



National EFT and National ERA

Accessing your ERA's from other Delta Dental Member companies

February 8, 2018

Overview of terms we use

- > **EFT:** Throughout this course, we'll refer to direct deposit as EFT.
- > **National EFT/ERA:** The ability to receive EFT and ERA information from other Delta Dental member companies.
- > **National ERA Portal:** The National ERA Portal is hosted by DentalXChange. It allows the opportunity for providers to check ERA information for all Delta Dental member companies at one centralized location, as long as you're enrolled.
- > **Local Delta Dental member company:** The Delta Dental member company you're contracted with. For example, if you're practicing in Washington State – we're your local company.

Before you start, you should know...

As a **Washington State provider**, you can opt-out of National EFT/ERA.

- Opting out of national EFT/ERA means you'll only receive EFT payment from us.
- If you opt-out of receiving EFT/ERA from other Delta Dental member companies, you will **not** be able to access ERA's from the National ERA Portal.

Out of State providers, you'll need to contact your local Delta Dental member company to enroll.

- If we've sent you a payment by EFT, but you can't find the ERA on DentalXChange:
 - Make sure you're enrolled in National ERA with your local Delta Dental member company.
 - If you're enrolled, but still can't find it, contact DentalXChange directly. They'll be able to help. Their contact information can be found in the National ERA portal.

There are two ways to access

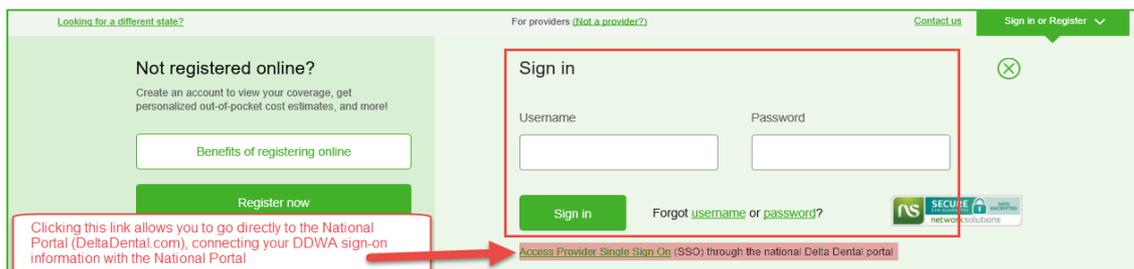
You can:

- Sign in to DeltaDentalWA.com and enter the National website from your account through Single Sign On (SSO).
- Or, directly sign in to DeltaDental.com using your username and password from DeltaDentalWA.com.

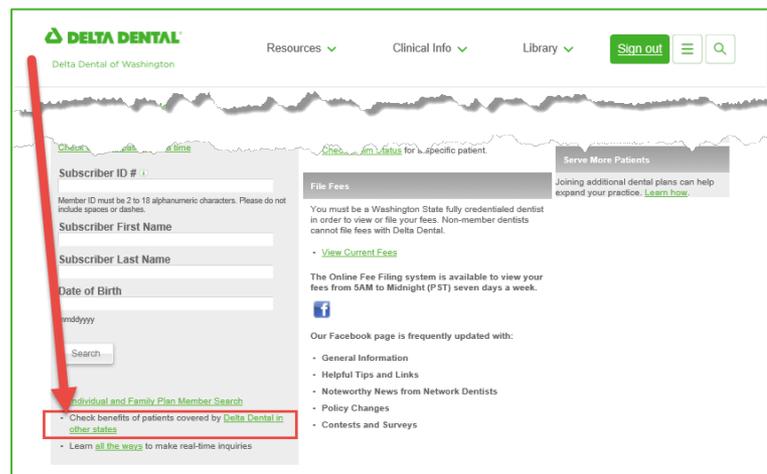
We'll show you how to access your information both ways.

Sign in to DeltaDentalWA.com

1. Go to DeltaDentalWA.com, sign in using your account information.



2. Click “Check benefits of patients covered by Delta Dental in other states” link, it’s located in the Check patient benefits section.



Or, go to DeltaDental.com directly

1. Go to DeltaDental.com and use your DeltaDentalWA.com username and password to sign in.

DELTA DENTAL I'm a dentist (Not a dentist?) Search

Find your Delta Dental Work with us FAQ Protect my smile Sign in/Register

Have we met?

Username

Password

Forgot [Username](#) or [Password](#) ?

[Sign in](#)

Or, create an account

Here are the benefits of creating an account:

1. View plan information
2. Download forms
3. View claims
4. Track dental activity

[Create an account](#)

Locating National ERA information

National ERA information is located on the right side, after you sign in.

The screenshot shows the Delta Dental member dashboard. The top navigation bar is green with the Delta Dental logo and the text "I'm a dentist (Not a dentist?)". Below the navigation bar, there are links for "Find your Delta Dental", "Work with us", "FAQ", and "Protect my smile". A search bar is located in the top right corner. The main content area is white and features a "Hello" greeting and a "Return to my dentist dashboard" link. On the left side, there is a box for "Your Delta Dental" information for Delta Dental of Washington, including the address (400 Fairview Ave N, Suite 800, Seattle, WA 98109) and the phone number (800-554-1907). Below this is a "Benefits and eligibility search" section with a form for Member ID and Member date of birth. On the right side, a red box highlights the "Check national ERA" section, which includes a "View Delta Dental ERAs" button and a list of states not participating in the national ERA repository: Alaska, Arkansas, Colorado, Connecticut, Indiana, Kentucky, Massachusetts, Michigan, Minnesota, Nebraska, New Mexico, New Jersey, North Carolina, North Dakota, Ohio, Oregon, South Dakota, Tennessee, and Wyoming. A red arrow points to the "Check national ERA" section.

EFT/ERA Identifier information and schedule

- By clicking the **EFT/ERA Identifier information and schedule** link, you have access to:
 - **ACH Payer identifier.** This how you'll see payment reflected on your bank statement, and what Delta Dental member company it's from.
 - **ERA Payer Identifier.** How you'll see each Delta Dental member company listed when looking at ERA.
 - **835 posting/submission schedule.** When you can expect the ERA to be available.
 - **Frequency of claim payment and days of the week payment is processed.** In other words, how often and when each Delta Dental member company will send payment to your account.

Check national ERA

Delta Dental has partnered with DentalXChange to provide Delta Dental dentists access to national ERA information for the Delta Dental system. Click the button below to be directed to the Delta Dental national ERA repository, hosted by DentalXChange. The DentalXChange claimconnect portal will allow you to return to deltadental.com.

[View Delta Dental ERAs](#)

View the [Frequently Asked Questions](#)

View the [EFT/ERA Identifier information and schedule](#) for each Delta Dental company

View the [Explanation of Payment \(EOP\)](#) links for all Delta Dental companies

Please note: The following states are currently not participating in the national ERA repository.

Alaska	Michigan	Ohio
Arkansas	Minnesota	Oregon
Colorado	Nebraska	South Dakota
Connecticut	New Mexico	Tennessee
Indiana	New Jersey	Wyoming
Kentucky	North Carolina	
Massachusetts	North Dakota	

How to view ERA's

Click the [View Delta Dental ERA](#) button.

Important things to know:

- Clicking on this button will take you to the National ERA repository. It's hosted by DentalXChange. You'll be leaving the Delta Dental website.
- If you're not set up on National EFT/ERA with your local Delta Dental member company, **you will not see this button.** You'll need to contact your local Delta Dental member company to enroll.

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Connecticut	New Mexico	Tennessee
Indiana	New Jersey	Wyoming
Kentucky	North Carolina	
Massachusetts	North Dakota	

How to navigate in the National ERA Portal, hosted by DentalXChange

ERA

- > This button brings you back to the home/search screen

Help

- > An in-depth user guide filled with great information to help you get what you need from this website. We highly recommend you read this guide.

Contact us

- > If you have questions, or need to troubleshoot, look here for who to contact.

DELTA DENTAL
@dentalxchange.com

Welcome to the National ERA Portal
Current Location: (#249706), 1002 15TH ST SW STE 2

ERA Search

- Welcome to Delta Dental's national Electronic Remittance Advice (ERA) now offers a national solution for dental offices to easily access their Benefits (EOB) or Explanation of Payment (EOP)
- On this portal you will be able to find claim and pretreatment details transition to the national solution, we will provide access to the ERA
- To get started, select from one of the Quick Links below or use the / can view, print or download details of your patient's payments. The i
- If your office already uses DentalXChange for other carriers, you will

Quick Links:
Delta Dental

- [Unprocessed ERAs \(0\)](#)
- [Processed ERAs](#)

Advanced Search
Payment Information
Payee Primary ID Payee Secondary ID

Viewing ERA's

Welcome to the National ERA Portal

Current Location: (#249706), 1002 15TH ST SW STE 2

ERA Search

- Welcome to Delta Dental's national Electronic Remittance Advice (ERA) portal. Delta Dental now offers a national solution for dental offices to easily access their Electronic Remittance Advice (ERA) Benefits (EOB) or Explanation of Payment (EOP)
- On this portal you will be able to find claim and pretreatment details. As we transition to the national solution, we will provide access to the ERA portal.
- To get started, select from one of the Quick Links below or use the search function. You can view, print or download details of your patient's payments. The portal also allows you to view your office's ERA history.
- If your office already uses DentalXChange for other carriers, you will be able to view your ERA's in the DentalXChange portal.

Quick Links:

Delta Dental

- [Unprocessed ERAs \(0\)](#)
- [Processed ERAs](#)

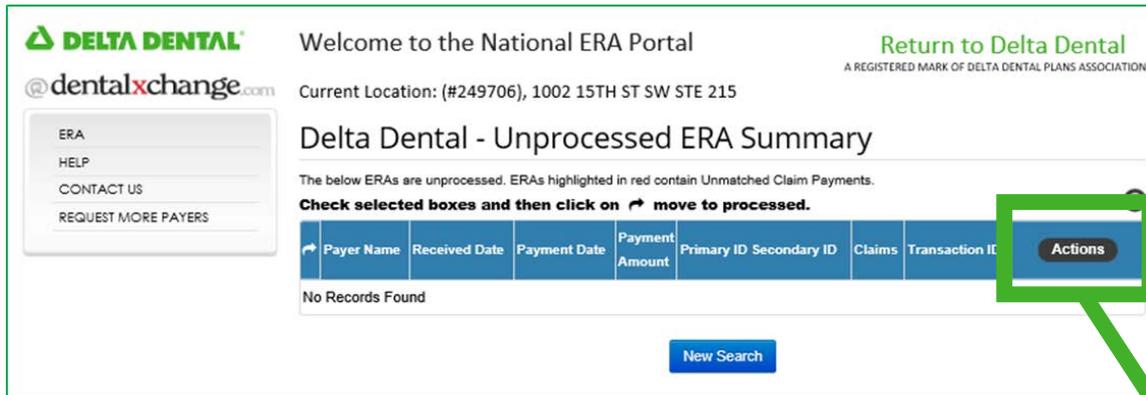


Locate and click on the **Unprocessed ERAs** link to access all ERA's you haven't viewed.

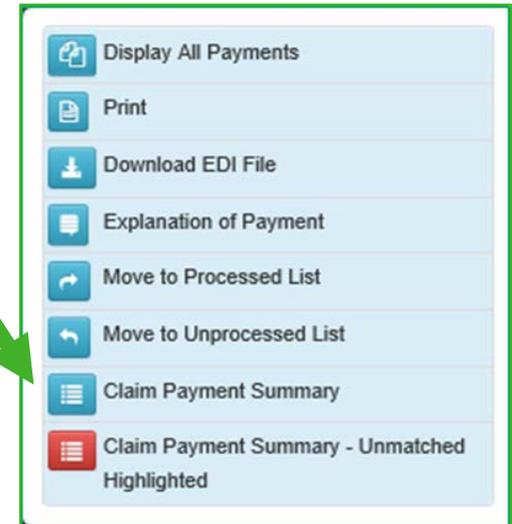
It's located mid-way down the page, under the **Quick Links** heading.

Understanding the ERA/Payment list

1. Locate the ERA/Payment you want to view.
2. On the right hand side, you'll see a list of action buttons.
3. Click on the **Claim Payment Summary** button.
4. You'll now see the claims that are on the payment/ERA you selected.



The screenshot shows the National ERA Portal interface. At the top left is the Delta Dental logo and the text "Welcome to the National ERA Portal". Below this is the current location: "(#249706), 1002 15TH ST SW STE 215". The main heading is "Delta Dental - Unprocessed ERA Summary". Below the heading is a note: "The below ERAs are unprocessed. ERAs highlighted in red contain Unmatched Claim Payments." and a instruction: "Check selected boxes and then click on **move to processed.**". A table with columns: Payer Name, Received Date, Payment Date, Payment Amount, Primary ID, Secondary ID, Claims, Transaction ID, and Actions is shown. The "Actions" column header is highlighted with a green box. Below the table, it says "No Records Found" and there is a "New Search" button.



A vertical list of action buttons is shown, each with an icon and text. The buttons are: "Display All Payments" (refresh icon), "Print" (document icon), "Download EDI File" (download icon), "Explanation of Payment" (list icon), "Move to Processed List" (refresh icon), "Move to Unprocessed List" (refresh icon), "Claim Payment Summary" (list icon), and "Claim Payment Summary - Unmatched Highlighted" (list icon with a red background).

If you're having trouble, select the help button on the left hand side to learn more about navigating the website and what you can do from this page.

Have questions? Give us a call.

We're here to help!

- Washington State Providers
 - Questions about enrolling in National EFT? Give our Provider Services team a call at (800) 238-3439 or email ProviderServices@DeltaDentalWA.com.
- Out of State Providers
 - Give your local Delta Dental member company a call. They'll be able to walk you through enrolling.