

# Dental Office Update



Fall 2025



## Make Way for Stronger Sign-in Security

**Protect your practice's data with multi-factor authentication (MFA).**

As we add an extra layer of security to all Delta Dental online accounts, MFA will be optional starting September 18, 2025. On **October 20, 2025**, MFA will be required. Prepare your staff for these upcoming changes to ensure a smooth transition.

### **What is multi-factor authentication?**

MFA is a secure login process that adds a second verification step beyond a password. When you attempt to log into your account with your username and password, Delta Dental will send a one-time code by voice call, email or text message.

### **How to prepare.**

Get ready by ensuring all users have **unique logins** that are not shared across the practice. Once multi-factor authentication takes effect, unique logins will ensure increased security, proper user identification, monitoring and accountability within your practice.

### **What happens if I don't enroll?**

You won't have access to your account, which includes Benefit Tracker. MFA is the new sign-in standard and will be required to access all Delta Dental provider accounts, beginning **October 20, 2025**.

We care about protecting your data and appreciate your support as we prepare to implement enhanced protection for your account.

[Learn more about MFA](#)

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## **It's That Time of Year Again!**

### **Directory Accuracy forms will be mailed to your office soon.**

Every fall, each contracted office is sent a Directory Accuracy form to review and return.

The information you provide will help update your payment information and ensure accurate directories for our members. Thank you in advance for updating your information and helping our members find you!

Please return the Directory Accuracy form by **Sept. 15, 2025**, via mail, email to [dpror@deltadentalor.com](mailto:dpror@deltadentalor.com), or by fax at 503-243-3965.

If you haven't received this form, please reach out to us at [dpror@deltadentalor.com](mailto:dpror@deltadentalor.com).



## **Best Billing Practices**



**Speed Up Your Claims - Go Electronic!**

## **Skip the snail mail and submit your claims online for faster results and fewer delays!**

Did you know that submitting your claims electronically can put your payment on the fast track?

**80% of electronic claims are processed within 24 hours.** That's lightning speed compared to paper claims, which often experience delays because they don't auto-adjudicate.

If you need to submit a claim by mail, here are a few pro tips to help ensure smooth processing:

- Skip the staples: Staples may seem harmless, but they must be removed before your claim can be scanned—and sometimes they damage the paperwork in the process.
- Keep it lean: Overstuffed envelopes can jam the automated mail machines. Less is more when it comes to mailing your documents.
- Standard size is the best size: All attachments should be printed on standard 8 ½" x 11" paper. This helps us scan and file everything efficiently.
- Avoid highlighting: Using highlighters can black out the text when scanned.
- Mind the contrast: If your claim is printed too light or too dark, it may be returned to your office. Make sure your documents are easy to read and copy.
- Avoid attachments/charts: Do not send in x-rays and/or chart notes unless we request them, especially for straightforward treatment (i.e., single crowns, fillings, cleanings, etc.).

### **Need help making the switch to electronic submissions?**

We're here to guide you every step of the way. Please contact our Electronic Data Interchange (EDI) department at 800- 852-5195 or 503-228-6554.

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## **Do You Anticipate a Move or a Change?**

**Let us know about any important changes that could affect your business, finances or patients.**

Please update us with any new information such as:

- Purchase of a new practice or a sale of a practice
- Office location change, additional locations, or billing address change
- Change in phone number, email, or Tax Identification Number (TIN)
- Name change, a change in provider roster, or additional clinicians



Updating your profile with us is easy and helps ensure payments are sent to the correct address, claims process in a timely manner, and your patients can easily find you.

For further assistance, please contact our Dental Professional Relations team at [dpror@deltadentalor.com](mailto:dpror@deltadentalor.com) or 888-374-8905.

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## Medicare Advantage Non-Covered Service Waiver Reminder

For our contracted Medicare Advantage (MA) providers, please be sure to check your Medicare Advantage patients' eligibility before each appointment since MA plans vary in coverage and benefits.

If a desired service is **not a covered benefit** for your patient, please fill out the [Non-Covered Service Waiver Form](#) found on our website or have the patient sign a treatment consent **prior** to the proposed treatment. This consent must include the treatment code(s), a description of the treatment, the patient's out of pocket cost, a clause stating that the proposed service(s) are not a covered benefit, and that the patient agrees to pay for any listed non-covered services. Any non-covered services performed without this consent are considered not billable to the patient per CMS (Center for Medicare and Medicaid) guidelines and becomes a provider write off.

For more Medicare Advantage information, please visit our dedicated [Medicare Advantage webpage](#) at [DeltaDentalOR.com](http://DeltaDentalOR.com).



## Health through Oral Wellness Tips & Tricks

How to get the most from this program!



## Don't let your Health through Oral Wellness patients' extra benefits disappear!

Remember to reassess your Health through Oral Wellness patients through PreViser once every 12-14 months to keep their enhanced benefits active. Patients not reassessed during this time will revert back to their standard plan's benefits. We appreciate your commitment in helping your at-risk patients retain their enhanced benefits of the Health through Oral Wellness program.

If you would like to know more about the Health through Oral Wellness program, benefits, or if you would like a personalized training, please reach out to us by email at [HtOWOR@DeltaDentalOR.com](mailto:HtOWOR@DeltaDentalOR.com) or by phone on our dedicated provider line at 844-663-4433.

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## Save the Date for Our Upcoming Webinars!

Your Delta Dental of Oregon service representatives will be hosting several virtual workshops in the next couple of months via Microsoft Teams. Please see the below details to join us for our free webinars and be entered to win a \$25 gift card for attending!



### **Oregon Providers Workshop**

**Wednesday  
Nov. 5, 2025  
12-1 p.m.**

Some of the topics we'll be covering include policy changes, network options, helpful billing tips, enhanced programs, best practices, and more!



Part 1

### **Beginners Basic Training**

**Tuesday  
Dec. 2, 2025  
12-1 p.m.**

Join us to learn more about what this program can do for you and your patients. If you are new to the program, want to know more about it, or you could use a refresher, this is the course for you!



Part 2

### **Advanced Tips & Tricks**

**Tuesday  
Dec. 9, 2025  
12-1 p.m.**

Want to know even more! In the second half of this series, we will be reviewing additional PreViser features and updates. You will have time to ask any questions and get feedback.

Watch your email for your official invitation to register! These invites will be sent out about a month before each webinar. If you did not receive an invitation, please email us at [rsvpdpror@deltadentalor.com](mailto:rsvpdpror@deltadentalor.com) and we can get you registered for the webinars of your choice.

**In your RSVP, please include:**

- Which event or events you would like to attend
- Attendees(s) name(s)
- Practice name & phone number
- Email address to receive your invite
- Email address for additional staff members wishing to attend using a different email

**888-374-8905 | [dpror@deltadentalor.com](mailto:dpror@deltadentalor.com)**

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