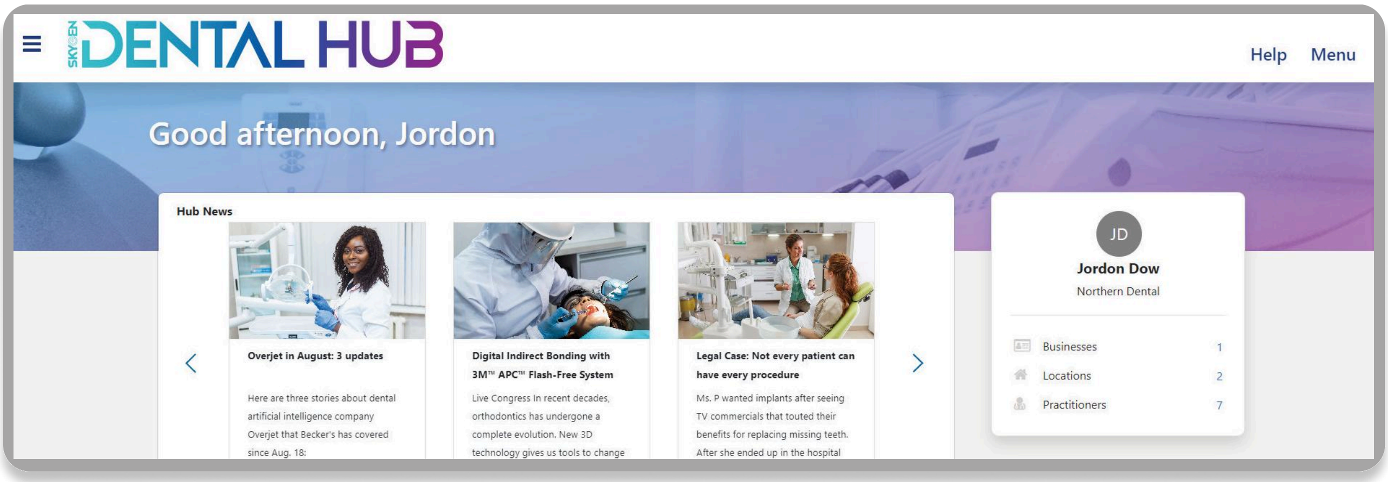
And don't worry, even if you miss something now, this information remains editable after submission.

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



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:

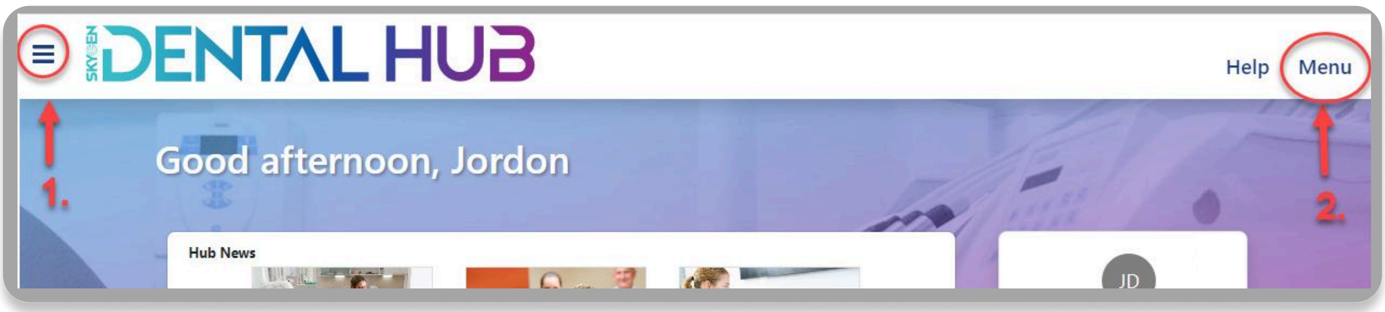


On the top left, look for the three horizontal lines (hamburger icon) that serve as our Menu button. Simply click this icon to reveal the full navigation menu.

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.

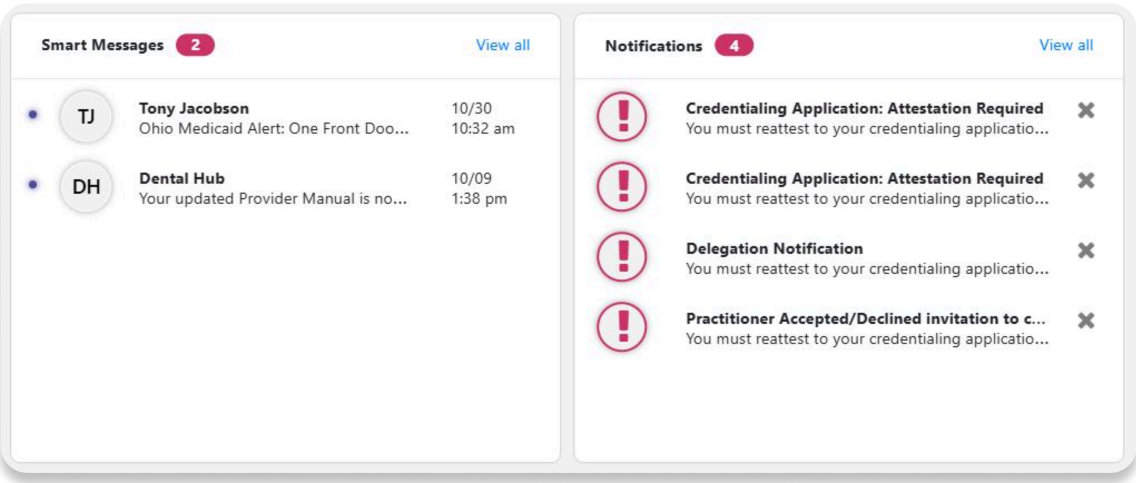
Both options provide quick navigation to help you move efficiently throughout the Dental Hub.

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.



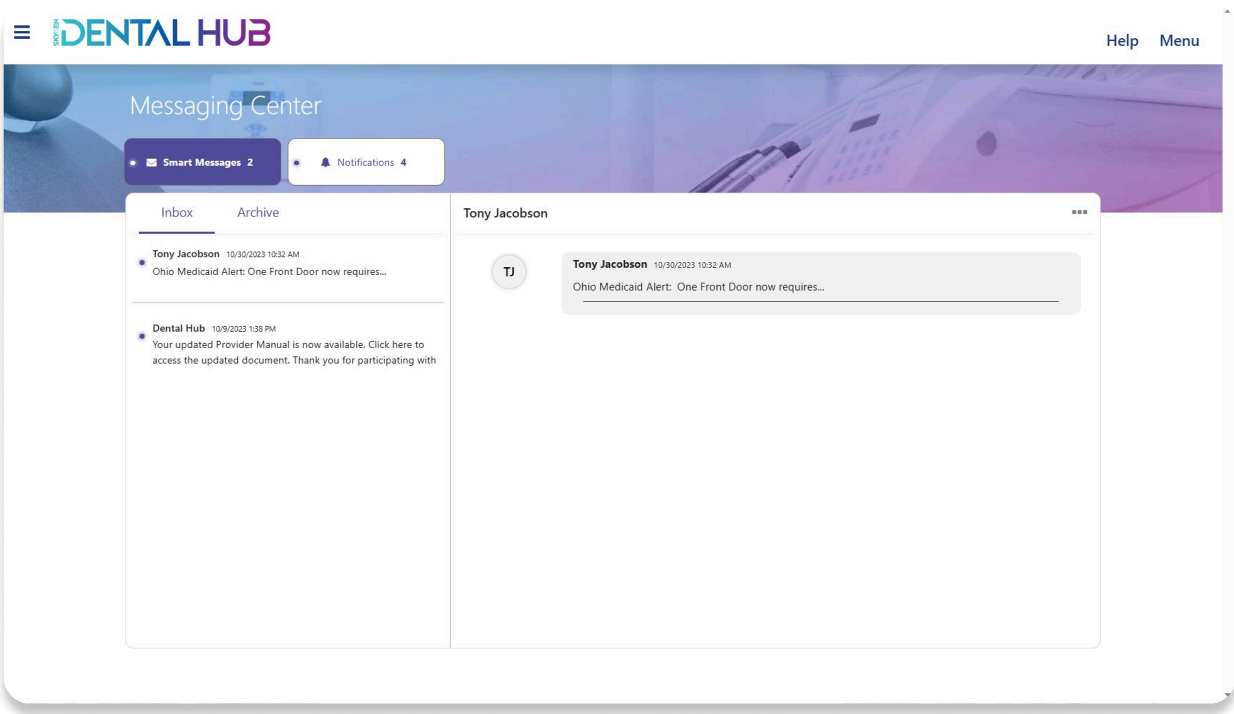
Smart Messages & Notifications

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.



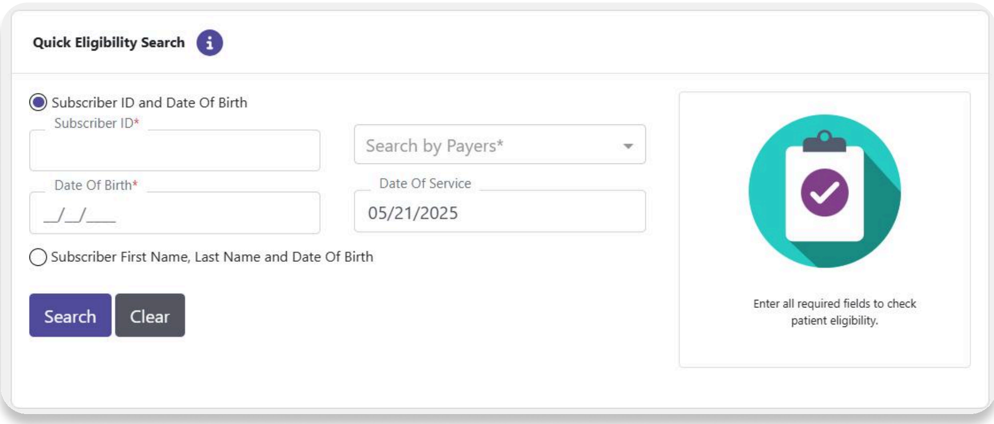
Patient Eligibility

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.

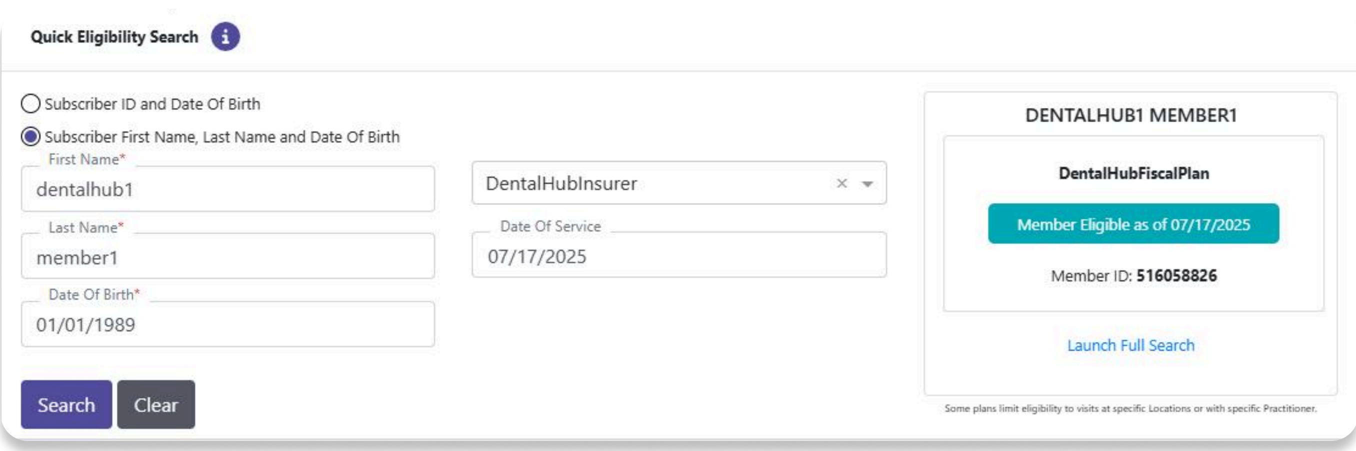
Quick Eligibility Search

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 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.



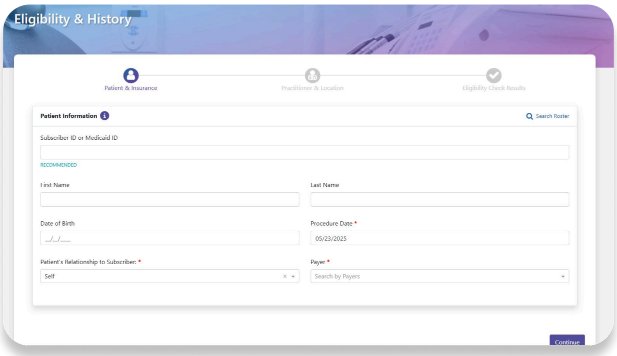
Patient Eligibility: Eligibility & History

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.

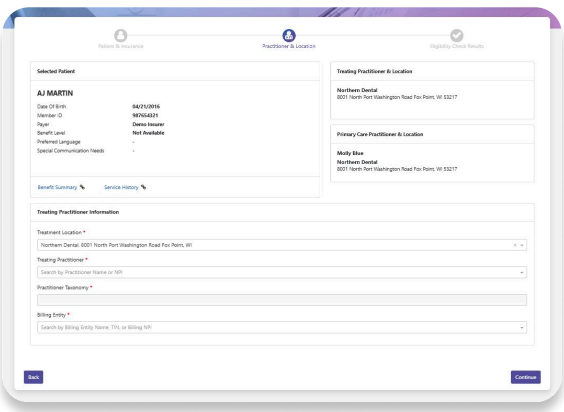


Step 2: Practitioner & Location

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.

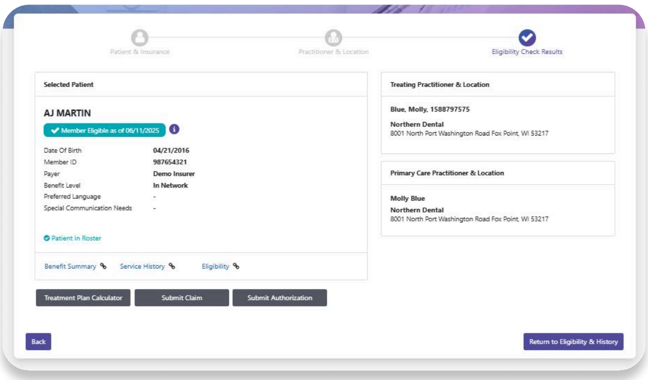
If the taxonomy code is incorrect, the Practitioner must log into their Dental Hub account to update their information.



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.



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.

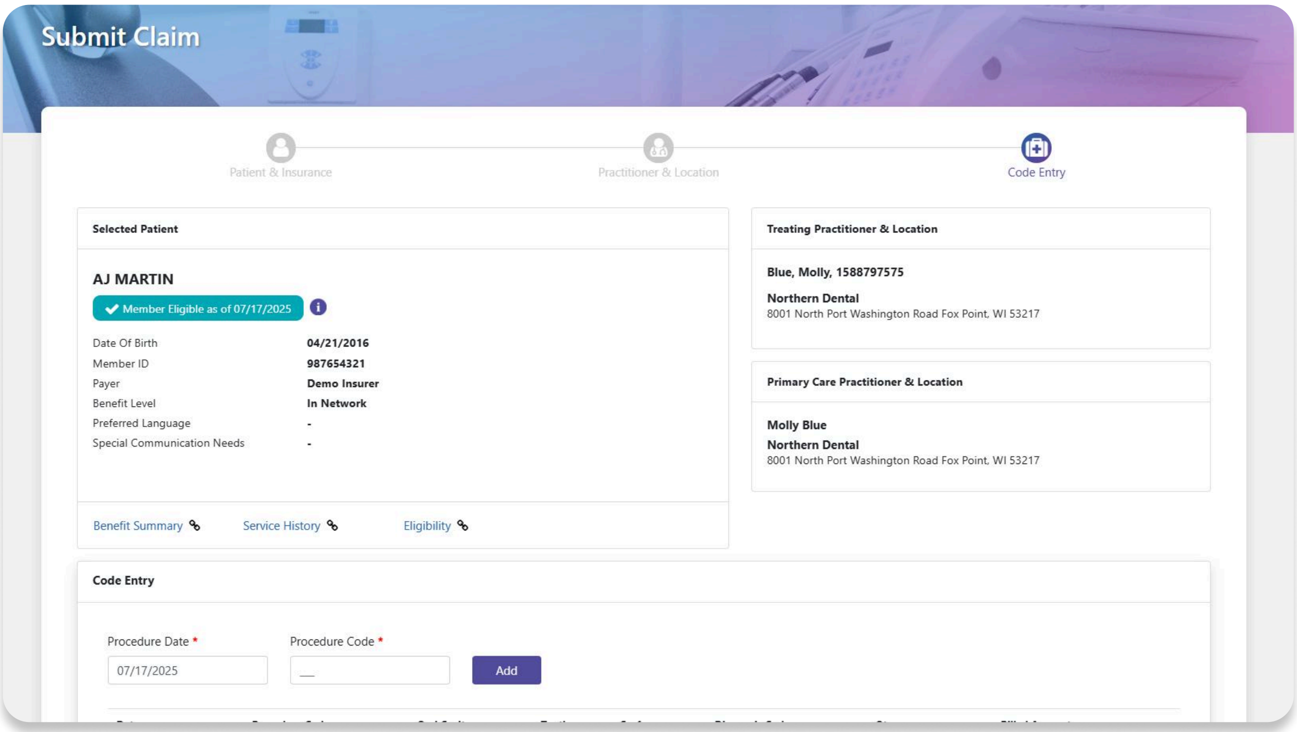
Submit Claims, Authorizations & Treatment Plans

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.

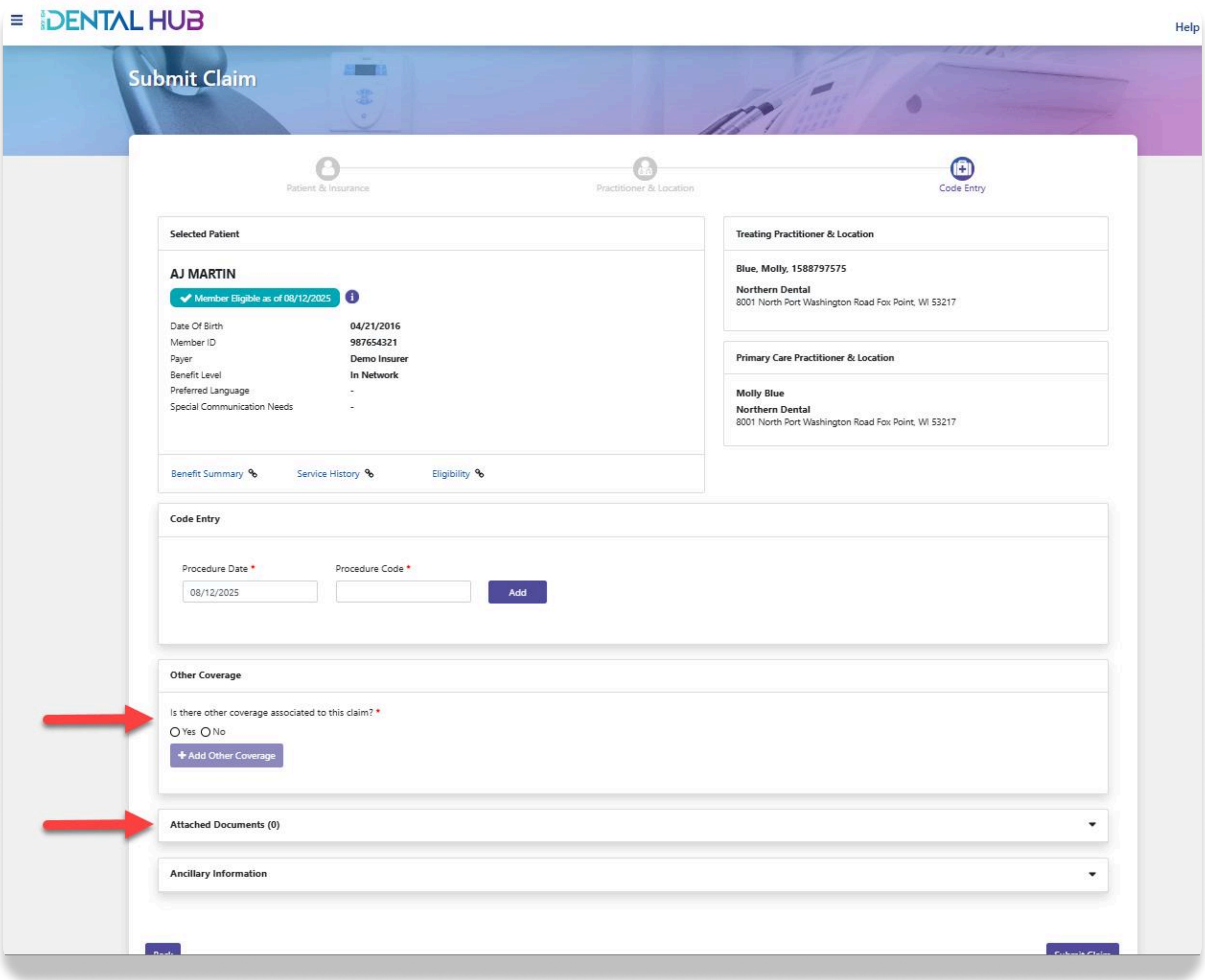


Claims & Coordination of Benefits

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.



Search for Claims, Authorizations & Treatment Plans

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

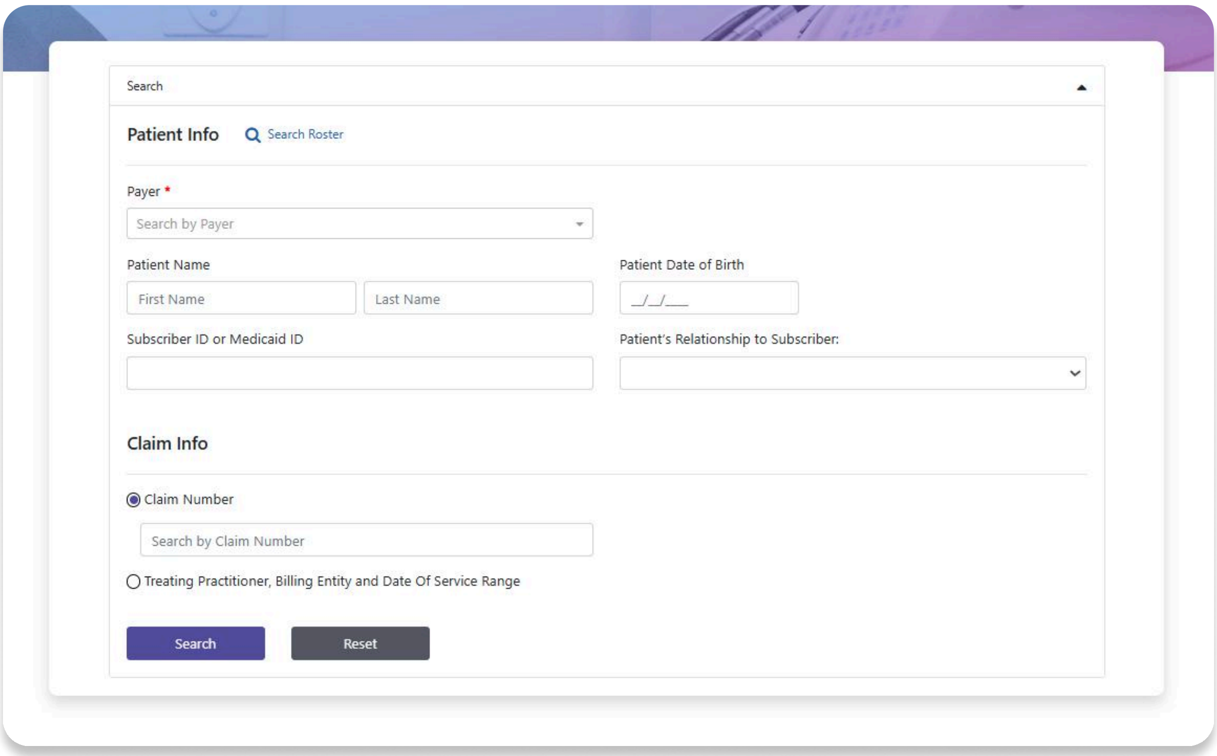
Note: If you don't see certain search options in your menu, that is because your Business's Dental Hub Administrator has not given you those permissions. You must contact your Business's Dental Hub Administrator and ask them to assign you these Dental Hub feature permissions. A call to the Dental Hub's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

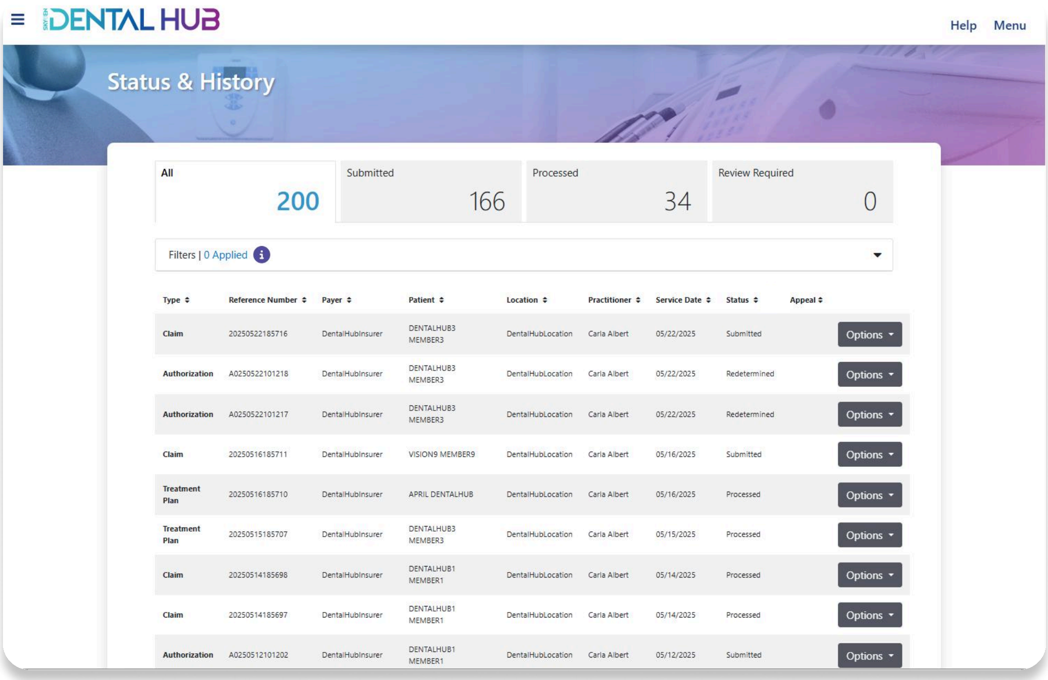


Status & History

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

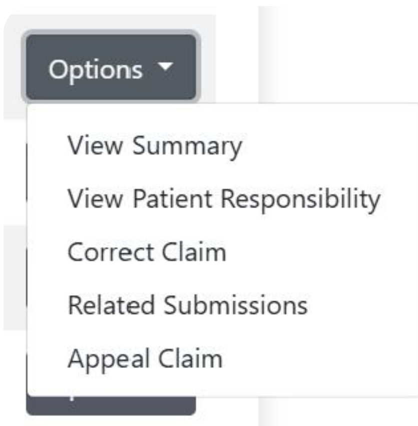
This page displays all claims, authorizations, and treatment plans submitted through the Dental Hub.

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



Using the Options Button

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



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 can be found via the Claims Search page and be corrected there.

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

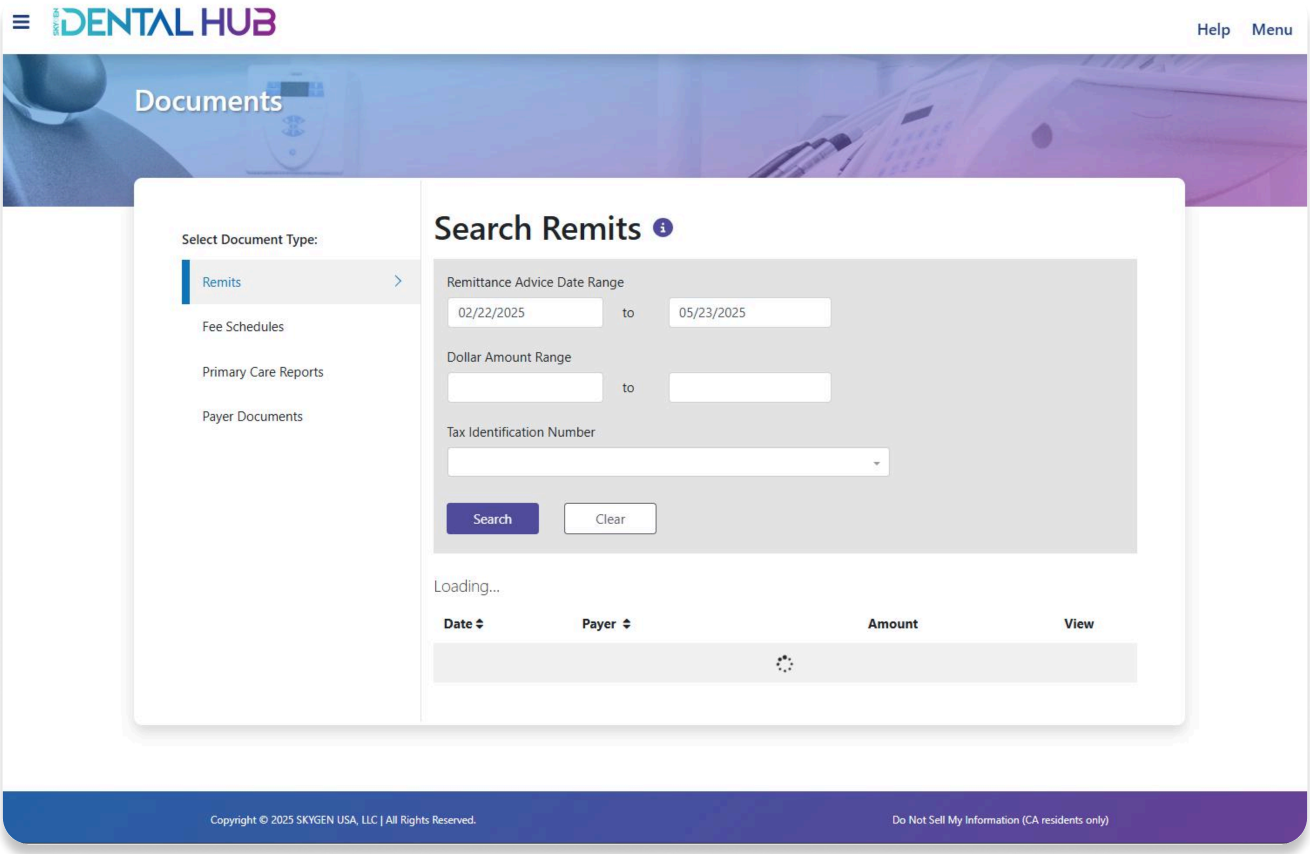
1. Navigate to the appropriate page:
   - Status & History page (for Dental Hub claims)
   - Claim Search page (for non-Dental Hub claims)
2. Locate your claim and select "Appeal Claim" from the Options menu
3. Select the service line(s) you want to appeal
4. Submit the appeal

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.

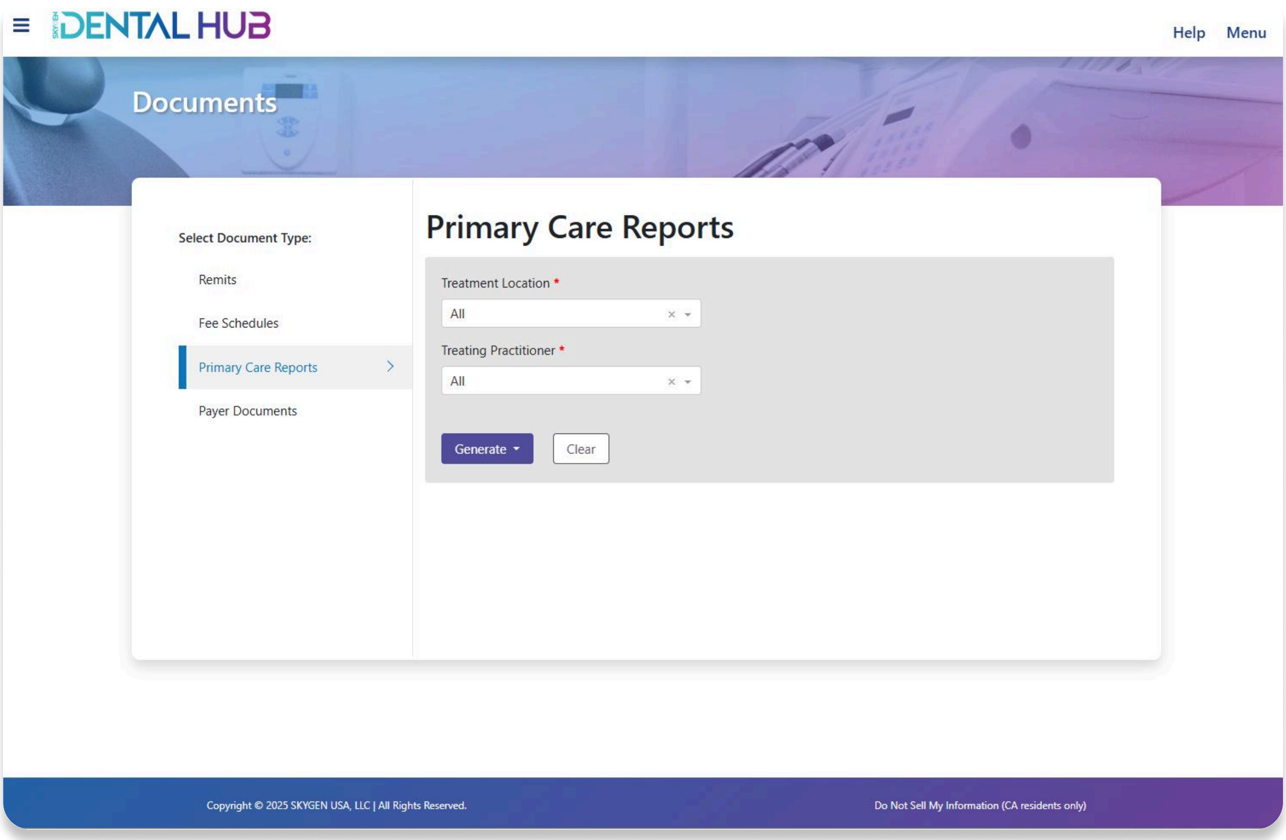


Missing or Incorrect Remits? The Dental Hub displays everything provided to us by the Payer for whom you are searching. If you're not finding the data you're looking for please contact the Payer directly to resolve any issues with missing or incorrect remit information. The Dental Hub support team can't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

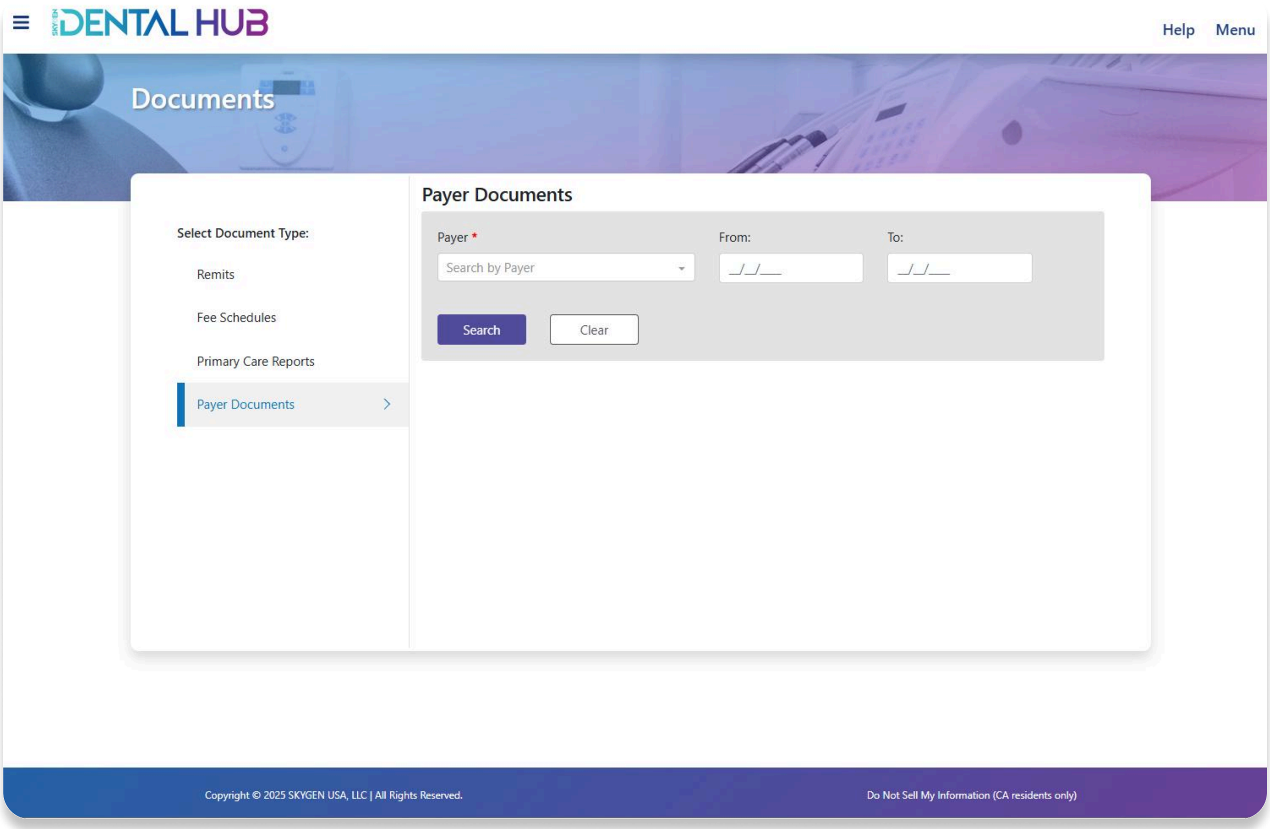


If reports load slowly, verify that Practitioners are only associated with Locations where they actually work. This improves report performance and accuracy.

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 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.

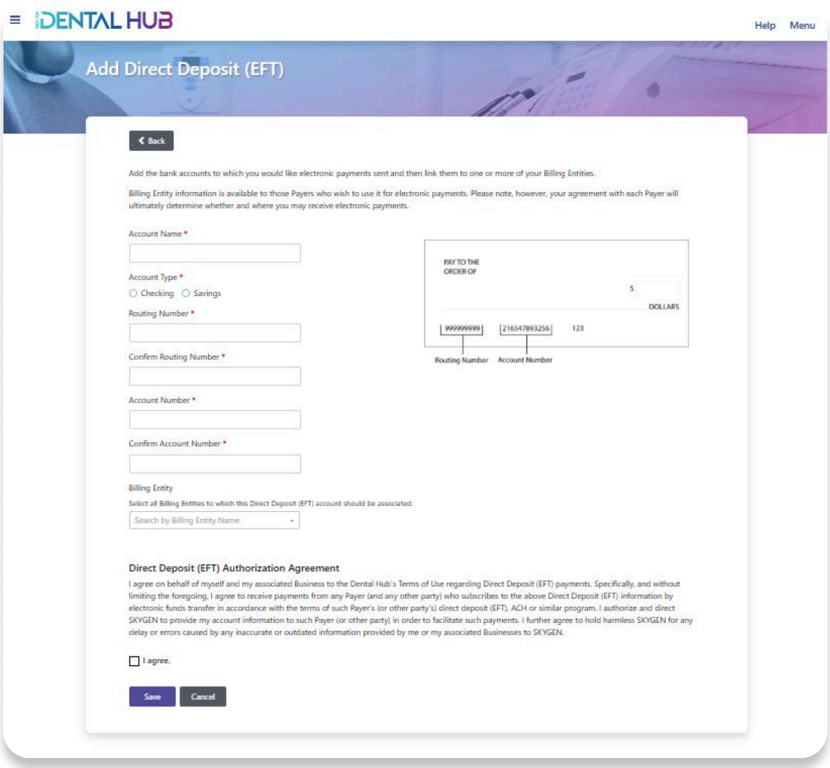
How it works:

- 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



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.

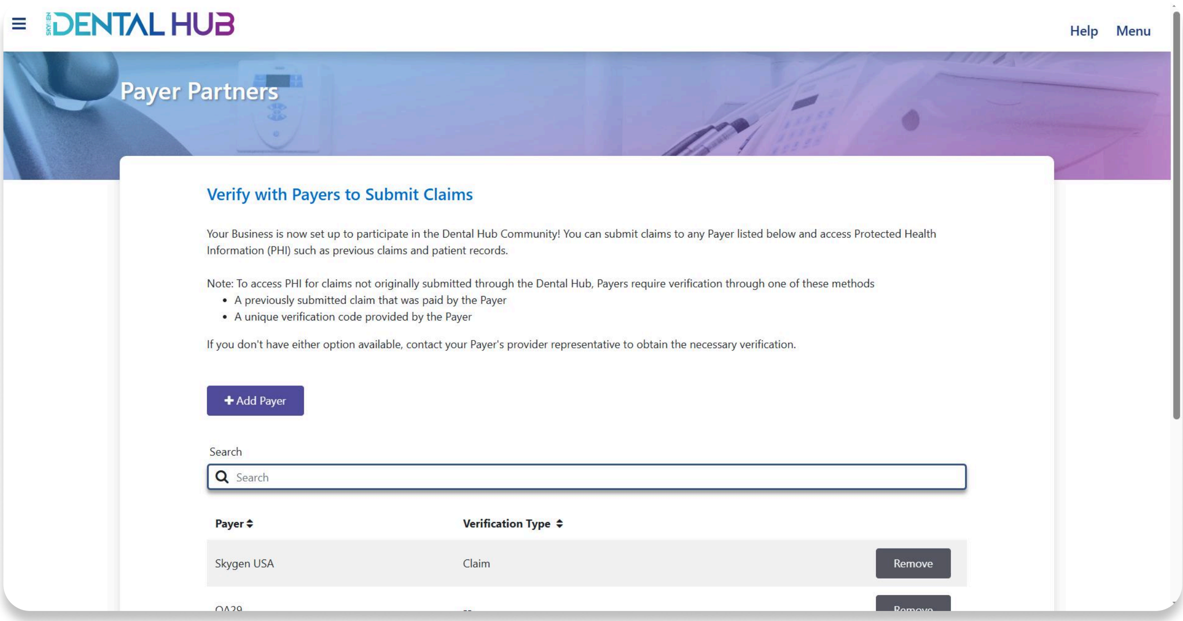
Important: You only need to complete this if you're using the Dental Hub for revenue cycle management (RCM). If you're not using RCM features, you can skip this entirely.

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.



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.

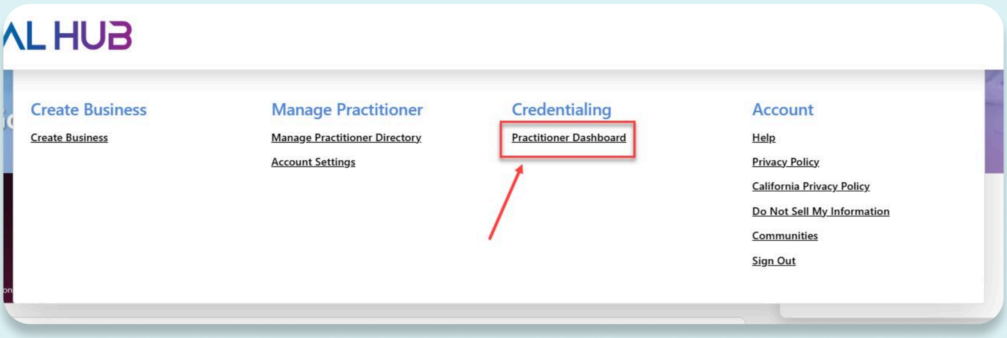
Finally, you'll get guidance on the attestation requirements to ensure your application meets all necessary standards for approval.

Credentialing: Accessing Credentialing

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

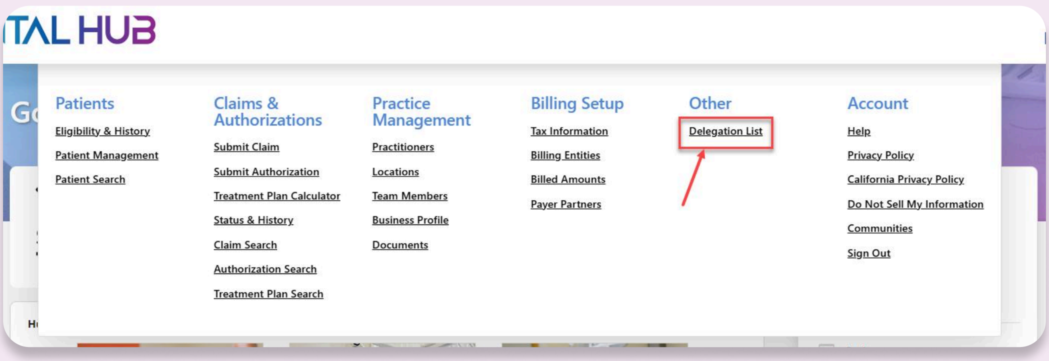
How to Access Credentialing as a Practitioner

Navigate to Main Menu > Credentialing > Practitioner Dashboard



How to Access Credentialing as a delegated user

Navigate to Main Menu > Other > Delegation List

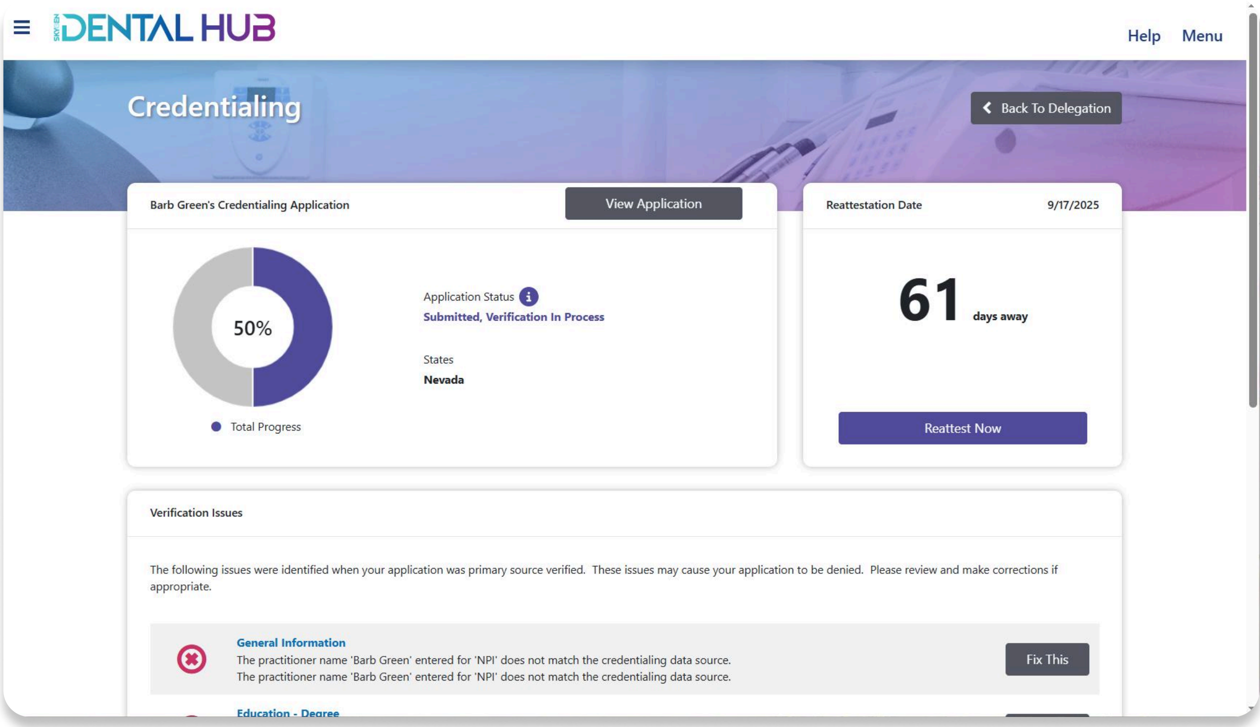


Credentialing Dashboard

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



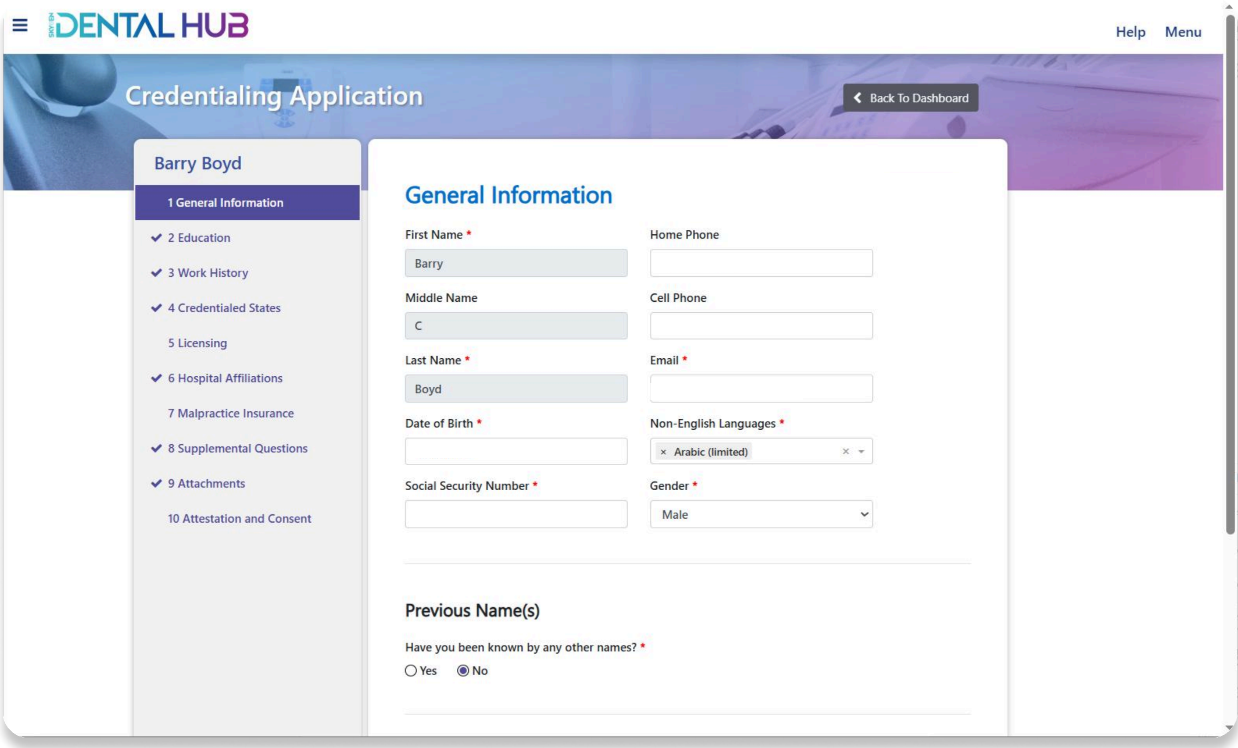
Click on this ℹ icon for more detailed descriptions of an application status.

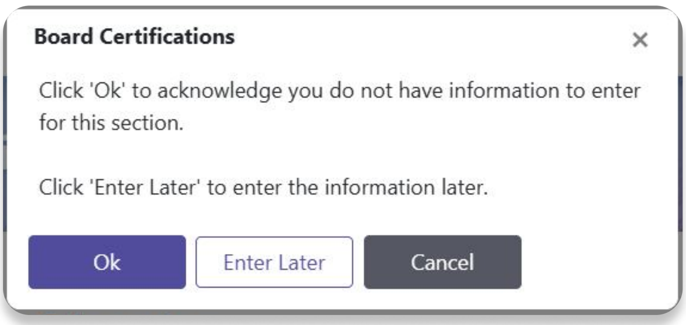
Credentialing Application

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.

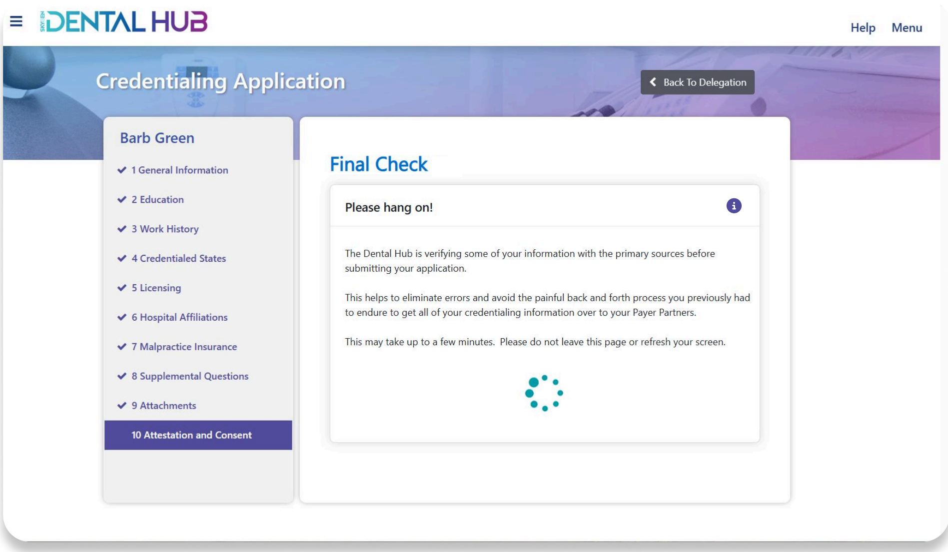




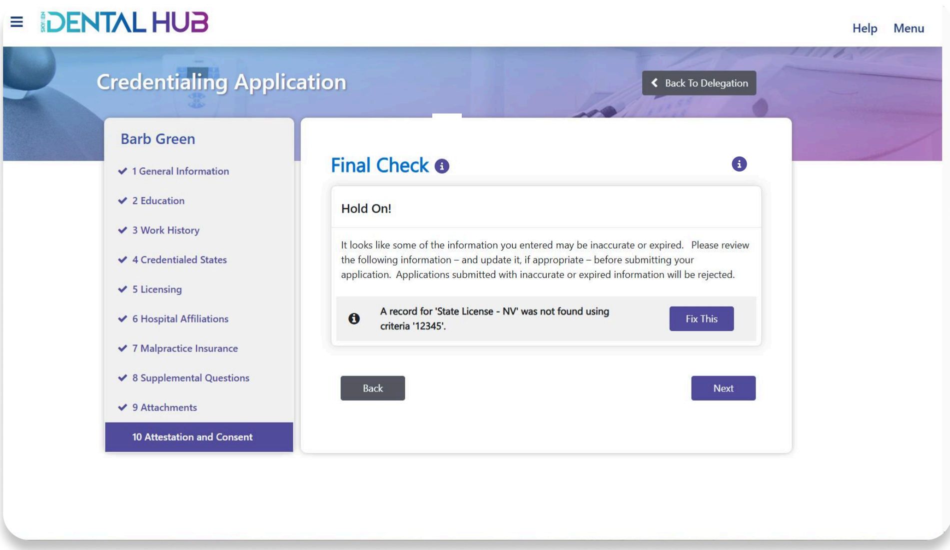
You don't need to fill out every section—requirements vary by state, so if a section doesn't apply to your situation, simply skip it. If you skip a section without entering information, this confirmation modal will appear. This is normal and you can proceed.

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.



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.



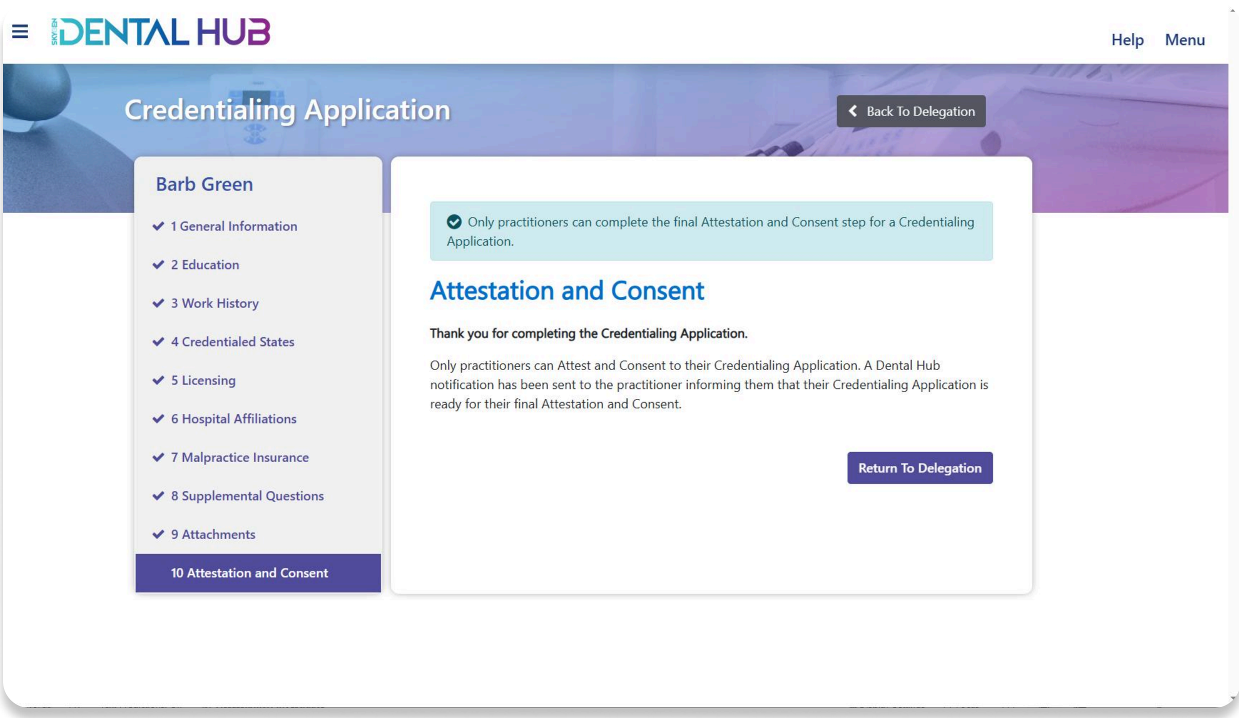
Credentialing Application

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.



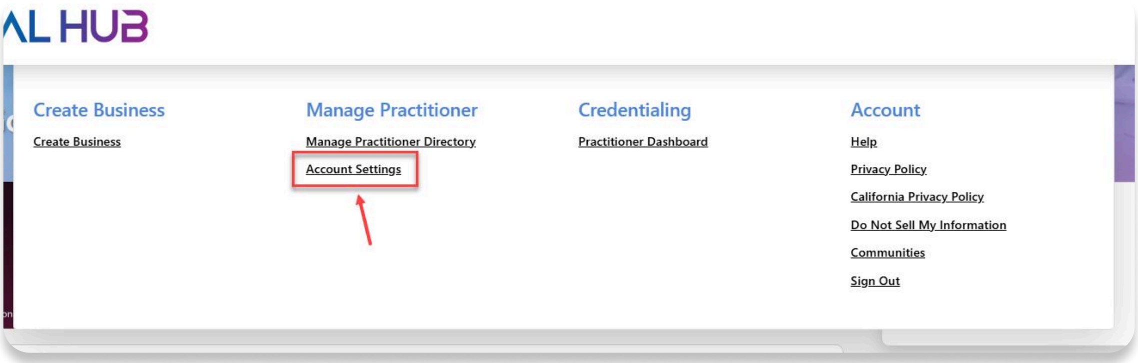
Dental Hub Credentialing Delegation

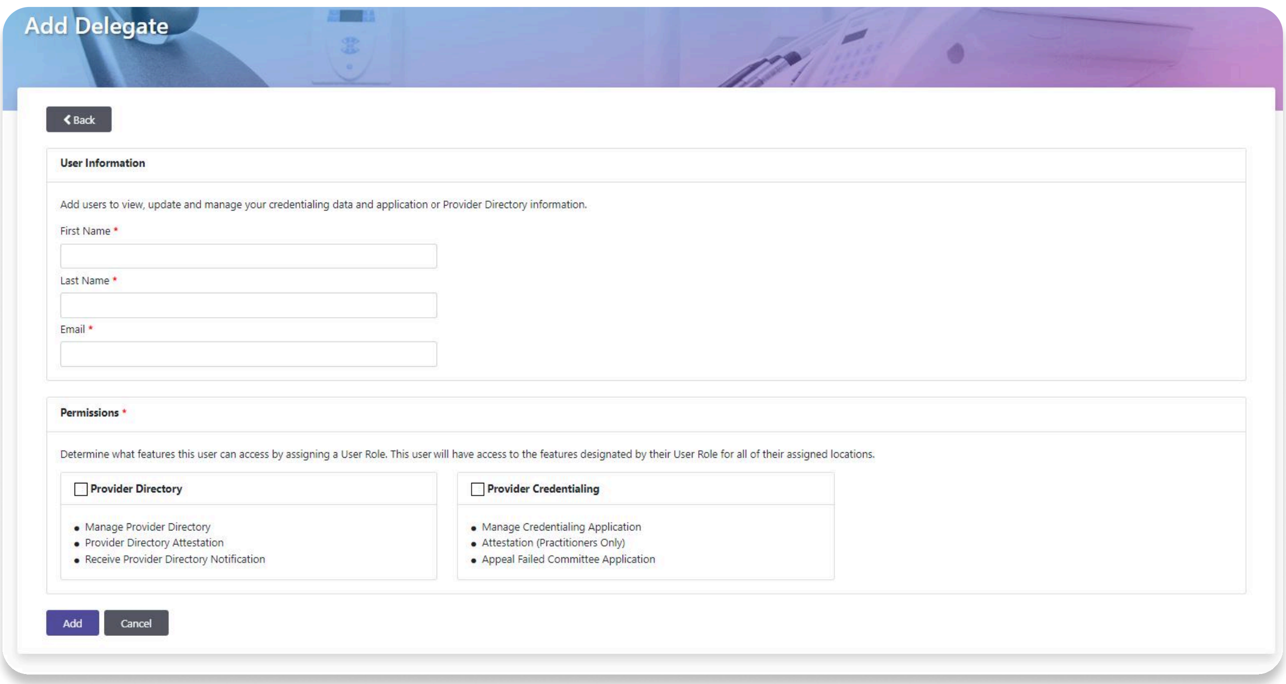
Practitioners can assign their credentialing and directory management tasks to one or more users through the Dental Hub's delegation feature.

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.





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.