

Why Join the Delta Dental of North Carolina Dentist Network?

To Learn How to Participate, Contact Professional Services at (919) 424-1039 or (800) 587-9514 extension 1039



The employer groups Delta Dental of North Carolina serve value the dental care you provide and count on you to keep their employees healthy. Why join the Delta Dental network?

A Few of the Reasons

- More Americans with dental benefits seek care from an in-network dentist.
- Delta Dental helps remove the financial barriers that stand between patients and good oral health.
- Great marketing opportunity. Your name or practice name, phone number and address are listed in the directory available to plan subscribers, as well as online in our interactive dentist search.
- Delta Dental provides quick, accurate claims processing and direct payments to your office, which helps cash flow.
- Nationally, one in four people with dental insurance are covered by Delta Dental. As a result, participating with Delta Dental fills appointment times.
- People with dental coverage visit the dentist nearly twice as often as those without.
- Nearly three out of four dentists in America have joined a Delta Dental network.
- With so many participating specialists, patient's specialty care is affordable.

Provider Network

- Our network includes over 60% of all dentists in the state, from both metro and rural areas.
- In North Carolina, that's three times larger than our closest competitor.
- Our network is the largest dental network in North Carolina and across the country.

Claims Processing

- Reimbursement is mailed directly to the dental office.
 - Fast payment.
 - Average claims turnaround time is 1.3 days (first three quarters 2009).
 - More than 99% of claims are processed in 10 business days or less (first three quarters 2009).
- Fewer Payment Complications
 - Only 0.05% of claims ever go into the appeals process.
 - We experience 99.9% processing accuracy of audited claims.
 - We experience 99.9% payment financial accuracy of audited claims.

Customer Service

- Phone response time averages 6 seconds (first three quarters 2009).
- More than 97% of questions/issues are resolved during the first telephone call (first three quarters 2009).

Advanced Web Tools

- Claims Inquiry – View national claims status, procedure details, deductibles and claim payments.
- Eligibility Inquiry – Verify eligibility for members and covered dependents (spouse or children).
- Benefits Inquiry – View benefit level details, deductibles, annual maximums and benefits used.

CONTACT US

PURPOSE	CONTACT
General Network Questions or Dentist Contracting	Professional Relations Network Representatives: (919) 424-1039 or (800) 587-9514 ext 1039
Claim Inquiry Member Eligibility Verification	Customer Service: (800) 662-8856
Credentialing Change of Address Adding a Dentist or Location	Mailing Address: Delta Dental of North Carolina P.O. Box 9304 Minneapolis, MN 55440-9304
Claims and Pre-Estimates	Mailing Address: Delta Dental of North Carolina P.O. Box 1609 Minneapolis, MN 55440-1609