

Using the My Patients Tool



Provider Tools has everything you need to take care of business, all in one convenient place. Use this summary to get started with managing your patients. For more information about Provider Tools, webinar schedules and videos, visit dd.deltadentalins.com/provider-tools.

For a comprehensive list of your Delta Dental patients, use the **My patients** feature. This list will continue to expand as you submit claims for additional patients who are active in our database. The **My patients** page is updated nightly from the previous day's claims. You can also manually add patients.

Find a patient

1. Enter patient's name in the **Find patient** field.
2. Click **Search**.

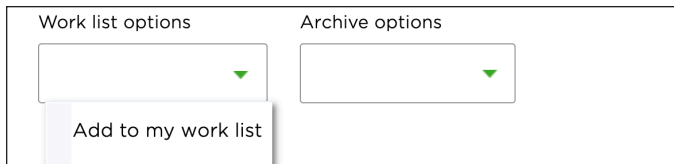
Create a work list

You can create a work list of the Delta Dental patients you will see each day (i.e., a subset of your entire **My patients** list). From this list, it's easy to look up eligibility and benefits in preparation for the patients' visits.

My Patient display

The **My patients** display shows a list of your patients that includes their full name, date of birth, enrollee ID number, plan, eligibility status and remaining maximums and deductibles. For each patient you can check their eligibility and benefits, view submitted claims or submit a new claim.



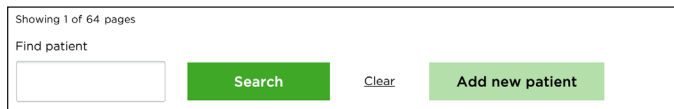


To create a work list:

1. Search for a patient.
2. Check the box next to their name.
3. Click **Add to my work list**.

A message will display that the patient(s) has/have been successfully added.

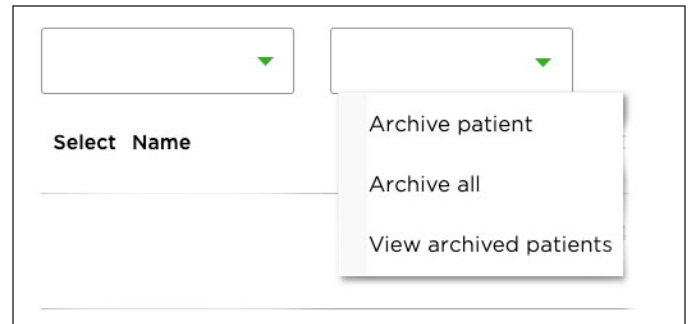
Tip: Your work list is separate from your **My patients** list. If you remove or clear the patients on your work list, they will remain on your **My patients** list. Your work list will be saved until it's cleared, even if you log out for the day.



My patients: Add a new patient

1. Click on **Add new patients**.
2. Enter the patient's name, date of birth and enrollee ID.
3. Click **Find patient**.
4. Add the patient to your patient list.

Tip: A patient must be on your **My patients** list before you can submit a claim for that patient.



Archive a patient

1. In your patient list, select the patient you wish to archive.
2. In the **Archive options** drop down menu, select **Archive patient**.
3. To view a list of your archived patients, select **View archived patients** in the **Archive options** menu.

Tip: Your **Archived patients** list is separate from your **My patients** list. If you archive a patient, they will be removed from your **My patients** list.