

System Conversion and Dental HUB Provider FAQ

What is Dental HUB, and do I have to use it?

Dental HUB is DDKY's new electronic portal that will give you access to electronic claim and pre-estimation submission as well as the ability to keep your provider contact information up to date without the need for a phone call or email!

ALL DDKY providers will need to create a free account with Dental HUB using the "Sign in with Delta Dental" button: (app.dentalhub.com/app/login)

Will I still be registered for EFT with DDKY?

DDKY's EFT will transition to Delta Dental's National EFT. Once you have created an account on Dental HUB and entered your EFT information, your account will be seamlessly transitioned to Delta Dental National EFT without re-entering pre-note status.

What is National EFT?

You will receive EFT payments from DDKY and all Deltas associated with National EFT. The following states currently participate in National EFT:

Alabama, Arizona, California, Delaware, District of Columbia, Florida, Georgia, Hawaii, Idaho, Illinois, Kansas, Louisiana, Maine, Minnesota, Missouri, Montana, Nevada, New Hampshire, New York, Oklahoma, Pennsylvania, Puerto Rico, South Carolina, Texas, Utah, Vermont, Washington, West Virginia, Wisconsin

Will EFT payments be suspended while claims processing is suspended? When will they restart?

While claims processing is suspended (September 12-23), EFT payments will be suspended. Claims processing will resume on September 23rd, and claims will be processed in the order they were received. As soon as claims from your office are processed, EFT payments will restart. DDKY anticipates that EFT payments should restart no later than September 30th.

Who do I contact about Delta Dental federal programs?

Delta Dental of California manages federal dental programs.

Can I still use Dentist Office Toolkit (DOT)?

DOT is still available for DD of Michigan, Indiana, Ohio, Arkansas, Tennessee, and Arizona. Your existing log-in will remain functional for those states. You will not be able to use DOT for DDKY.

Starting September 18th, DOT will show all DDKY members as "inactive". Updated eligibility status will be available on HUB September 27th.

In order to submit and access Delta Dental of Kentucky claims, pre-estimates, and provider information, please use the Dental HUB (www.app.dentalhub.com/app/login).

Who do I contact with questions about DOT?

DOT help can be found by calling the customer service department of the Delta plan associated with the question. DDKY can no longer help you with DOT questions.

Who do I contact with questions about Dental HUB?

Questions about HUB registration, set up, maintenance, and claim or pre-estimation submission should be directed at Dental HUB: www.dentalhub.com/webinars

Questions regarding a DDKY claim, pre-estimate, or member eligibility should be directed at DDKY Customer Service: (800) 955-2030

Will DDKY's Payer ID change?

DDKY will keep the same Payer ID for connections with clearinghouses.

If I already have a Dental HUB account, can it be linked to DDKY?

Existing HUB accounts can be linked to DDKY using the individual registration code sent in a letter to your office. You will log-in with the "Sign-in with Delta Dental" button and choose the option to link your existing HUB account. Any questions about this process should be directed to Dental HUB (www.dentalhub.com/webinars).

If I have multiple offices that use the same Tax ID number, will I need to register each office with the Dental HUB?

Once a Dental HUB business account has been created using a Tax ID number, each office location can be associated with the Business. Providers will need to have their own provider account created using their NPI and can be linked to a Business as well. Questions about the Dental HUB registration process can be directed to Dental HUB (www.dentalhub.com/webinars).

Will DDKY's system upgrade affect my connections to clearinghouse services?

DDKY's system upgrade should not affect your previously established connections with clearinghouses. If you currently submit claims and pre-estimates through a clearinghouse, your existing process will be the same for your office.

Will I need to refile claims that were submitted after September 12th?

Claims submitted electronically or via mail will be held on your behalf and DO NOT need to be resubmitted to DDKY. DOT will not be available to users for DDKY submission beginning on September 12th. Claims and pre-estimates can be submitted through Dental HUB starting Friday, September 27th. Claims will be processed in the order they are received.

Where will I find Out-of-State ERAs or benefit information for patients who are members of other Dental plans?

Out-of-State ERA look-up and Out-of-State member search will be available through Dental HUB. Your Dental HUB account, once linked to DDKY on Friday, September 27th, will have a "Community" page where these search functions will be available.