SKYGEN DENTAL HUB

Quick Start Guide

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Important Information

To register and create a Business you will need...

- A *unique email address* for each user registered on the Dental Hub. A general Business email will only work to create *one account*. Once used, the same email address will not work for a different account.

- Tax Identification Number (TIN)

- IRS Form W-9

- A recently **paid claim** or **verification code** (verification codes are sent to you directly from your insurer's provider advocate and are used in those instances where no paid claim is associated with this TIN)

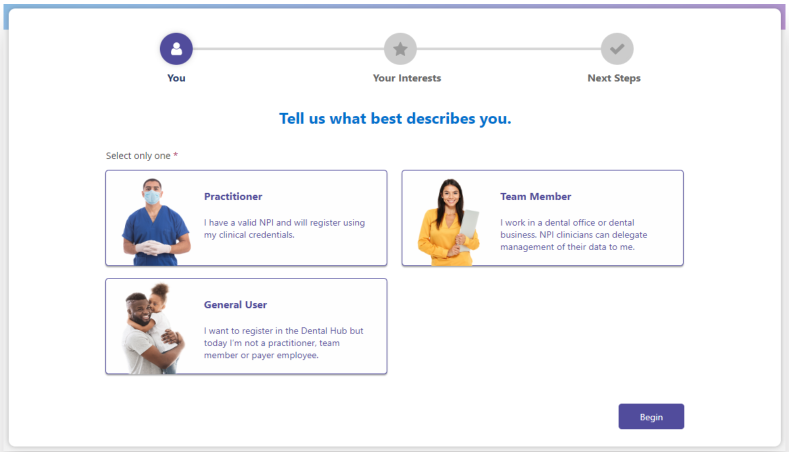
Helpful Hints

- Any information you enter during the registration process can be edited or deleted after you complete registration

- A purple circle with a white "i" indicates a tool tip where you can click for a quick video or more detailed help

Account Setup
Select Your Account Type

The first step to join the Dental Hub is to create your own account. Set-up your account by choosing which user best describes you.



Which user type are you?

- **Team Member** - Select this account type if:
  - You will be *the first Dental Hub registrant from your Business* **and** you will both register yourself and create your Business or...
  - You're here only to help credential Practitioners.

- **Practitioner** - Select this account type if:
  - You will be *the first Dental Hub registrant from your Business* **and** you will both register yourself and create your Business.
  - You are a Practitioner here only to credential yourself.

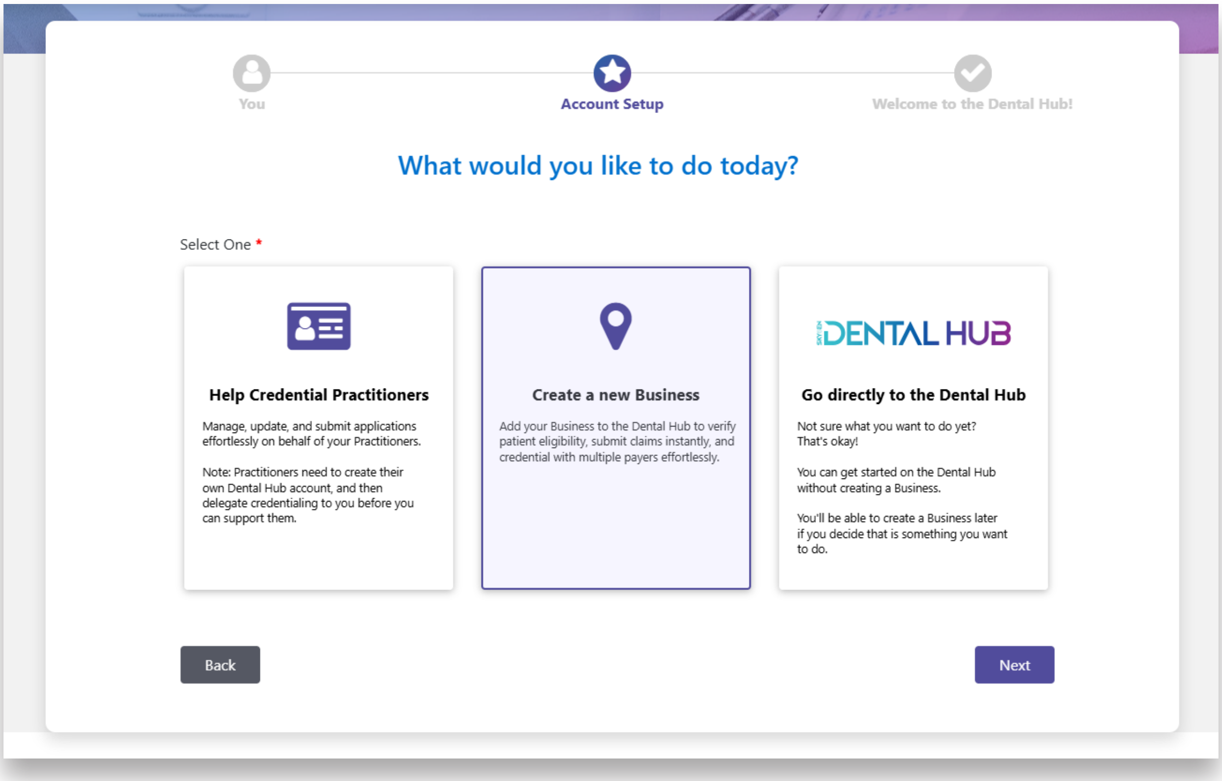
- **General User** - Select this account type if:
  - You are currently not a Practitioner or a Team Member, and are not associated with a Business.
  - If you wish to create a Business later, you can do that once you have logged into the Dental Hub.

Account Setup
How to Create a Business

If you plan to use the Dental Hub for its Revenue Cycle Management features; i.e. check eligibility or benefits, submit claims or prior authorizations, create a Treatment Plan; You must create your Business first!

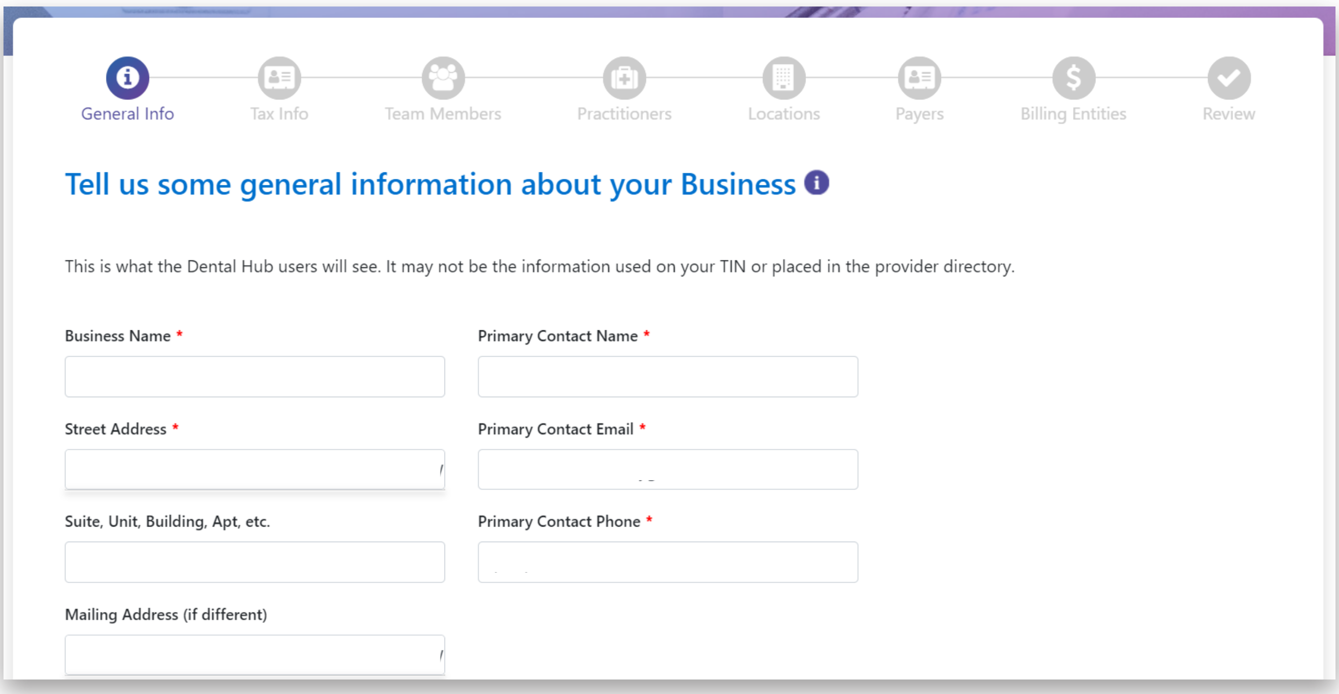
If these aren't your plans, you can always create your Business later, but if you select "Go Directly to the Dental Hub" you will be taken to the Dental Hub Homepage and your Business <u>will not be created</u>.

Until you complete this step you will be unable to use any Revenue Cycle Management features on the Dental Hub.



Set Up Your Business
Step #1 - General Information

To get started using the Dental Hub you will need to register and create your Business. This is a quick multi-step process.



Helpful Hints

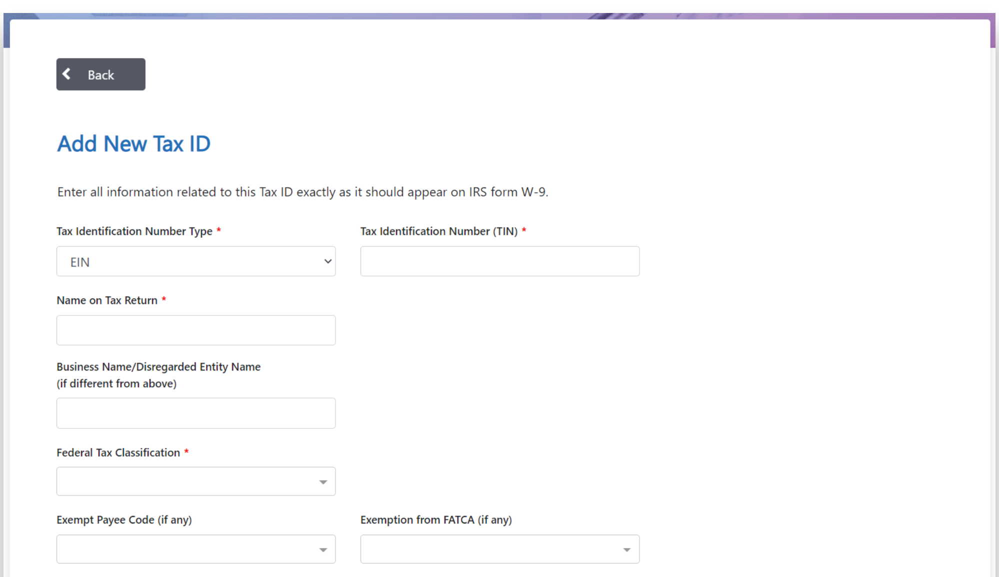
- As you begin typing your address, Google will auto-populate with address options to select
- Primary contact name field requires a First and Last Name
- The primary contact does not need to be the person creating the business account, but it can be

Set Up Your Business
Step #2 - Tax Information

Enter tax information for your Business. You'll need:

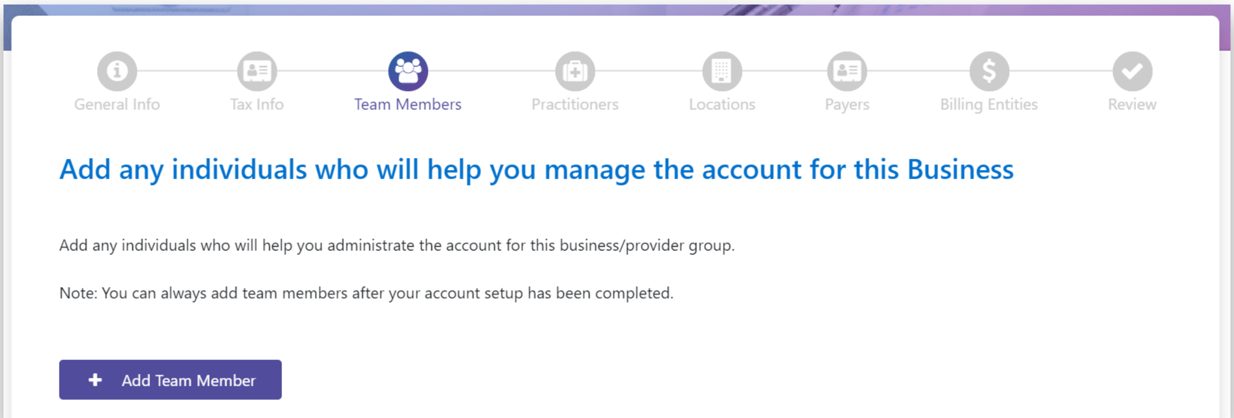
- Tax identification number (TIN) used by your Business to submit claims or enter into contracts
- IRS Form W-9
- A recently paid claim by the insurer you contract with (or a registration code provided by your network provider advocate)

Click on **"Add Tax ID"** and the screen below will open. The questions presented follow your IRS Form W-9 exactly. Complete each field. Repeat these steps for each TIN associated to your Business.

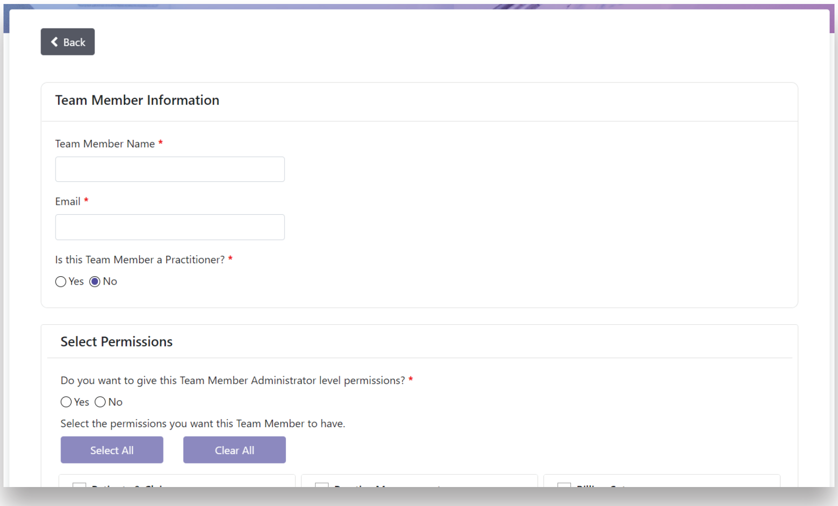


Set Up Your Business
Step #3 - Team Members

Add Team Members who will help administer the Business. If your Business is large, adding Team Members now is a great idea because it will help you set up multiple Practitioners and Locations later. If you don’t add Team Members now, they can create their own account later and associate to your Business using a Dental Hub invitation (initiated by you and emailed directly to them).



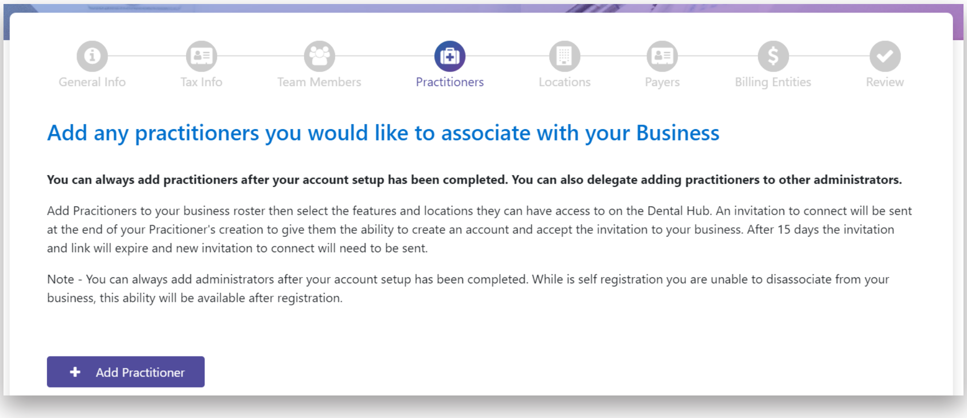
Begin by selecting **“Add Team Member”** on the above screen and the screen below will open. During this process you will grant permissions to each added Team Member account.



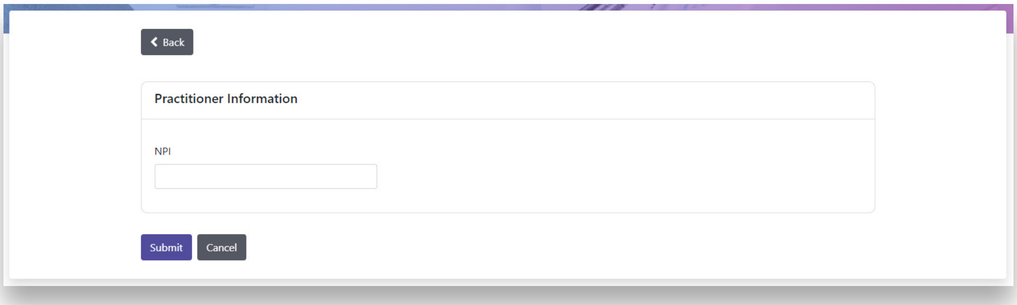
Each Team Member requires a unique email. An email already in use by another Dental Hub user cannot be re-used.

Set Up Your Business
Step #4 - Practitioners

Add Practitioners to your Business here. This process will generate an email invitation for each Practitioner you enter to “Join Your Business” on the Dental Hub. Invited Practitioners will create their own account using a unique email address.



Begin by selecting **“Add Practitioner”** on the above screen and the screen below will open.



Helpful Hints

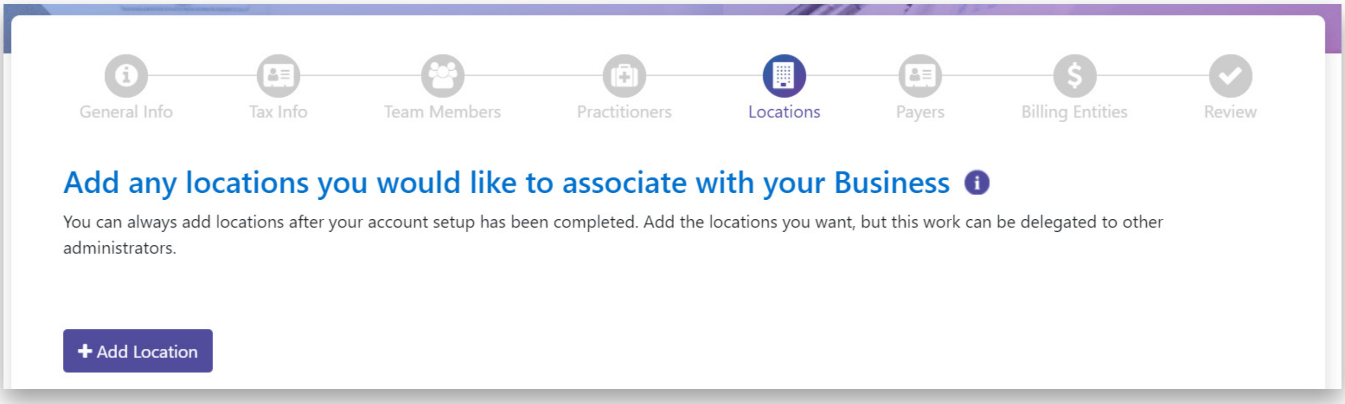
- The NPI you enter will be verified with the NPI registry.
- The Dental Hub verifies taxonomy codes for each Practitioner from the NPI registry. If the taxonomy codes are incorrect on the NPI registry, the Practitioner will need to login to their Dental Hub account and update the information.

For all Dental Hub submissions - prior authorizations, claims, etc., you must associate your Practitioner(s) to your Business.

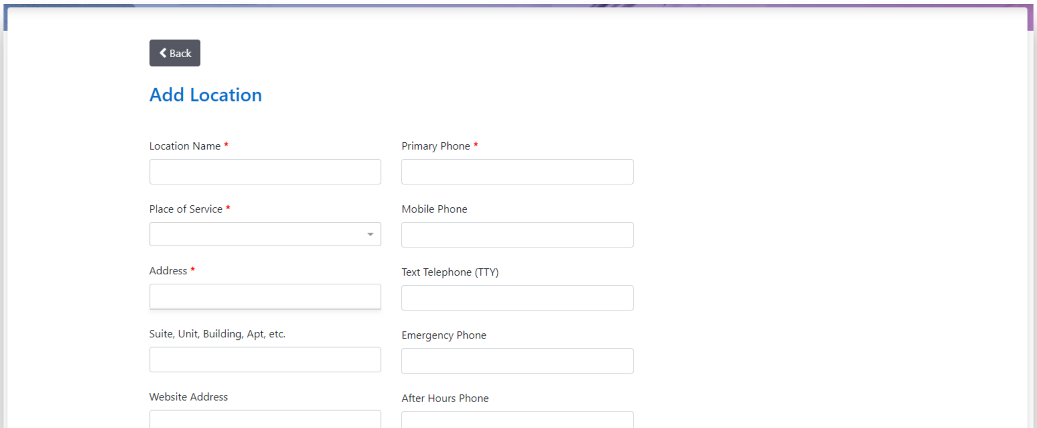
Set Up Your Business
Step #5 - Locations

Add any or all Locations your Business has. If your Location is the same as the information you entered under Step 1 “General Information”, you will still need to add that Location here, even though the Business will be the same address.

Location information is used to create your provider directory - adding as much detail as possible improves the accuracy of your provider directory. At a minimum, associate each Practitioner to each of their practice Locations.



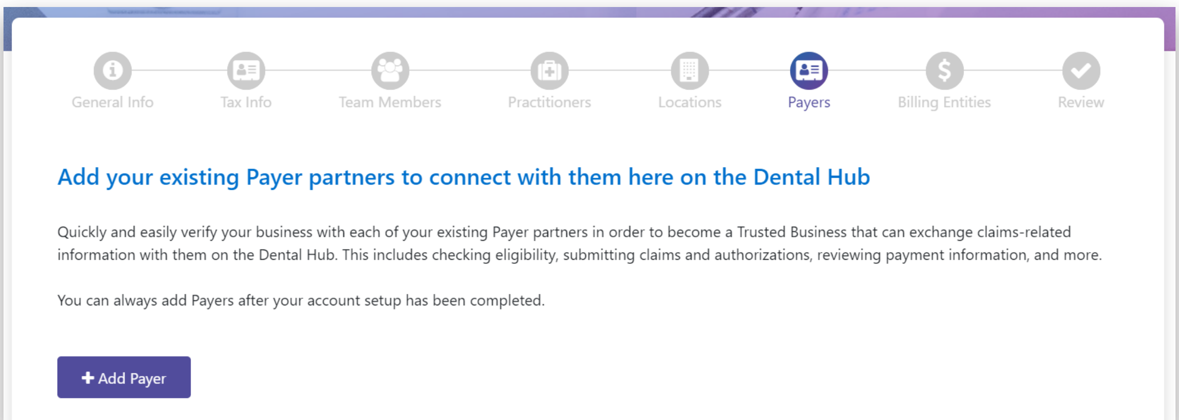
Begin by selecting **“Add Location”** on the above screen and the screen below will open.



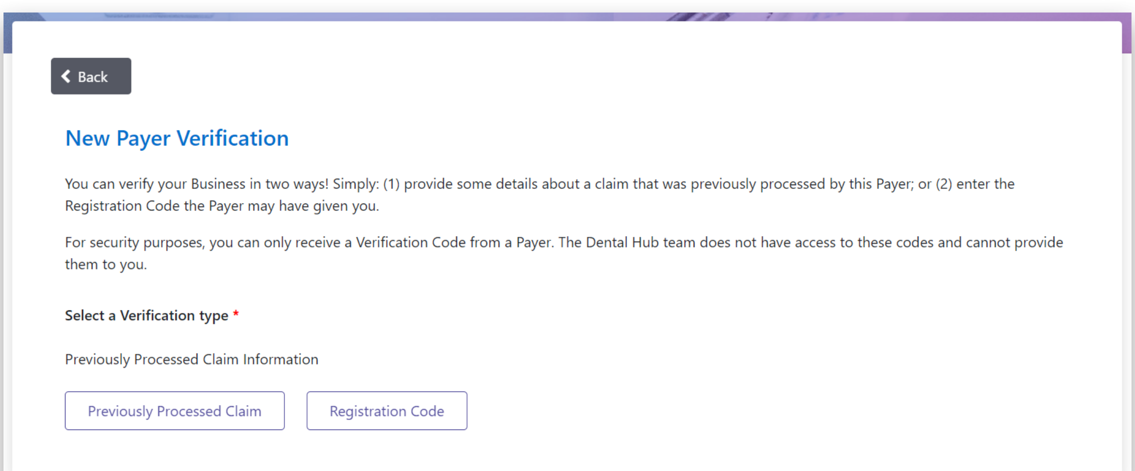
To accurately check eligibility, submit claims, etc., you must associate each Practitioner to each of their practice Location(s).

Set Up Your Business
Step #6- Payers

Add your Payer Partners here in order to become a Trusted Business with every Payer/Insurer with whom you want to use and exchange PHI. This step is required to be able to check eligibility, submit claims and authorizations and review payment information with that Payer/Insurer.



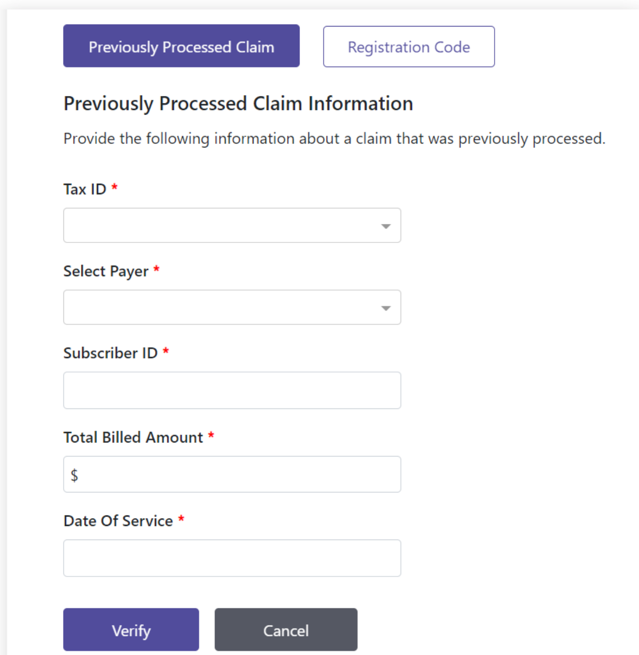
Begin by selecting **"Add Payer"** on the above screen and the screen below will open.



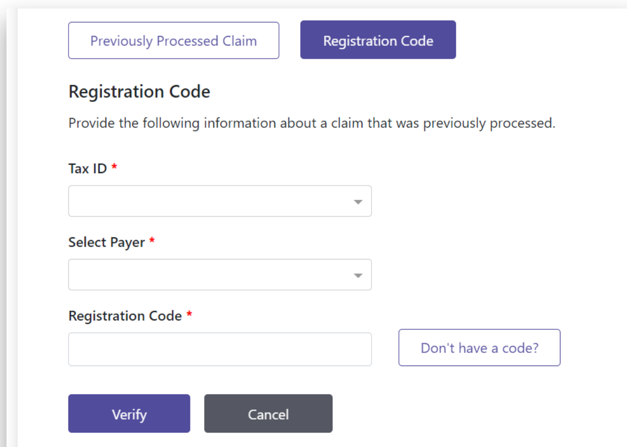
Set Up Your Business
Step #6 - Payers Continued

Becoming a Trusted Business with each of your Payer/Insurer partners is easy! You can verify the "trusted business" relationship through either: 1). Entering information from a claim the Payer/Insurer recently processed for your Business or 2). Entering a registration code the Payer/Insurer provided to you directly.

Previously Processed Claim



Registration Code



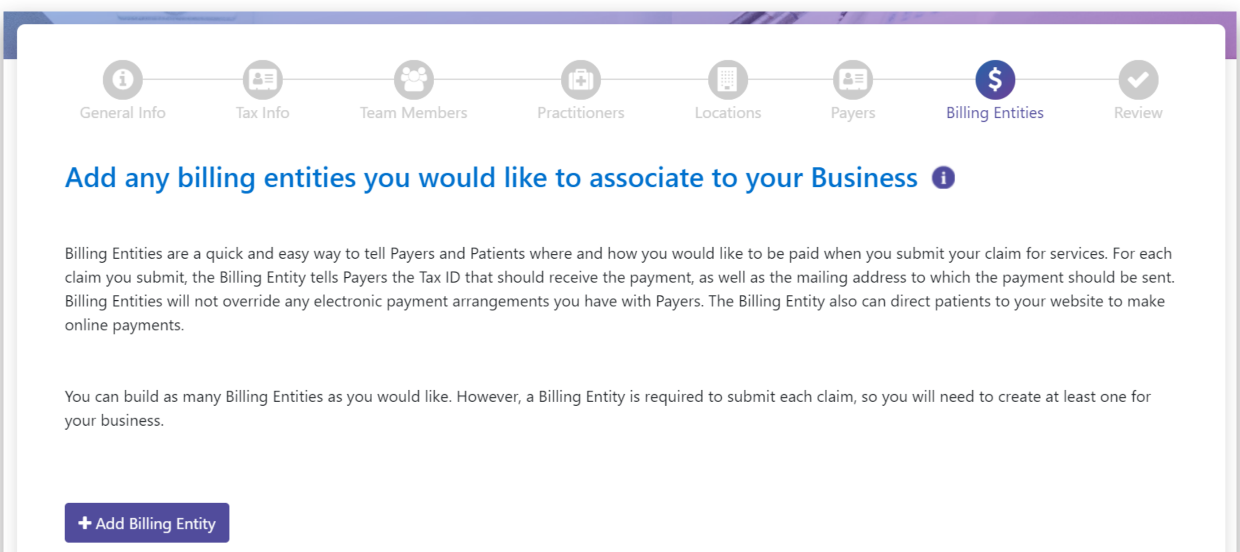
Set Up Your Business
Step #7 - Billing Entity

By creating a Billing Entity you will not need to repeatedly enter these details with each transaction (claim, auth, etc.) you submit through the Dental Hub. The Dental Hub uses this step to combine a number of critical elements required for accurate claim submission, processing and payment.

A Billing Entity includes:

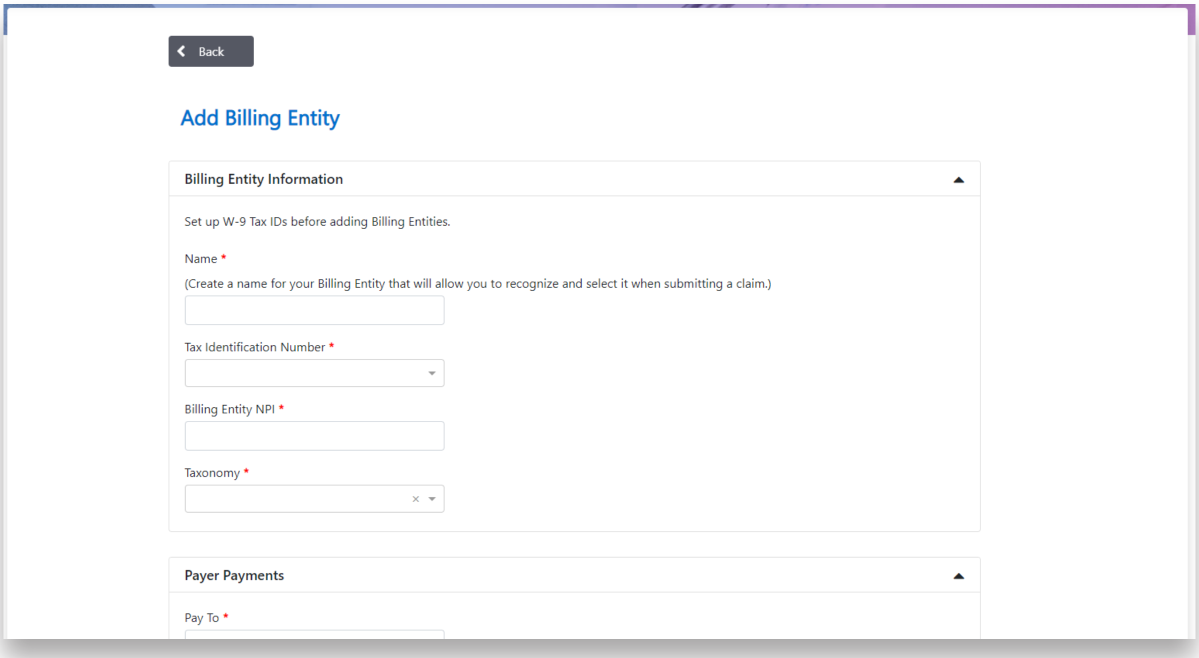
- TIN
- Billing NPI
- Billing NPI taxonomy
- Address where payments are sent

By creating a Billing Entity, you do not need to enter this information individually for every submission you make. Depending on how your Business bills, you can create one Billing Entity or many. You must create at least one Billing Entity for your Business before you can submit any claims, authorizations, treatment plans or check patient eligibility.



Set Up Your Business
Step #7 - Billing Entity Continued

Begin by selecting **"Add Billing Entity"** on the prior screen and the screen below will open.

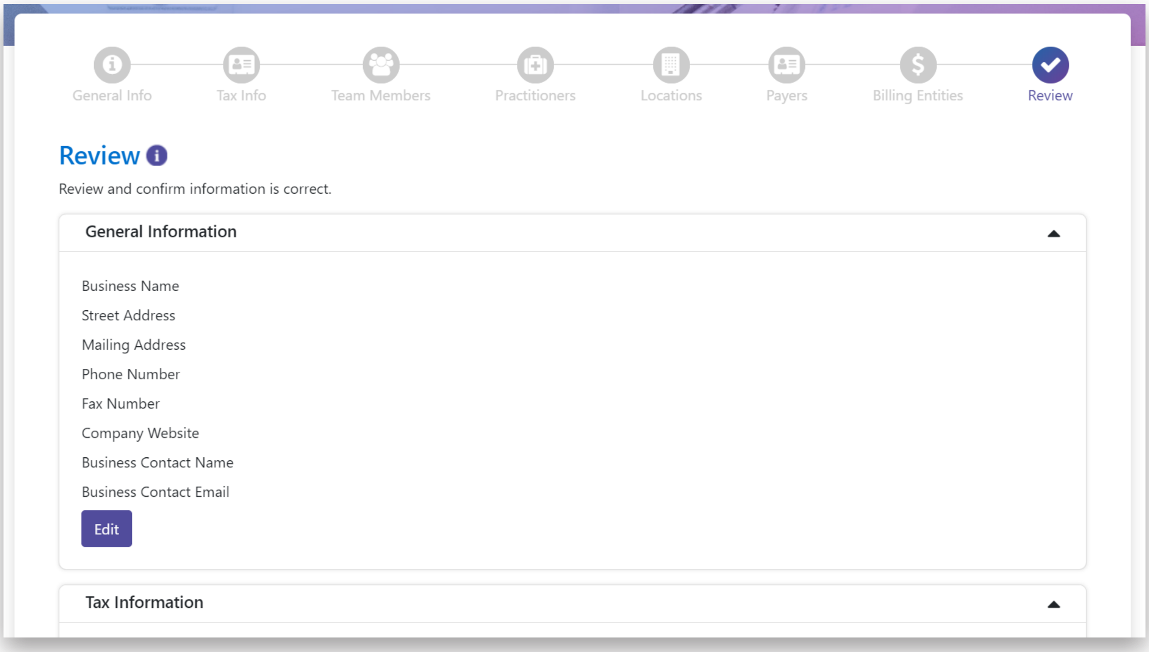


Helpful Hints

- Select any TINs already created for the Business.
- Enter Billing Entity NPI - If you bill under a Practitioner (individual) NPI, enter their NPI and taxonomy code. If your Business uses a Billing (organizational) NPI, enter it and the associated taxonomy code. (If you do not know the Billing NPI taxonomy code, you can look it up on the NPI registry).
- You can set up more than one Billing Entity to meet your Business needs.

Set Up Your Business
Last Step! - Final Review

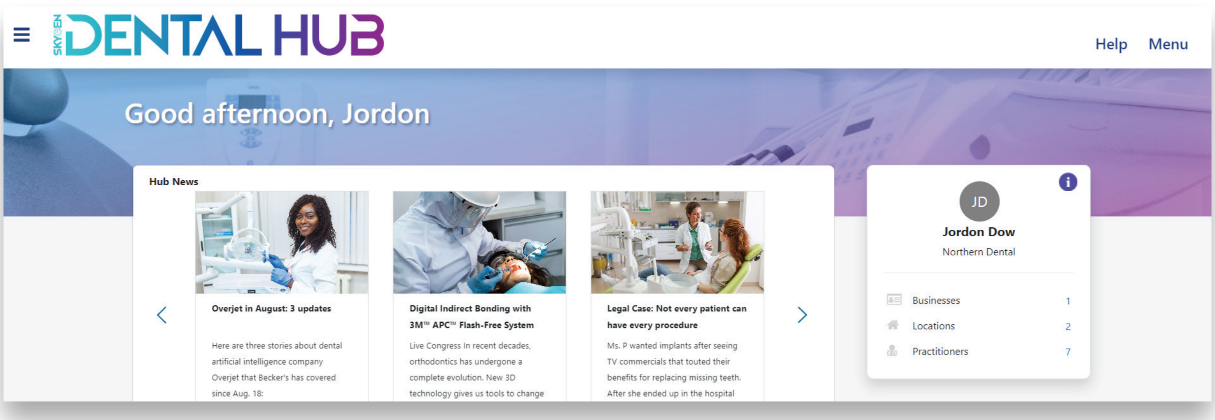
In the final step review all of the information you entered. You can edit anything that is incorrect from this page before you create the Business. And don't worry, this information can be edited later at anytime too.



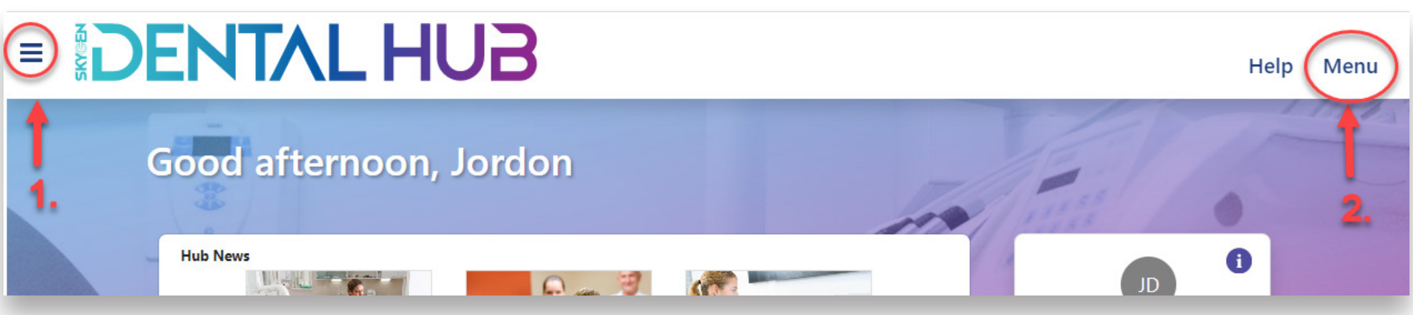
Select the "Edit" button to return to the page and edit any information.

Once you submit the information, you will have successfully created your Business and are ready to start using the Dental Hub!

Navigating
Home Page



This is your Home Page. From here you have two ways to navigate around.

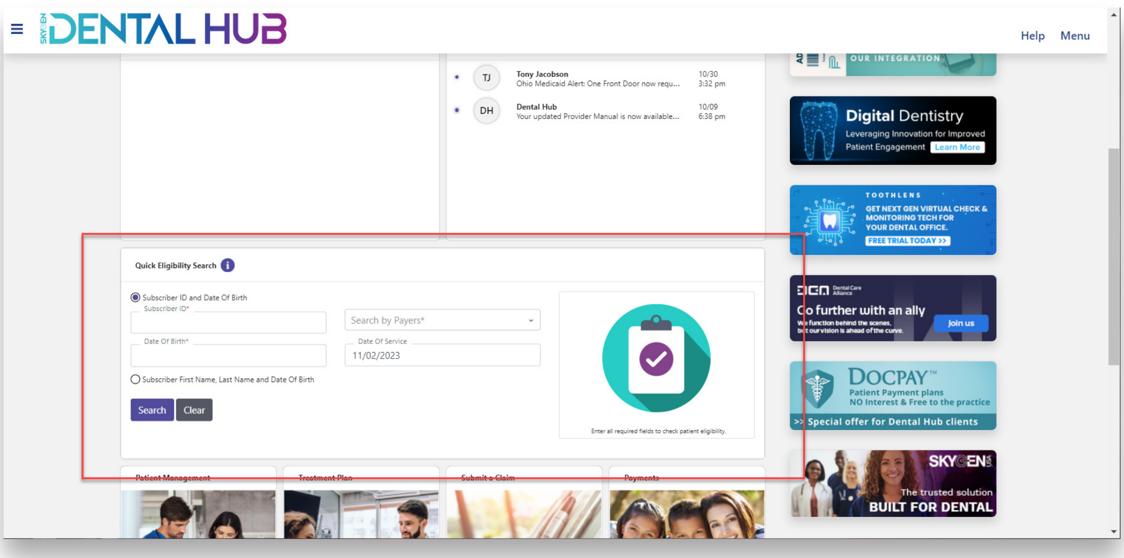


1. Click the “Menu Icon” in the top left and the Main Menu will open.

2. Click “Menu” in the top right and the Main Menu will open.

Eligibility

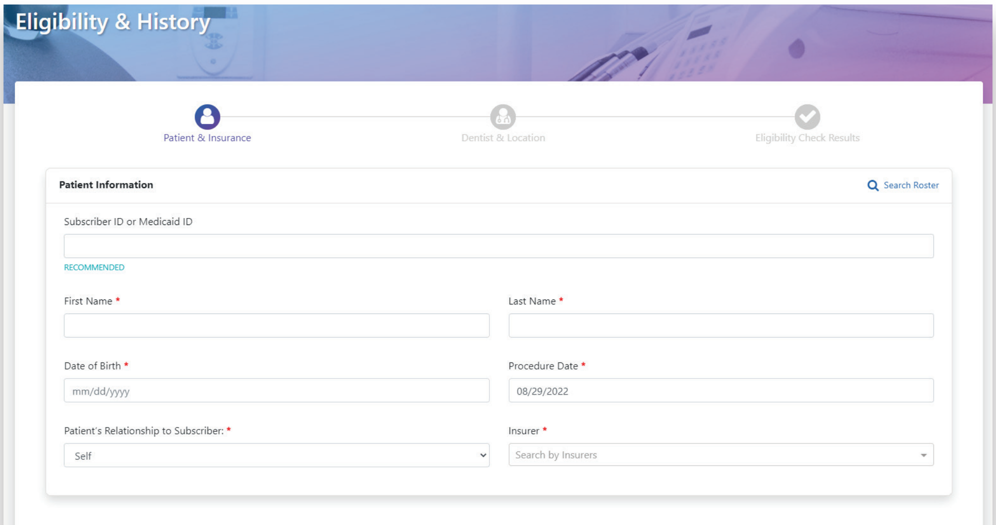
Home Page
Quick Eligibility Search



You can quickly check a patient’s eligibility from your Home Page. Quick Eligibility Search is located below the News and Messages area. To begin, simply select which information to search by (“Subscriber ID and Date of Birth” or “Subscriber First Name, Last Name and Date of Birth”).

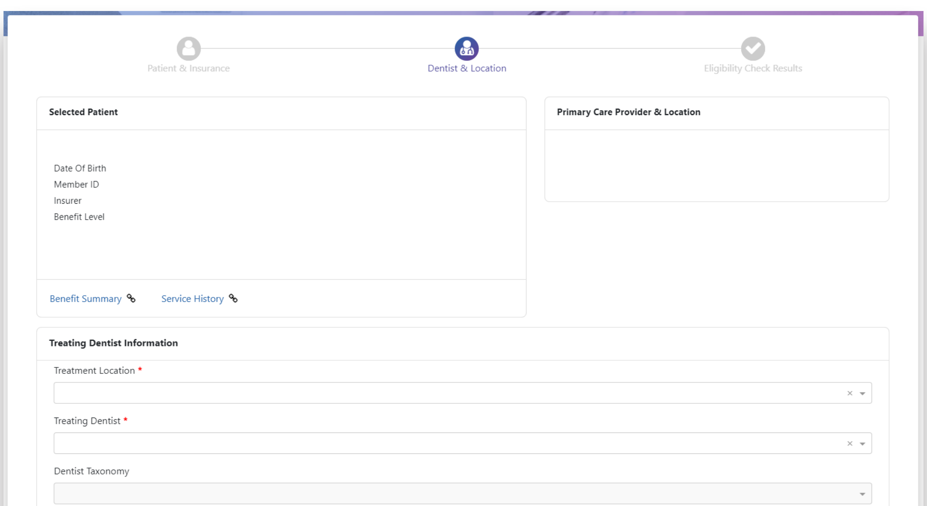
If you need a more detailed eligibility search, use the Main Menu to navigate to the Eligibility & History page. The next page of this guide details how to use that option.

Eligibility
Eligibility & History
Checking Patient Eligibility



Step 1: Patient & Insurance

- Enter patient information manually or by the Search Roster (patient roster can be created under Patient Management or Patient Search)



Step 2: Practitioner & Location

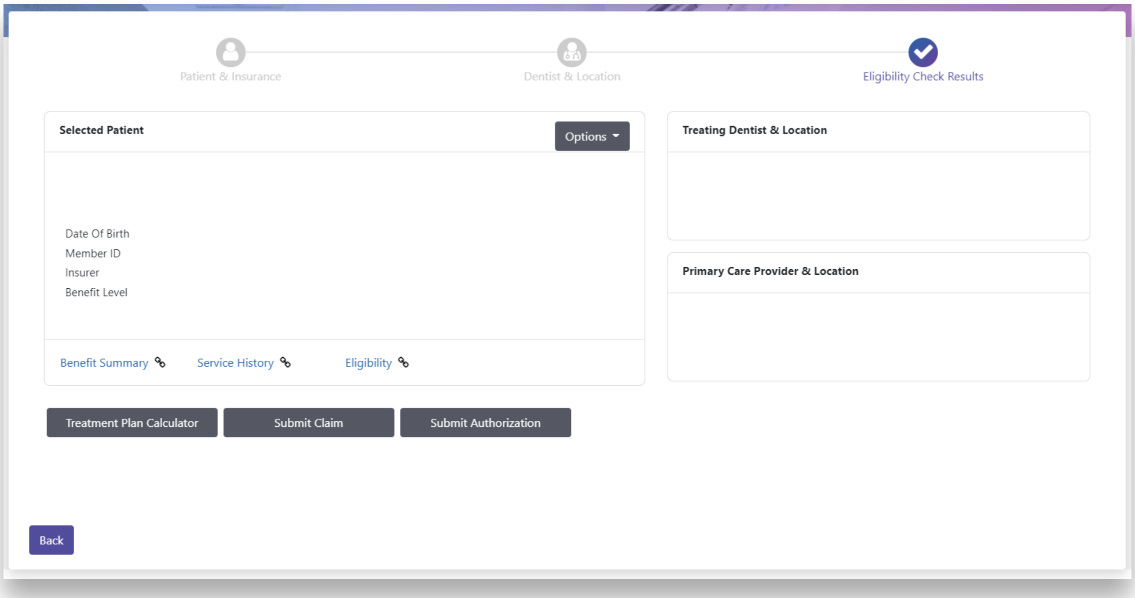
- If the Treatment Location you want does not populate in the drop down menu, go to the Locations page to create that Location

Eligibility
Eligibility & History
Checking Patient Eligibility Continued

- If the Treating Practitioner you want does not populate in the drop down menu, go to the Practitioners page and add the Practitioner. If the Practitioner is already added, go to the Locations page and make sure the Practitioner is associated to that Location/Business

- If the correct taxonomy code for the Practitioner does not populate, the Practitioner will need to login to their Dental Hub account and update the information

- If the Billing Entity you are looking for does not populate in the drop down menu, go to the Billing Entity page and add the Billing Entity

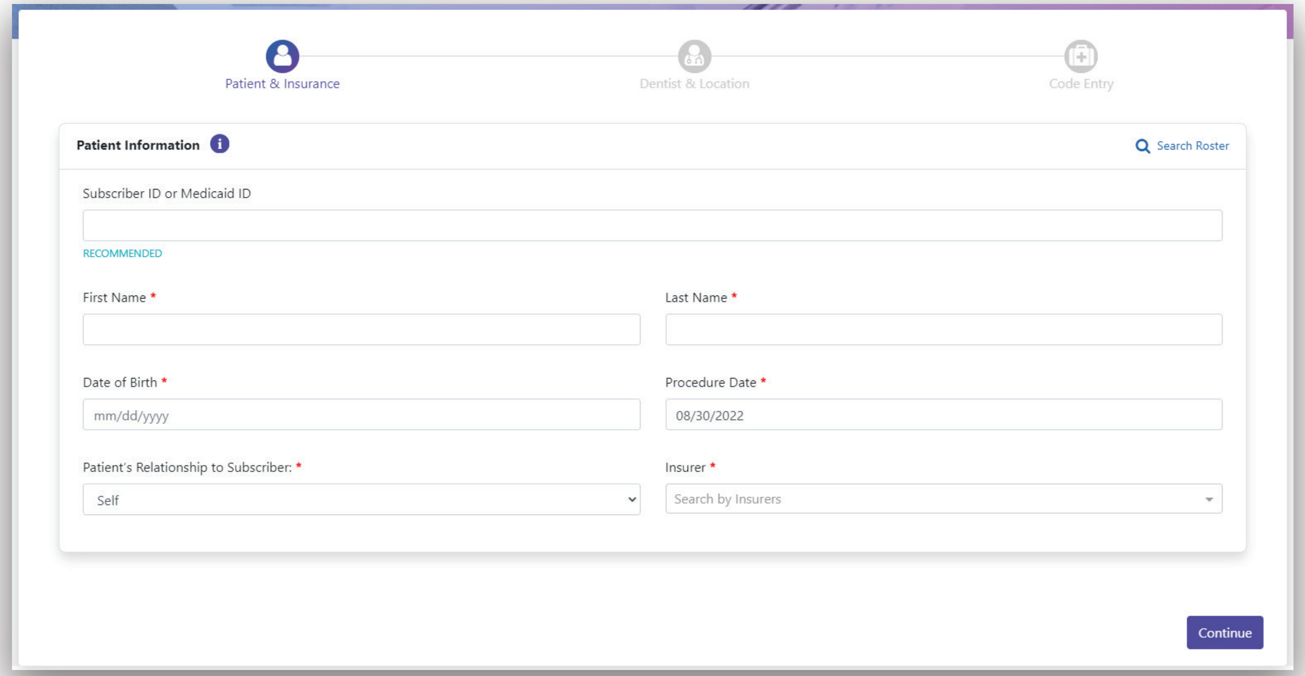


Step 3: Eligibility Check Results

- If the patient is determined to be eligible and the Practitioner is in network, the Dental Hub will populate the Primary Care Information <u>if the plan uses Primary Care Providers</u>

- From this step, you can submit a claim, authorization or treatment plan for the patient. You can also open and view the Benefit Summary, Service History or Eligibility reports

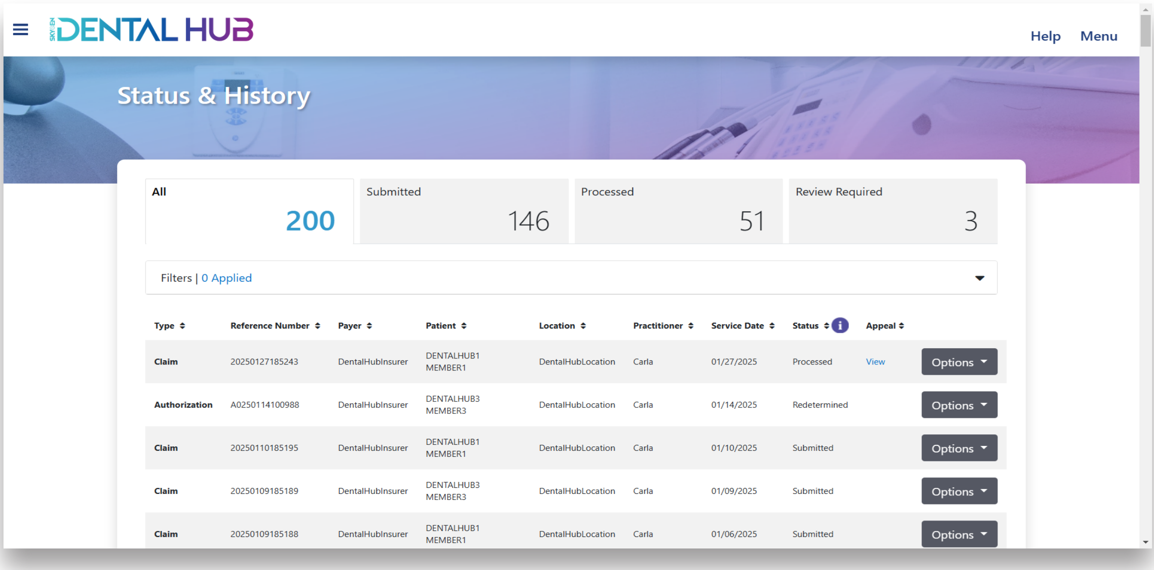
Claims & Authorizations
Submit Claim, Submit Authorization, Treatment Plan Calculator



- **Claim** - Submit a claim to be paid for services rendered
- **Authorization** - Submit a prior authorization before services are rendered to obtain plan approval for the care
- **Treatment Plan** - Submit a treatment plan before services are rendered to determine exactly what and how the claim will be adjudicated

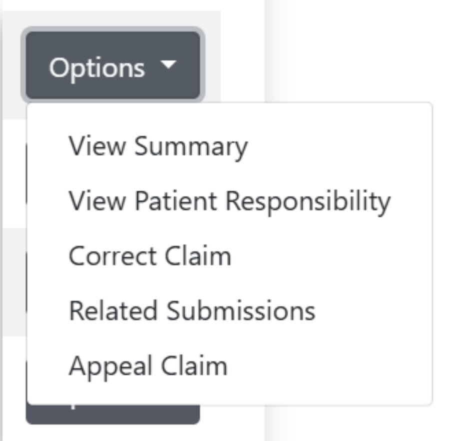
These processes work like Eligibility and Status & History. Refer to those pages for any additional help or tips.

Claims & Authorizations
Status & History



On this Status & History page, you will find all claims, authorizations and treatment plans that have been submitted through the Dental Hub. To view submissions that were not submitted through the Dental Hub, use the Claim Search and Authorization Search pages.

Clicking on the "Options" button will expand a drop down menu with options available related to the type of submission listed.



Claims & Authorizations
Submit Corrected Claims

You can correct claims that were submitted through the Dental Hub and those submitted through another channel. Please note, a claim can only be corrected once.

<u>Claims Eligible for Corrections</u>

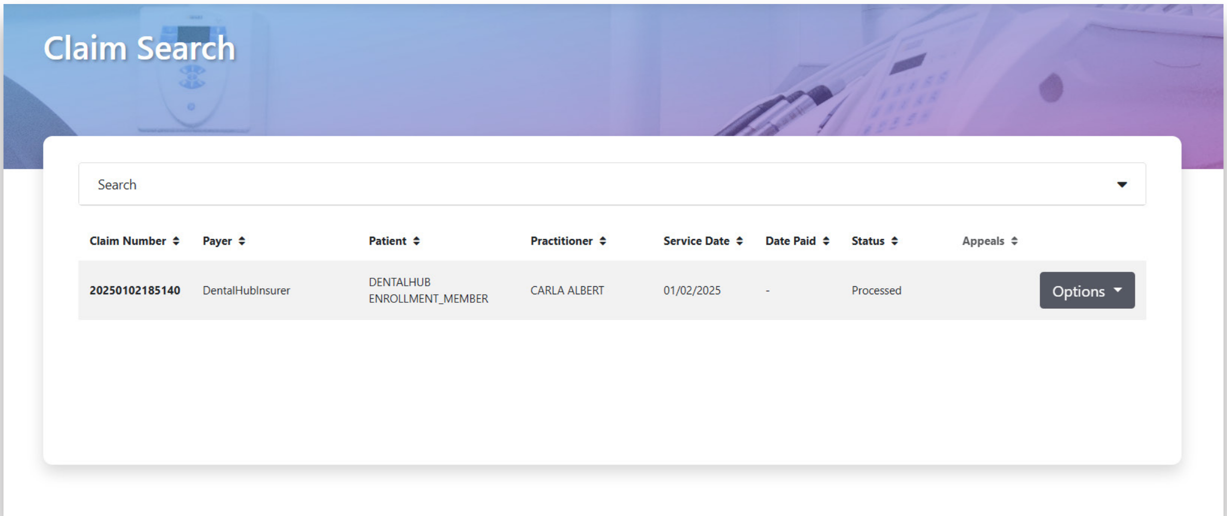
- **Dental Hub Claims** - On Status & History page, correctable when status is Processed
- **Non-Dental Hub Claims** - On Claim Search page, correctable when status is Processed with a Paid Date

<u>How to Correct a Claim</u>

1. Go to
   a. the Status & History page (Dental Hub claims)
   b. the Claim Search page (Non-Dental Hub claims)
2. Find the specific claim and select Correct Claim from the Options button
3. Make necessary corrections
4. Submit the corrected claim

After submitting the claim, the corrected claim will be on the Status & History page.

Any original Dental Hub claim can be viewed with its corrected claim. To view the original claim, click the claims associated “Options” button and select “View Related Submissions”. This is not possible for non-Dental Hub claims. claim. Select “View Related Submissions” to access the original claim details. This is not possible for non-Dental Hub claims.



Claims & Authorizations
Appeal a Claim

Next to each claim, locate the Options button. Within its drop down menu, check for “Appeal Claim.” If this option is available, you may submit an appeal through Dental Hub. Please note that appeal availability varies by insurance Payer and state. For specific questions regarding claim appeals, contact your Payer directly.

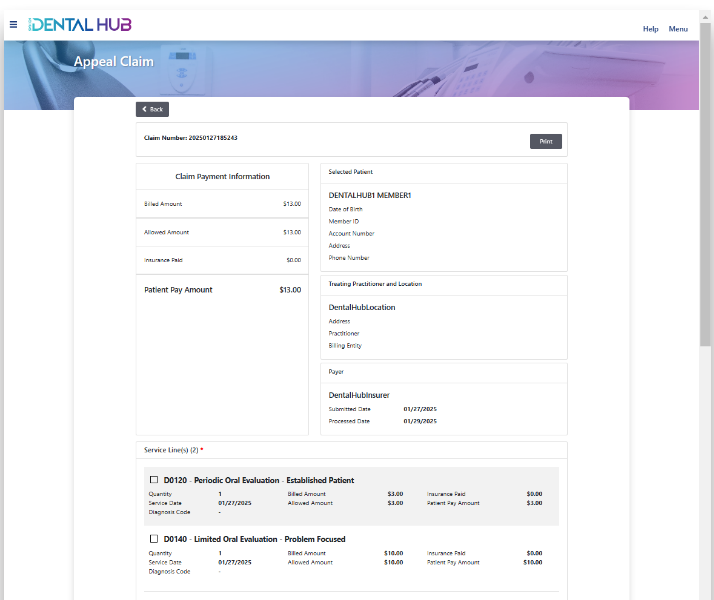
Claims Eligible for Appeals

- **Dental Hub Claims** - On Status & History page, correctable when status is Processed
- **Non-Dental Hub Claims** - On Claim Search page, correctable when status is Processed with a Paid Date

How to Appeal a Claim

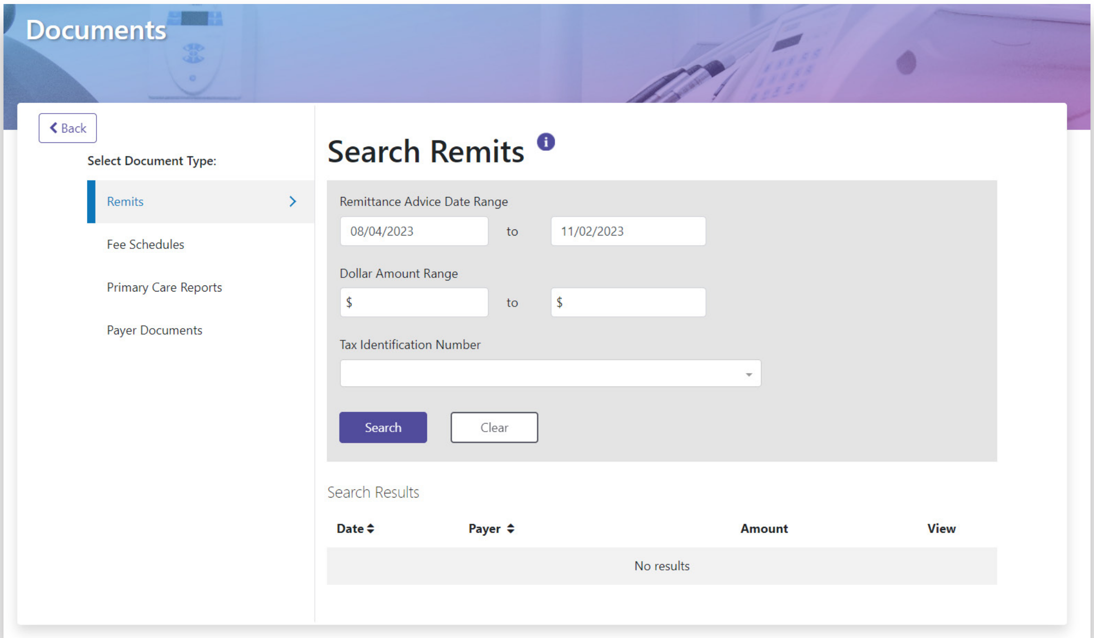
1. Go to
    a. the Status & History page (Dental Hub claims)
    b. the Claim Search page (Non-Dental Hub claims)
2. Find the specific claim and select Appeal Claim from the Options button
3. Select the service(s) to appeal
4. Submit the claim appeal

After submitting an appeal for a claim, a View link will populate in the Appeals column. You can view the appeal details by clicking on View.



Practice Management
Documents
Viewing and Searching for Remits

The Remits report provides the claim processing details and remittance/payment advice information for each claims payment cycle.



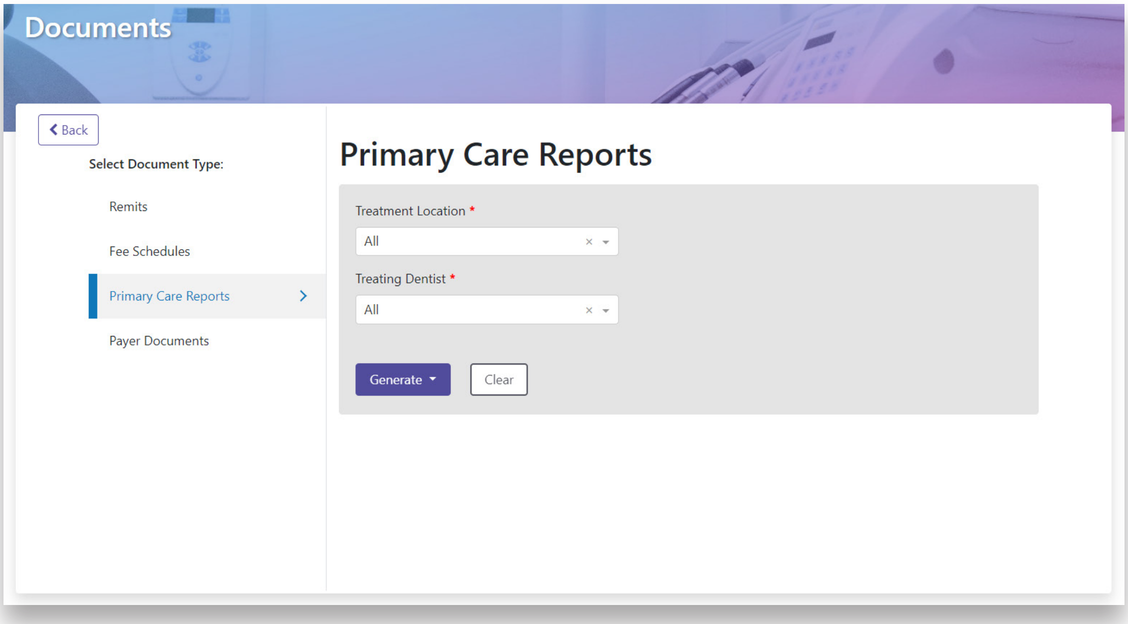
To find remits...

- Under the Main Menu, locate "Practice Management" menu
- Select "Documents"
- Select "Remits"

If a remit is missing or appears incorrect, you will need to contact your Payer directly to resolve the issue.

Practice Management
Documents
Primary Care Reports

The primary care reports provide details of members assigned to your practice for primary care coordination such as the main dental home or main medical home programs.



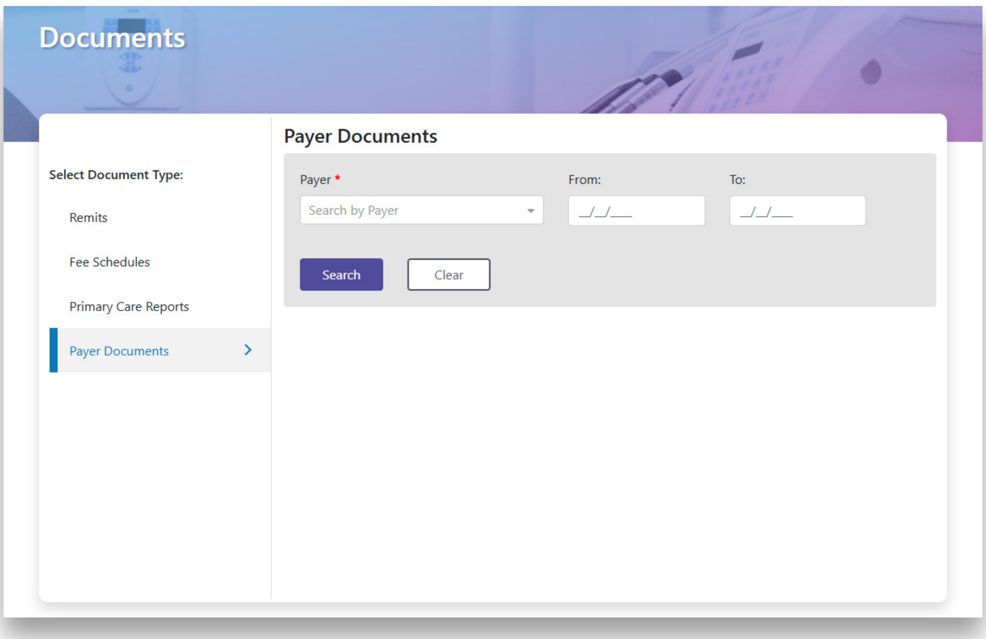
To find Primary Care Reports...

- Under the Main Menu, locate "Practice Management" menu
- Select "Documents"
- Select "Primary Care Reports"

Having trouble with a slow-loading report? Make sure Practitioners are associated only to the Locations where they actually work. This helps the report run faster and keeps things simple.

Practice Management
Documents
Payer Documents

The Payer Documents section displays Payer-specific documentation uploaded by individual Payers. This section will only contain documents when Payers have posted them on the Dental Hub.

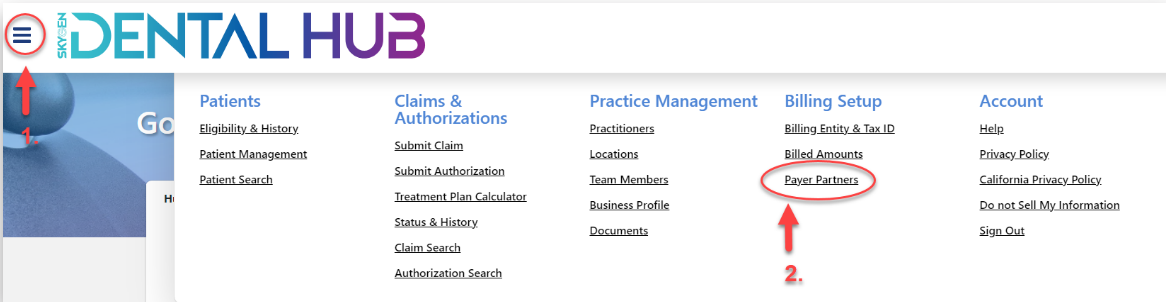


To find Payer Documents…

- Under the Main Menu, locate "Practice Management" menu
- Select "Documents"
- Select "Payer Documents"

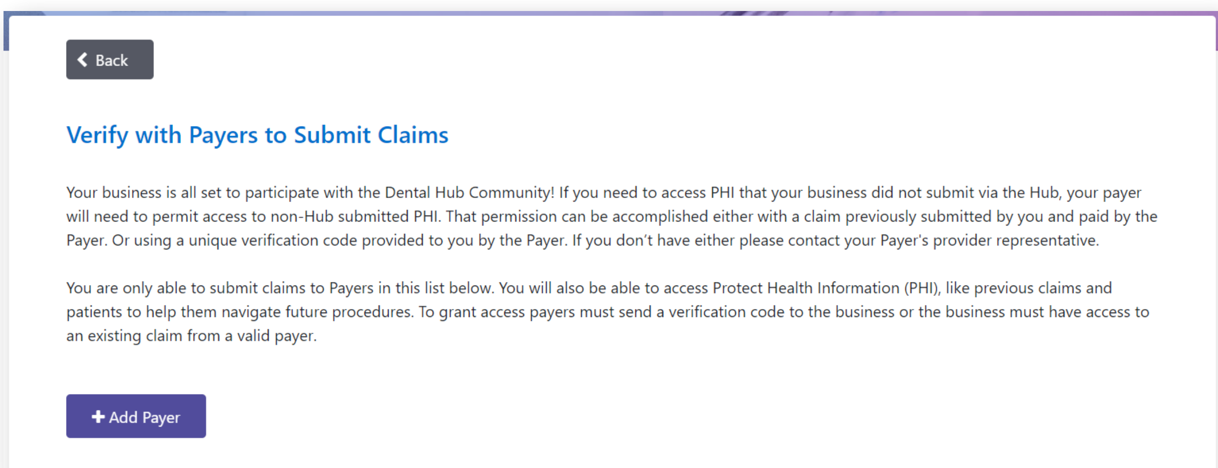
Billing Setup
Payer Partners

Add your Payer Partners here after you have already created your account on the Dental Hub.



To find Payer Partners...

- Under the Main Menu, locate "Billing Setup" menu
- Select "Payer Partners"



You can verify the "Trusted Business" relationship through either: 1). Entering information from a claim the Payer/Insurer recently processed for your Business or 2). Entering a registration code the Payer/Insurer provided to you directly.

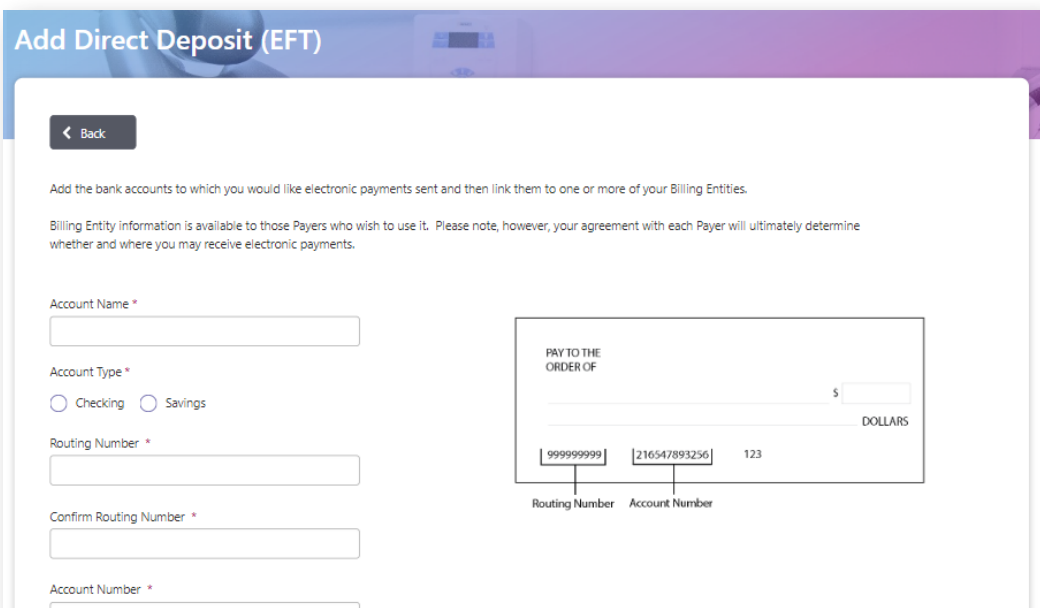
Billing Setup
Direct Deposit (EFT)

Add the bank accounts to which you would like electronic payments sent and then link them to one or more of your Billing Entities. ++You can associate a Billing Entity in two ways: From this page below or from the Billing Entity page.

Billing Entity information is available to those Payers who wish to use it for electronic payments. Please note, however, your agreement with each Payer will ultimately determine whether and where you receive payments.

To find Direct Deposit (EFT) ...

- Under the Main Menu, locate “Billing Setup” menu
- Select “Direct Deposit (EFT)”



Please note, only users with Administrator level permissions are able to add or delete Direct Deposit (EFT) accounts. Once an account is added, all Team Members with the appropriate permissions are able to associate those accounts to Billing Entities.

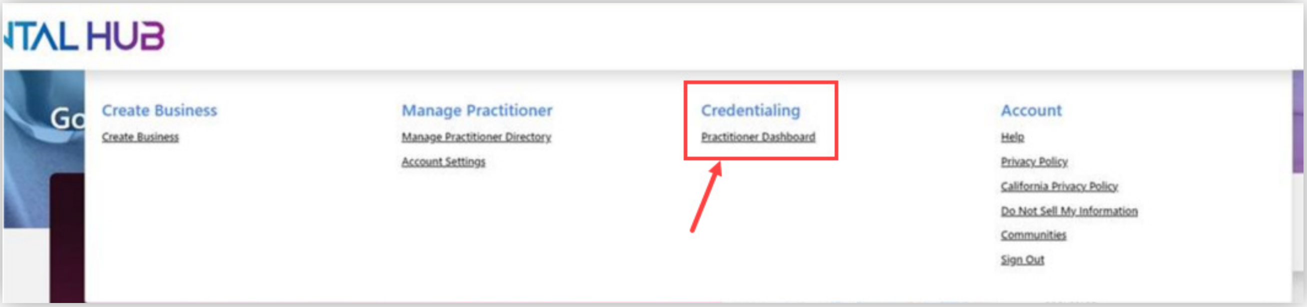
Credentialing
Credentialing Setup

The Dental Hub allows you to manage all of your credentialing in one place. Before a Practitioner can get started with credentialing, they must first create their own account on the Dental Hub. A Practitioner must have their own, individual account with their own email address, even if they are associated to Business.

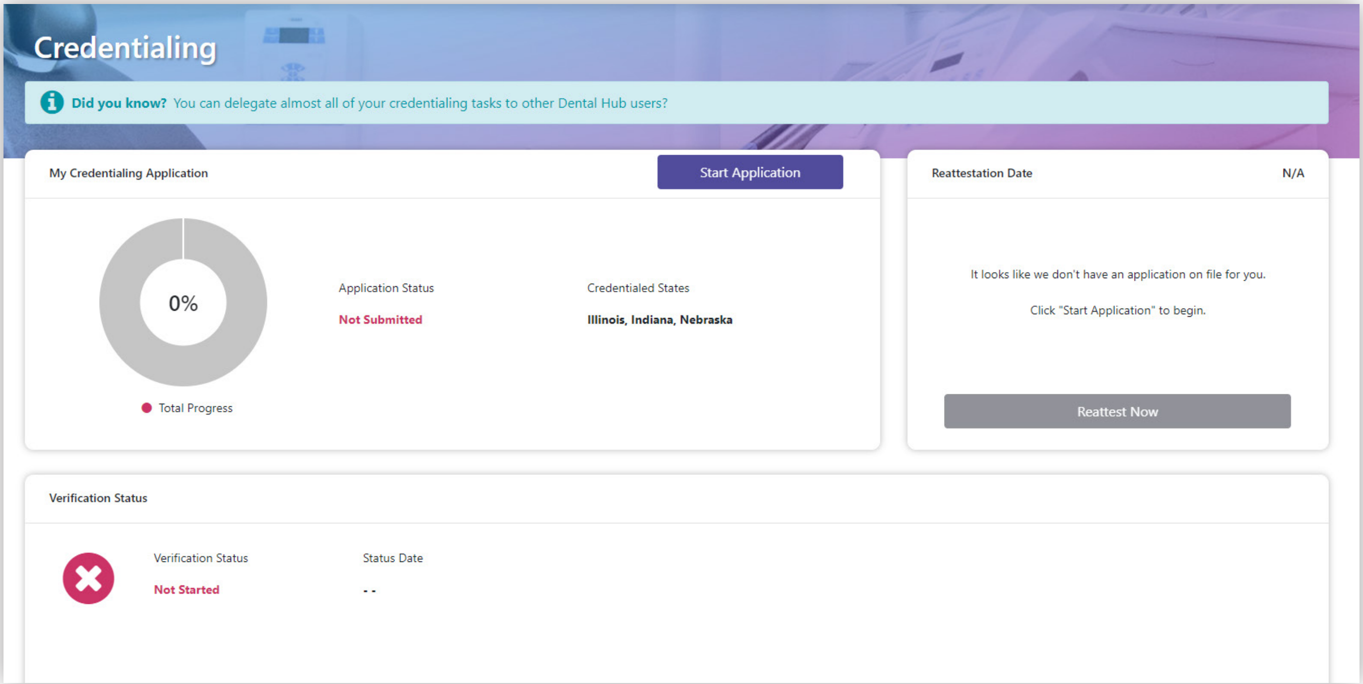
To get started using the Dental Hub's credentialing service as a Practitioner, use the Main Menu and navigate to the "Credentialing" menu and click the "Practitioner Dashboard" link.

If a Practitioner does not see the "Credentialing" menu in the Main Menu, it means a Payer has not yet subscribed to their credentialing application. Once a Payer subscribes to the Practitioner's NPI, the "Credentialing" menu will appear in the Main Menu and the Practitioner can begin working on their application.

Note: If you are here as a Team Member to help credential Practitioners, please review the following page titled "Delegation - Team Member View" for instructions to get started.



Credentialing
Practitioner Dashboard



The Main Menu link for Credentialing, brings you to the Practitioner's credentialing dashboard. Here you are able to do the following:

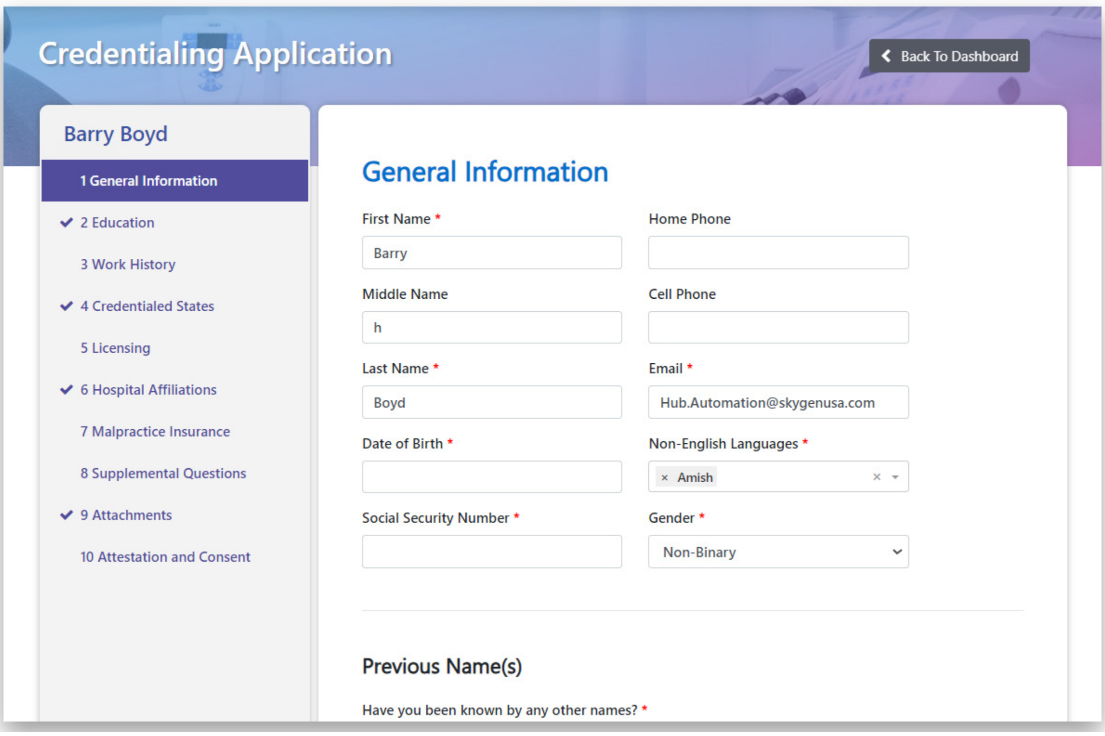
- View or Start your credentialing application
- Check the status of your application
- Fix any verification issues
- Reattest to your application and update any changes in information
- View which Payers are subscribed to your application

Credentialing Application

This is the Dental Hub’s credentialing application. The side panel acts as a navigation menu and the sections are able to be clicked on to move through the application.

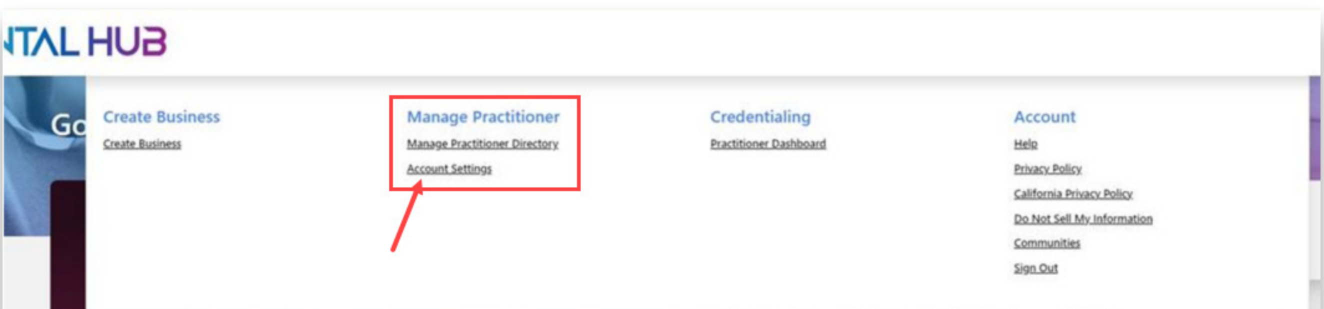
Be sure to complete all required fields (those are indicated with a red asterisk) to avoid any delays in processing your application.

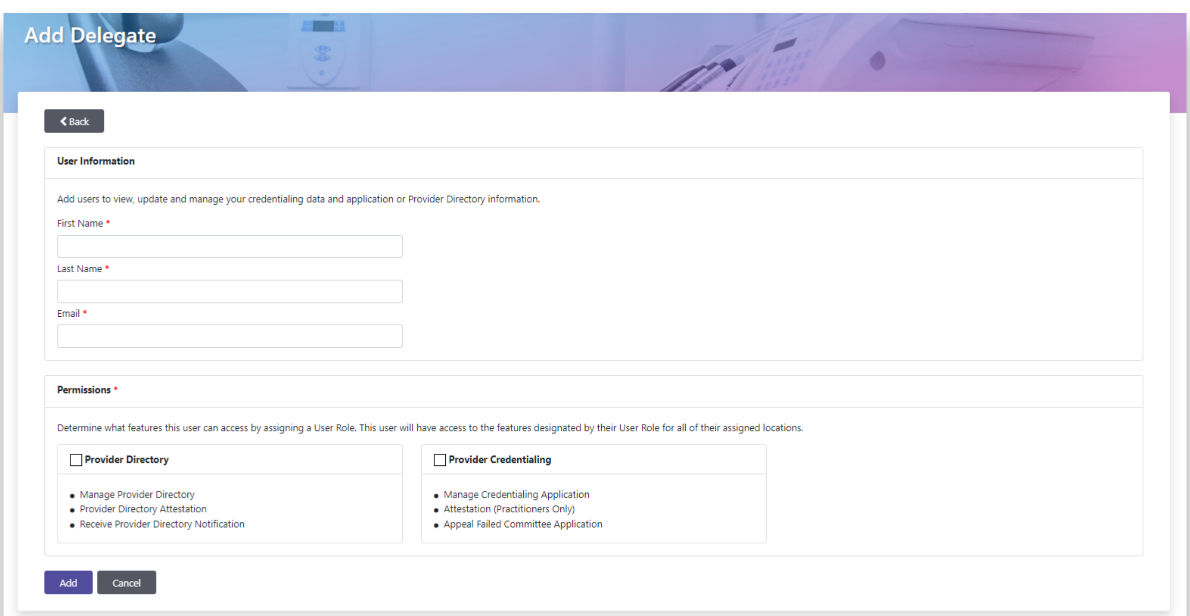
The last step may take a few minutes while your information is being verified. Please remain on the page while the verification is happening.



Credentialing
Setup Delegation - Practitioner View

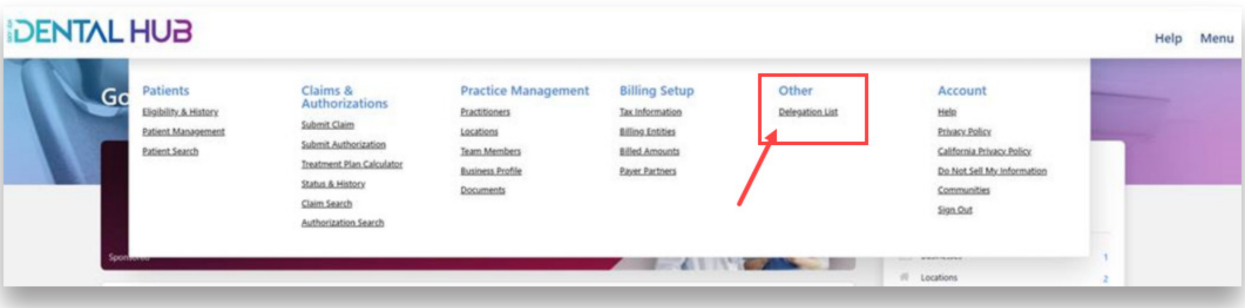
The Dental Hub allows Practitioners to delegate their credentialing and Practitioner directory responsibilities to other Team Members. A Practitioner can delegate to multiple Team Members. To delegate responsibilities to a Team Member, the Practitioner will click the “Account Settings” link in the Main Menu dropdown.

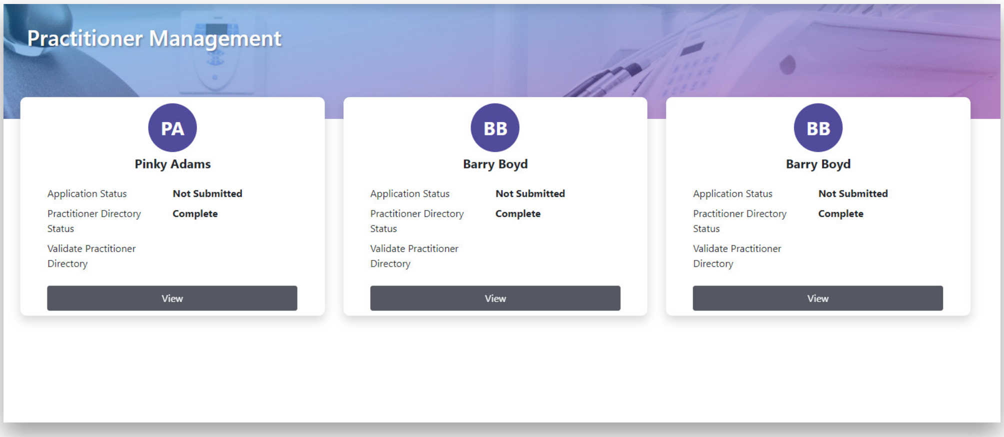




Credentialing
Delegation - Team Member View

Once a Team Member is assigned as a delegate, then that Team Member's Main Menu will display the "Other" menu section with a "Delegation List" link. A Team Member will receive a notification letting them know they are delegated for a Practitioner and for which responsibilities.





Note, while a delegate can complete the credentialing application on behalf of the Practitioner, only the Practitioner can attest to their application at the final step upon completion. A delegate is however, able to attest to the Practitioner Directory information themselves.

Continued Support

The Dental Hub conducts regular live webinars. *Pre-registration is not required*. Click on the link and check the dates. We invite you to join us any time, or as often as you'd like! Each webinar includes all the functions and features highlighted in this Quick Start Guide. An open discussion and Q&A conclude each session.

Webinar Link: https://www.dentalhub.com/knowledge/webinar/free-monthly-webinar

If you have questions related to a patient's coverage or how any claim was processed or paid, you will need to call the patient's health plan directly to resolve those questions.