



THE BRIDGE

News from Delta Dental of Tennessee

Nashville, Tenn.

FALL 2019

Delta Dental's All-New Dental Office Toolkit Is Now Available

Dental Office Toolkit (DOT) is Delta Dental's online tool that allows dental offices to check patient eligibility, review patient benefits and submit claims for real-time claims processing.

Available 24/7, DOT empowers dentists and their staff to manage common dental office functions such as posting payments, reviewing pre-treatment estimates and updating EFT information, all without having to call customer service.

Almost every aspect of DOT has been reimagined for a better user experience. The new DOT gives users the ability to easily toggle between different members' information, manage user roles and permission for office

staff, and search comprehensive family claims history across all businesses.

The DOT team launched a pilot program earlier this year in which a targeted group of existing dental offices began to use the new system. As frequent DOT users, these offices provided our team important feedback and identified defects prior to launch.

It is important to note that although the new Dental Office Toolkit is now live, existing users will be able to access the old DOT for a limited time.

Take a look inside for some training tools and information to get you started.

DELTA DENTAL Dental Office Toolkit

1 Getting Ready 2 Provider Details 3 One Time Passcode 4 User Details 5 Done!

Please enter your registration details below...

License Number

License State
License State

Tax Identification Number
ex. 123456789

Service Office ZIP Code
ex. 12345

[Cancel Registration](#)

Delta Dental of Tennessee Welcomes New Professional Services Representative



We are thrilled to welcome Terri Wilson to our team as our new Professional Relations Network Representative. Terri is one of the most unassuming people you will ever meet, yet she is one of the sharpest dental professionals with a string of certifications, including RDA, CDA, CDPMA, FADAA, and CDP.

A prolific writer and popular presenter on practice development and management, Terri brings a wealth of industry experience and knowledge. Prior to joining Delta Dental, Terri headed up the practice development and training division for a major dental supply and equipment company for seven years. Before that, she worked as the network representative for Dentaquest and the practice manager and volunteer coordinator for Interfaith Dental Clinic in Nashville.

Terri has also held leadership roles in professional organizations, including president of the Tennessee Dental Assistants Association, and she was the first Tennessean named a Fellow of the American Dental Assistants Association (FADAA).

She even had a movie made “about some of the stuff I did during Desert Storm.” That “stuff” included testifying before Congress about Desert Storm Syndrome and she was portrayed by Jennifer Jason Leigh in *Thanks of a Grateful Nation*, which debuted on Showtime and re-aired on NBC in the ‘90s.

“Terri is a great addition to the Delta Dental team,” says Phil Wenk, president and CEO of Delta Dental of Tennessee. “She will be a great resource for our network providers and their offices.”

Terri will continue doing CE courses across Tennessee. See the sidebar for events and locations coming soon to a city near you.

Oh, we almost forgot one of her “hobby” certifications: Certified Storm Chaser!

Upcoming Speaking Dates for Terri Wilson

Terri has several upcoming dates where your staff can meet her and hear her speak. Look for her in a city near you!

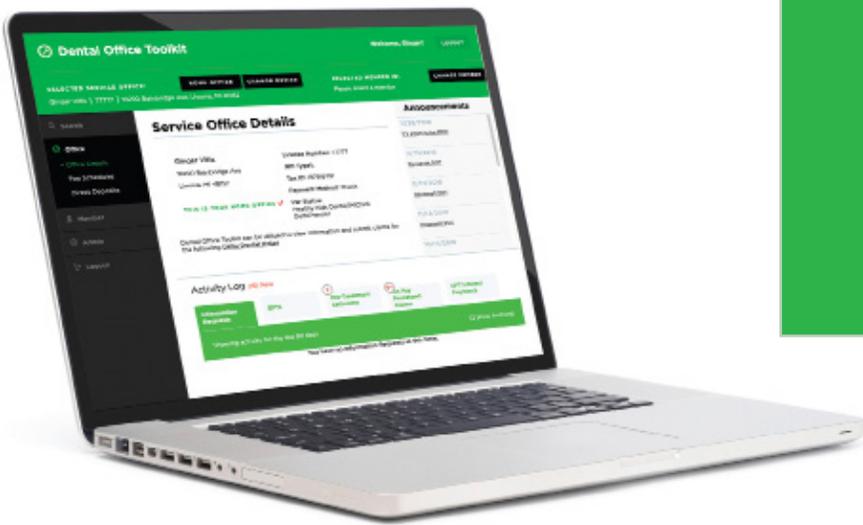
November 5: American Association of Dental Office Managers, Chattanooga, Tenn.

November 14: “Bare Necessities of a Profitable Dental Practice: Solutions Instead of Excuses,” West TN Dental Hygiene Association, Jackson, Tenn.

November 21: “Lunch With the Professionals: Billing, Coding, Policies and Procedures” UTHSC, Memphis, Tenn.

December 19: “Lunch With the Professionals: Billing, Coding, Policies and Procedures” UTHSC, Memphis, Tenn.

April 17, 2020: “Bare Necessities of a Profitable Dental Practice: Solutions Instead of Excuses,” Tennessee Dental Hygiene Association annual meeting, Nashville, Tenn.



Getting Started With the New Dental Office Toolkit

Dental Office Toolkit is a portal where you get free, instant online claims processing and easy access to patient eligibility and benefit information 24/7. DOT already makes your life easier, and now with a new look and feel, it will revolutionize your daily office tasks. If you've never used Dental Office Toolkit, [visit www.toolkitsonline.com/dot](http://www.toolkitsonline.com/dot) to register your office.

Step 1: Complete DOT user profile and set up user requirements

Before using the new Dental Office Toolkit, ensure you have an up-to-date user profile in the existing Dental Office Toolkit. Failing to provide up-to-date and accessible contact information will require re-registration to use the new Toolkit.

Please keep the following things in mind when updating your profile:

- To ensure that the entered email address and phone number is locally and immediately accessible to you now and in the future, consider using the contact information of your dental office.
- Personal email addresses and phone numbers should only be entered in the event that your specific service office does not have an office email address and phone number.

Additionally, ensure you are prepared for the new Toolkit by following these user requirements:

- Ensure you have access to all your DOT usernames and passwords. Any passwords previously saved in your browser will not be ported to the new DOT.
- The new DOT requires the latest version of Google Chrome and Adobe Acrobat Reader
- Enable pop-ups in Google Chrome for <https://dentalofficetoolkit.com>
- Pop-ups will only be used to display a printable format of benefits, routine procedures, etc.

Step 2: Know what to expect at first log in

If you are a current user of the Dental Office Toolkit, you will be able to use your existing username and password. When you first log in to the new DOT, you will be asked to confirm and/or complete the following information for your account: three security questions; Toolkit user first name; Toolkit user last name; email address; phone number.

Note: Please ensure businesses with multiple usernames have first names and last names that are unique to each username. For example: ABC Dental with TIN 123456789 has usernames 'jsmith' and 'jsmith1', the system will require a unique first name and last name for each username (ex: first name: John, last name: Smith and first name: John, last name: Smith1)

Step 3: Review training materials to perform your daily office tasks

Once you have successfully logged in, review the following tutorials to ensure you can perform your daily office tasks in the new DOT:

- Set your provider and home office
- Search, select, and change a member to complete the below tasks with ease:
- Print benefits and view routine procedures
- Search for past claims, pre-treatment estimates and more
- Submit pre-treatment estimates and claims

See the back page for information on available tutorials.

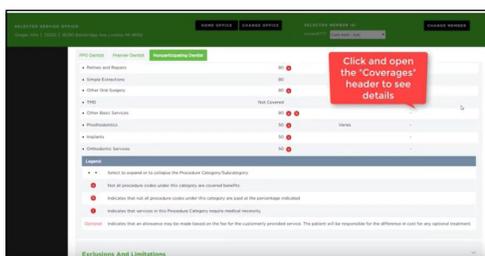
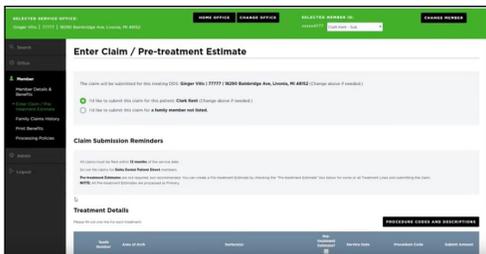
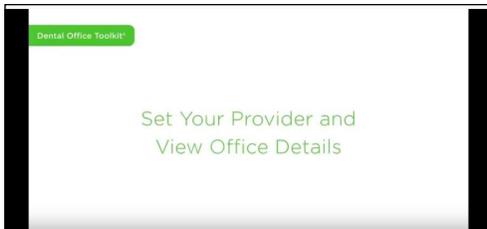
Step 4: Utilize additional system enhancements to help your office run even more smoothly

Enhancements to DOT will allow you to:

- Conduct Family Claims History Search to view previously submitted pre-treatment estimates and claims from any business. Additionally, this feature will allow users to search for sealant history for members.
- Set up direct deposit (Note: No action is required for current users of direct deposit).
- Use the User Management capability to utilize varying levels of access for different toolkit users in your office.



Tutorials and Help for the New DOT



Does your team need help getting started with the new Dental Office Toolkit? Step-by-step videos are available to walk you through most basic Dental Office Toolkit procedures in less than 4 minutes. Scan the QR code below or visit www.DeltaDentalTN.com and click on “See What’s New” on the Dentist page to get started with registering your account and logging in.

You can also view tutorials that show you how to search for and submit a claim, submit pre-treatment estimates, view and print member benefits, register for direct deposit and even search for a member’s complete dental history. A frequently asked questions page is also available at the bottom of that webpage to quickly answer some of your most pressing questions.

The information you need to help your patient quickly and efficiently is at the tips of your fingers with our all-new DOT!

Scan this code for instant access to our tutorials page!

