

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.

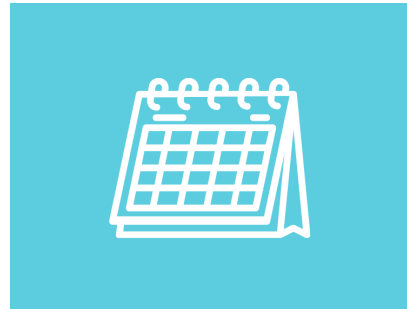
[Learn more about MFA](#)

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 dprak@deltadentalak.com, or by fax at 503-243-3965.

If you haven't received this form, please reach out to us at dprak@deltadentalak.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.

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, 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 dprak@deltadentalak.com or 888-374-8905.

Save the Date for Our Upcoming Webinar!

Your Delta Dental of Alaska service representatives will be hosting a free workshop via Microsoft Teams **Thursday, November 6th!**

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



All staff members are welcome to join and have a chance to win a \$25 gift card for attending!

Watch your email for your official invitation to register! Invites will be sent out about a month before each webinar. If you didn't receive an invitation, please check your promotional, junk, and trash folders. If it's not there, please email us at rsvpdprak@deltadentalak.com and we can get you registered for the webinars of your choice.

In your RSVP, please include:

- Attendees' names
- 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 | dprak@deltadentalak.com

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