DELTA DENTAL®

Attention: Delta Dental of North Carolina participating providers

Dear Providers,

The COVID-19 pandemic has had a significant impact on everyone's daily personal and professional lives. To reduce the risk of exposure and to ensure the safety of our employees, Delta Dental of North Carolina will close its offices on Thursday, March 19, at least until April 1. This does not mean our work will stop. Employees will continue to work remotely, and with our robust Roosevelt claims system, claims submitted through electronic clearinghouses and through our Dental Office Toolkit® (DOT) will be processed as usual.

As part of this response Delta Dental will hold processing on all paper claims until our office reopens. For providers who currently submit claims by paper, we recommend those claims be submitted at no charge through DOT.

- There are several tutorials on our website regarding DOT, including one that provides step-by-step instructions on submitting a claim. View the tutorials here.
- If you do not already have a DOT account, you can set up your free account here.

Our customer service team will not be available to take provider calls during this closure. You may utilize DOT for patient benefits and eligibility, pre-treatment estimates and more. Providers also may use our interactive voice response (IVR) system for benefit and eligibility information.

If you need direct assistance with DOT, contact Toolkit support at 866-356-0301.

Regarding the spread of the coronavirus, we encourage you to access the following resources:

- Infectious Diseases: 2019 Novel Coronavirus (American Dental Association)
- Coronavirus Frequently Asked Questions (American Dental Association)
- Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-Co V-2, the cause of COVID-19 (Environmental Protection Agency)

We appreciate your understanding during this difficult time. Please know we are diligently doing our best to meet the needs of our customers and providers during the modifications required to ensure our employees and their families stay safe to serve you in the future.

Sincerely,

Tia Jones
Director, Operations and Provider Networks