



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)

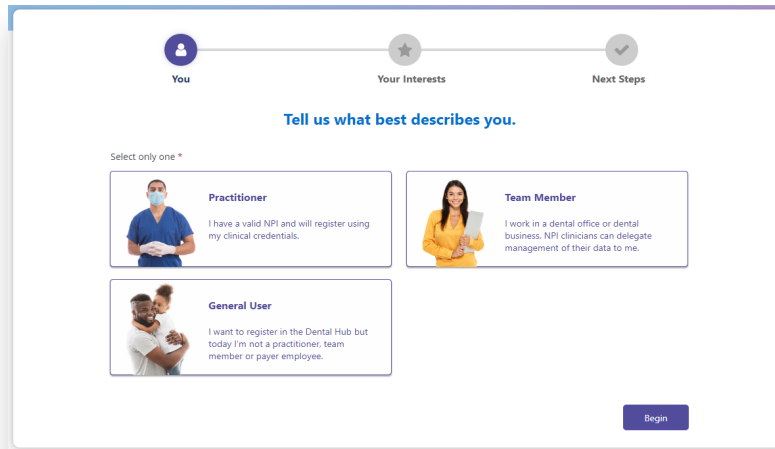
Helpful Hints

- 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.



The screenshot shows a web interface for account setup. At the top, there is a progress bar with three steps: 'You' (active), 'Your Interests', and 'Next Steps'. Below the progress bar, the text 'Tell us what best describes you.' is displayed. Underneath, there is a prompt 'Select only one *' followed by three selectable options, each with a representative image and a brief description:

- Practitioner**: I have a valid NPI and will register using my clinical credentials. (Image of a male dentist in blue scrubs)
- Team Member**: I work in a dental office or dental business. NPI clinicians can delegate management of their data to me. (Image of a female dental professional in a yellow top)
- General User**: I want to register in the Dental Hub but today I'm not a practitioner, team member or payer employee. (Image of a man and a woman embracing)

A 'Begin' button is located at the bottom right of the selection area.

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.

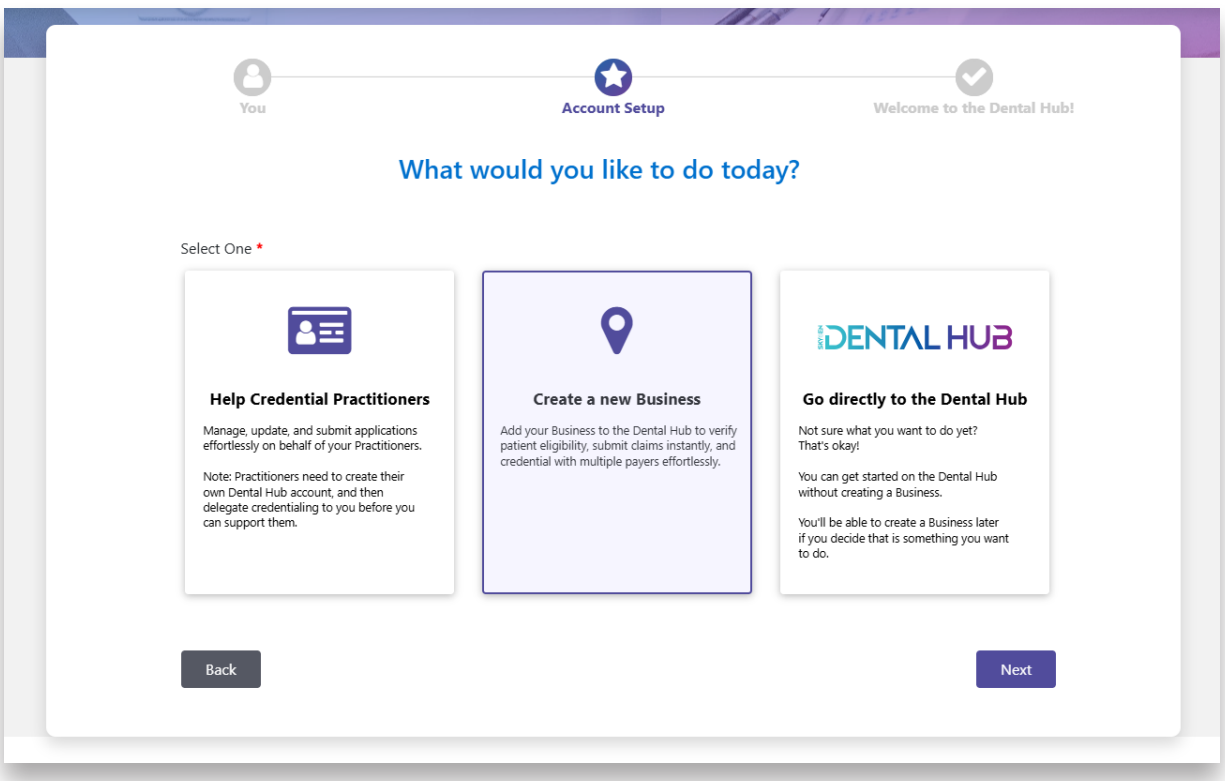
Account Setup

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 will not be created.

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.

The screenshot shows a multi-step registration process. At the top, a progress bar includes icons and labels for: General Info (active), Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. Below the progress bar, the heading reads "Tell us some general information about your Business" with an information icon. A note states: "This is what the Dental Hub users will see. It may not be the information used on your TIN or placed in the provider directory." The form contains the following fields:

Business Name *	Primary Contact Name *
<input type="text"/>	<input type="text"/>
Street Address *	Primary Contact Email *
<input type="text"/>	<input type="text"/>
Suite, Unit, Building, Apt, etc.	Primary Contact Phone *
<input type="text"/>	<input type="text"/>
Mailing Address (if different)	
<input type="text"/>	

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

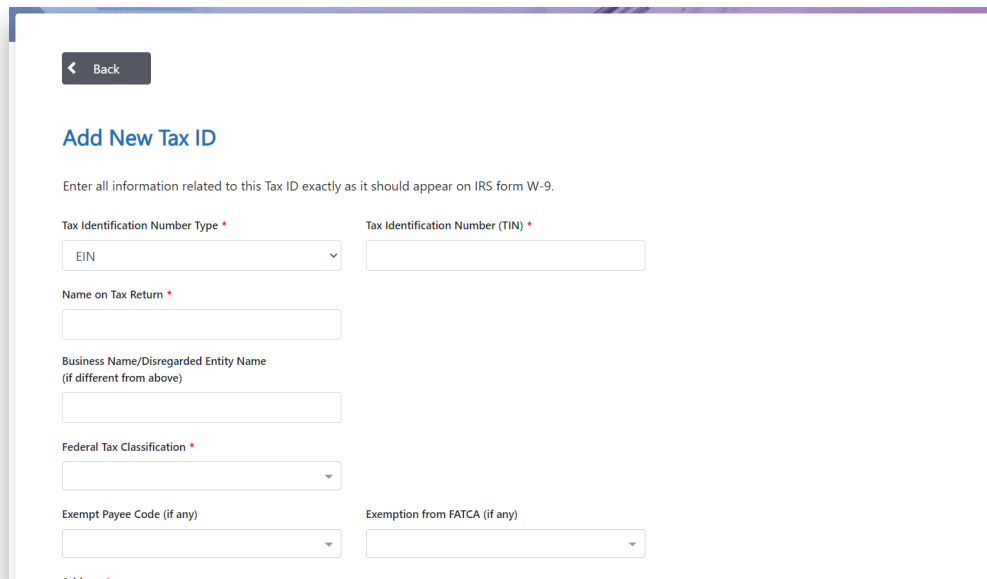
➤ Set Up Your Business

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.



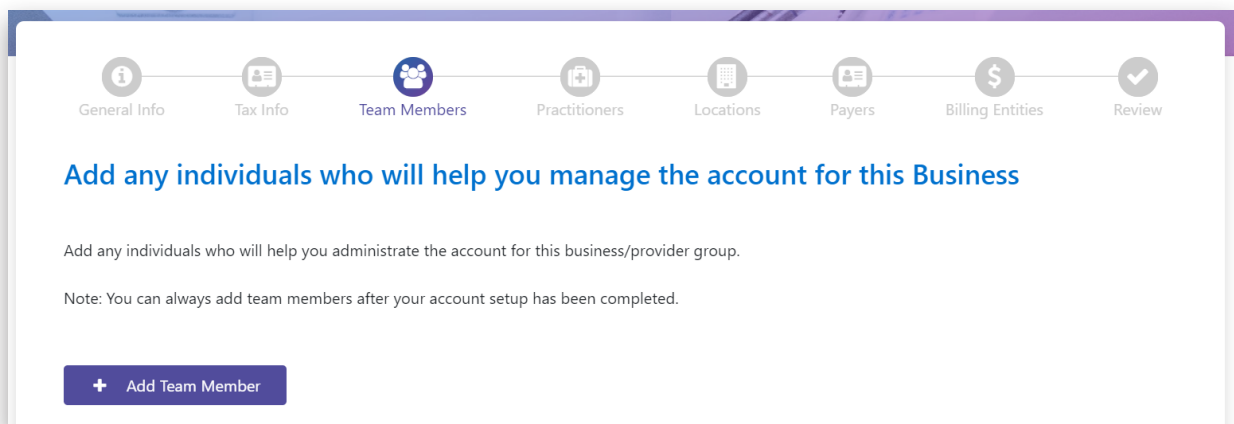
The screenshot shows a web form titled "Add New Tax ID" with a "Back" button in the top left. Below the title is a instruction: "Enter all information related to this Tax ID exactly as it should appear on IRS form W-9." The form contains several input fields:

- Tax Identification Number Type ***: A dropdown menu with "EIN" selected.
- Tax Identification Number (TIN) ***: A text input field.
- Name on Tax Return ***: A text input field.
- Business Name/Disregarded Entity Name (if different from above)**: A text input field.
- Federal Tax Classification ***: A dropdown menu.
- Exempt Payee Code (if any)**: A dropdown menu.
- Exemption from FATCA (if any)**: A dropdown menu.
- Address ***: A text input field (partially visible at the bottom).

➤ Set Up Your Business

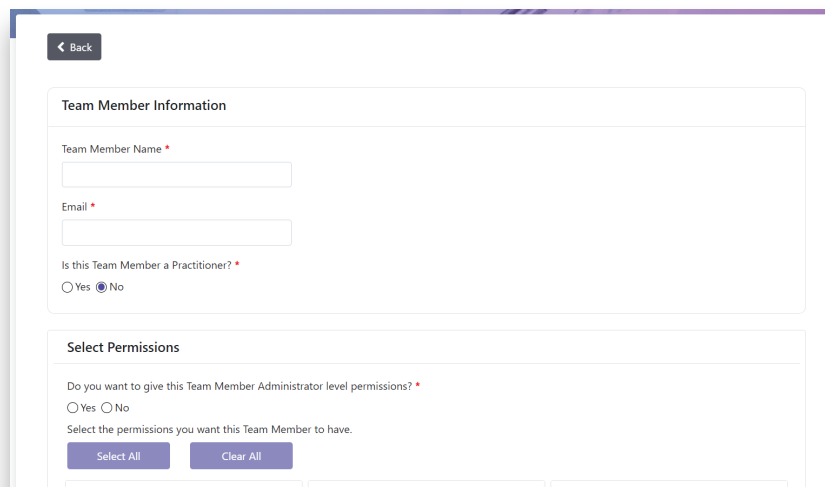
Step #3 - Team Members

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).



The screenshot shows a progress bar at the top with icons for General Info, Tax Info, Team Members (highlighted), Practitioners, Locations, Payers, Billing Entities, and Review. Below the progress bar, the heading reads "Add any individuals who will help you manage the account for this Business". The main text says "Add any individuals who will help you administrate the account for this business/provider group." and a note states "Note: You can always add team members after your account setup has been completed." At the bottom, there is a purple button labeled "+ Add Team Member".

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.



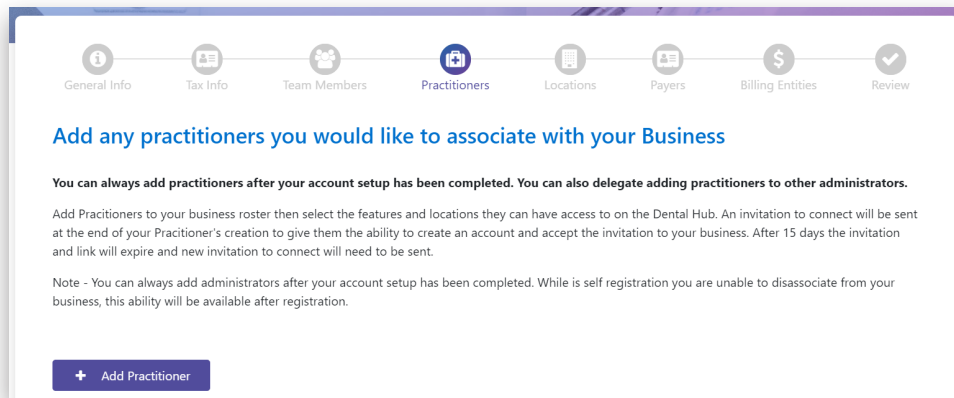
The screenshot shows a form titled "Add Team Member" with a "Back" button in the top left. The form is divided into two sections: "Team Member Information" and "Select Permissions". In the "Team Member Information" section, there are input fields for "Team Member Name" and "Email", and a radio button selection for "Is this Team Member a Practitioner?" with "No" selected. In the "Select Permissions" section, there is a question "Do you want to give this Team Member Administrator level permissions?" with "No" selected, and a prompt "Select the permissions you want this Team Member to have." with "Select All" and "Clear All" buttons below it.

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

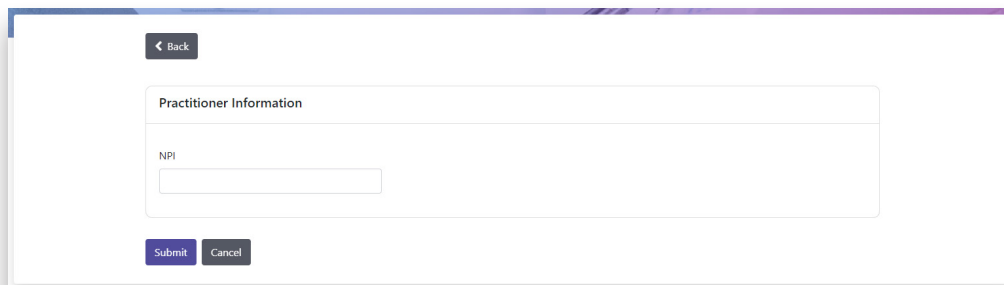
Step #4 - Practitioners

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.



The screenshot shows a progress bar at the top with icons for General Info, Tax Info, Team Members, Practitioners (highlighted), Locations, Payers, Billing Entities, and Review. Below the progress bar, the heading reads "Add any practitioners you would like to associate with your Business". A note states: "You can always add practitioners after your account setup has been completed. You can also delegate adding practitioners to other administrators." Below this, a paragraph explains: "Add Practitioners to your business roster then select the features and locations they can have access to on the Dental Hub. An invitation to connect will be sent at the end of your Practitioner's creation to give them the ability to create an account and accept the invitation to your business. After 15 days the invitation and link will expire and new invitation to connect will need to be sent." A final note says: "Note - You can always add administrators after your account setup has been completed. While is self registration you are unable to disassociate from your business, this ability will be available after registration." At the bottom left, there is a blue button labeled "+ Add Practitioner".

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



The screenshot shows a form titled "Practitioner Information" with a "Back" button at the top left. The form has a section for "NPI" with a text input field. At the bottom, there are "Submit" and "Cancel" buttons.

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.

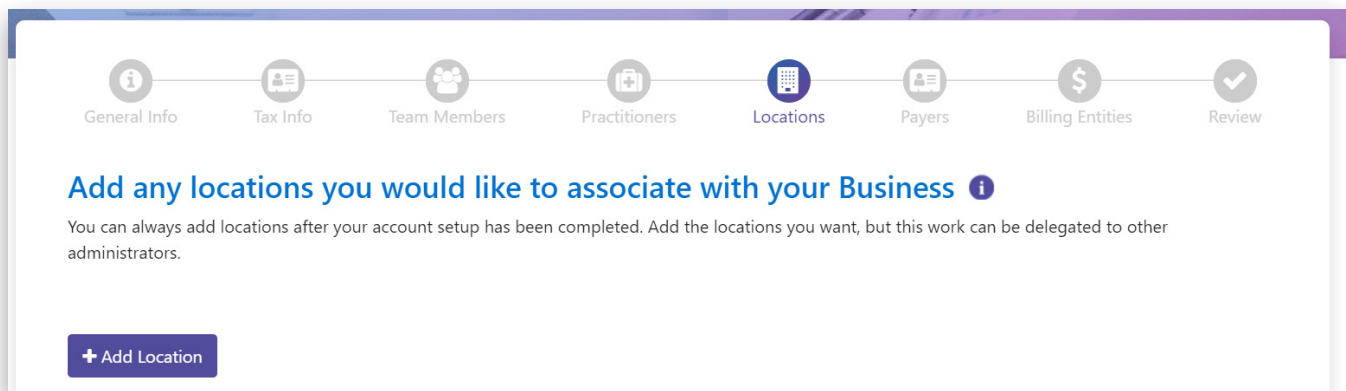
For all Dental Hub submissions - prior authorizations, claims, etc., you must associate your Practitioner(s) to your Business.

➤ 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.

The screenshot shows the "Add Location" form. At the top left, there is a "Back" button. The form has a title "Add Location" and a "Back" button. The form contains the following fields:

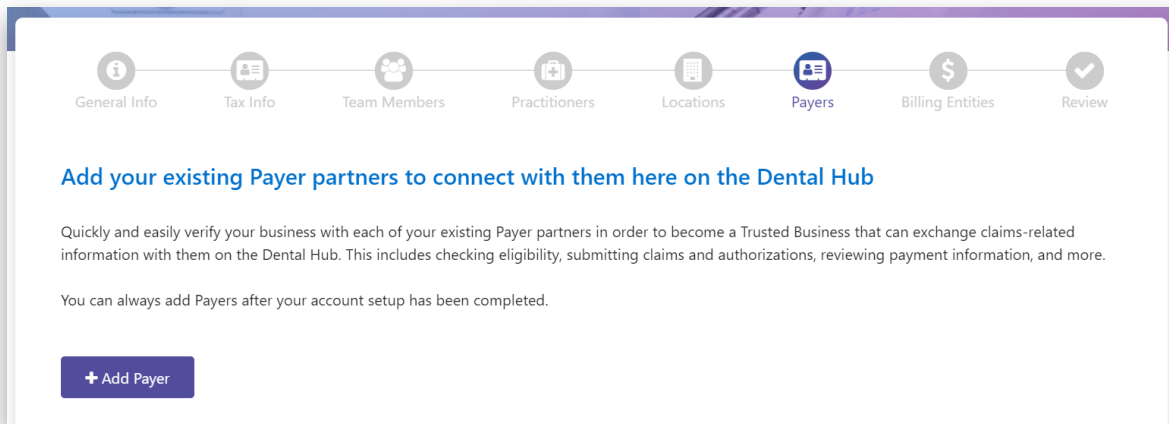
Location Name *	Primary Phone *
<input type="text"/>	<input type="text"/>
Place of Service *	Mobile Phone
<input type="text"/>	<input type="text"/>
Address *	Text Telephone (TTY)
<input type="text"/>	<input type="text"/>
Suite, Unit, Building, Apt, etc.	Emergency Phone
<input type="text"/>	<input type="text"/>
Website Address	After Hours Phone
<input type="text"/>	<input type="text"/>

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

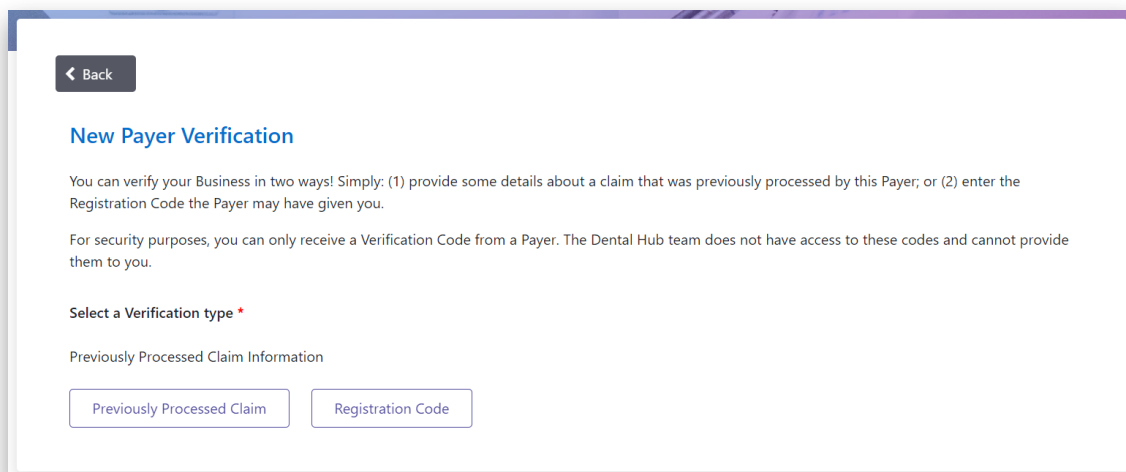
➤ Set Up Your Business

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

Previously Processed Claim **Registration Code**

Previously Processed Claim Information

Provide the following information about a claim that was previously processed.

Tax ID *

Select Payer *

Subscriber ID *

Total Billed Amount *
\$

Date Of Service *

Verify **Cancel**

Registration Code

Previously Processed Claim **Registration Code**

Registration Code

Provide the following information about a claim that was previously processed.

Tax ID *

Select Payer *

Registration Code *
 [Don't have a code?](#)

Verify **Cancel**

➤ Set Up Your Business

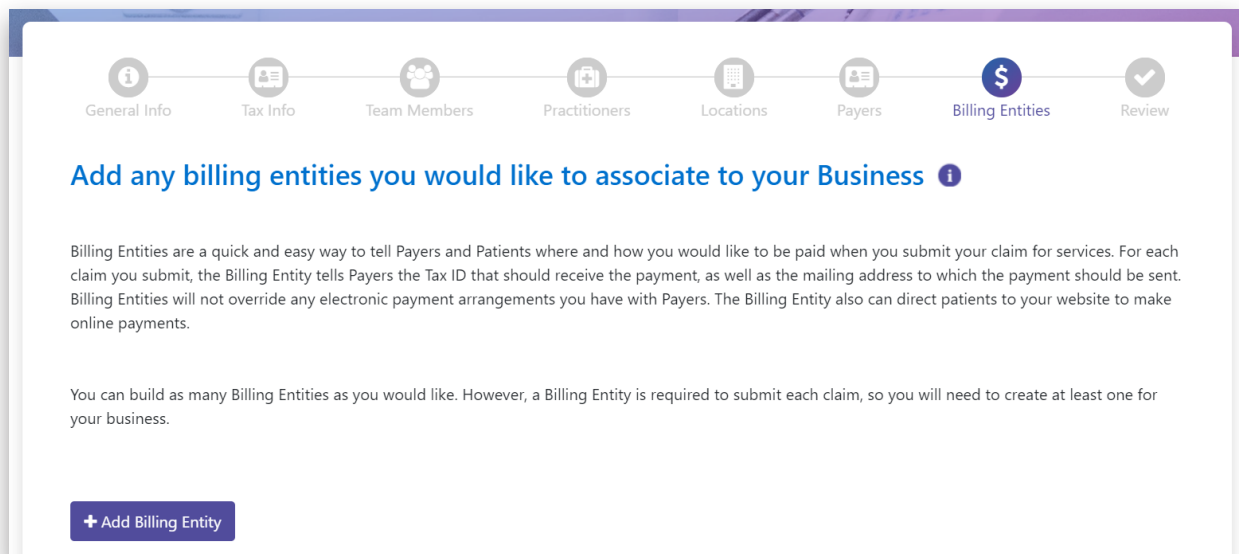
Step #7 - Billing Entity

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.



The screenshot shows a progress bar at the top with eight steps: General Info, Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities (highlighted in blue), and Review. Below the progress bar, the heading reads "Add any billing entities you would like to associate to your Business" with an information icon. The text explains that Billing Entities are used to tell Payers and Patients where and how to be paid, and that at least one Billing Entity is required for each claim.

Add any billing entities you would like to associate to your Business ⓘ

Billing Entities are a quick and easy way to tell Payers and Patients where and how you would like to be paid when you submit your claim for services. For each claim you submit, the Billing Entity tells Payers the Tax ID that should receive the payment, as well as the mailing address to which the payment should be sent. Billing Entities will not override any electronic payment arrangements you have with Payers. The Billing Entity also can direct patients to your website to make online payments.

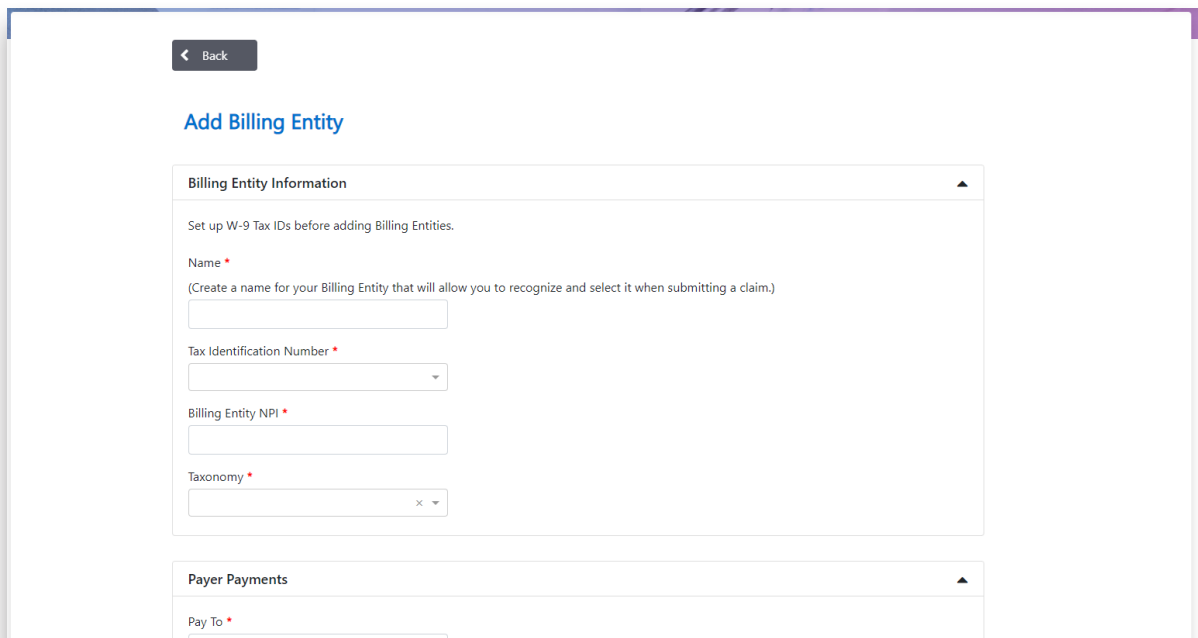
You can build as many Billing Entities as you would like. However, a Billing Entity is required to submit each claim, so you will need to create at least one for your business.

[+ Add Billing Entity](#)

➤ 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.



The screenshot shows a web application interface for adding a billing entity. At the top left, there is a dark button with a left-pointing arrow and the text "Back". Below this is the title "Add Billing Entity" in blue. The main content area is a white box with a light gray border, containing two sections: "Billing Entity Information" and "Payer Payments". The "Billing Entity Information" section has a header with a right-pointing arrow and a sub-header "Set up W-9 Tax IDs before adding Billing Entities." Below this are four fields: "Name" (with a red asterisk and a text input field), "Tax Identification Number" (with a red asterisk and a dropdown menu), "Billing Entity NPI" (with a red asterisk and a text input field), and "Taxonomy" (with a red asterisk and a dropdown menu with an 'x' icon). The "Payer Payments" section has a header with a right-pointing arrow and a sub-header "Pay To" (with a red asterisk) followed by a text input field.

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

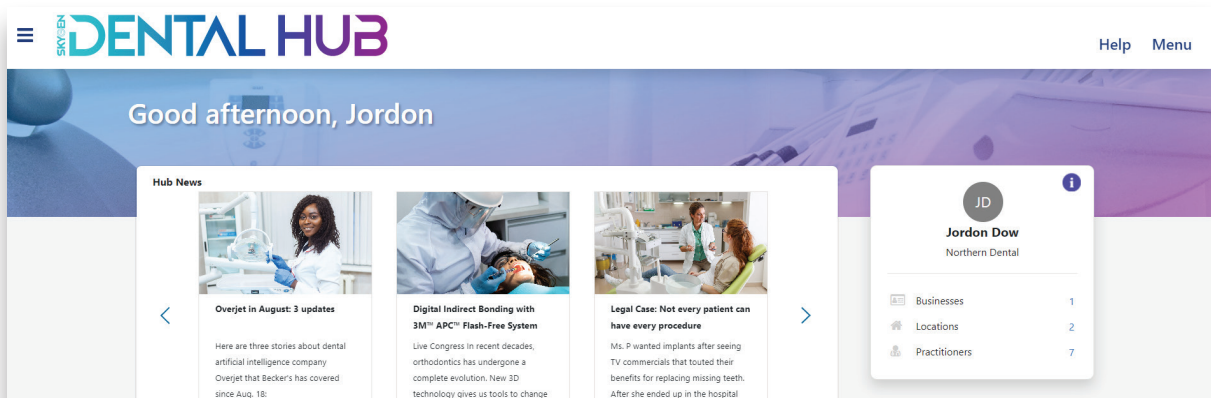
In the final step review all of the information you entered. You can edit anything that is incorrect from this page before you create the Business. And don't worry, this information can be edited later at anytime too.

The screenshot shows a progress bar at the top with eight steps: General Info, Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. The 'Review' step is highlighted with a checkmark icon. Below the progress bar, the 'Review' section is titled 'Review' with an information icon. A message states 'Review and confirm information is correct.' Below this, there are two expandable sections: 'General Information' and 'Tax Information'. The 'General Information' section is expanded and lists the following fields: Business Name, Street Address, Mailing Address, Phone Number, Fax Number, Company Website, Business Contact Name, and Business Contact Email. An 'Edit' button is located below the 'Business Contact Email' field.

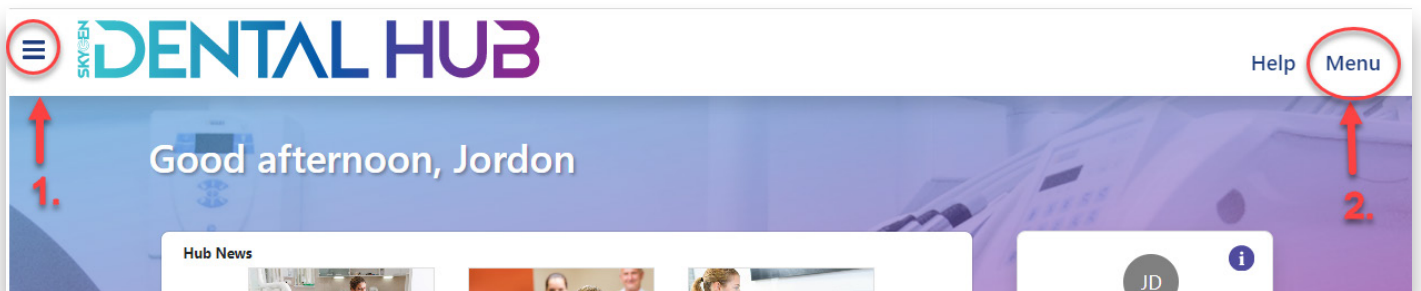
Select the "Edit" button to return to the page and edit any information.

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

➤ Navigating Home Page

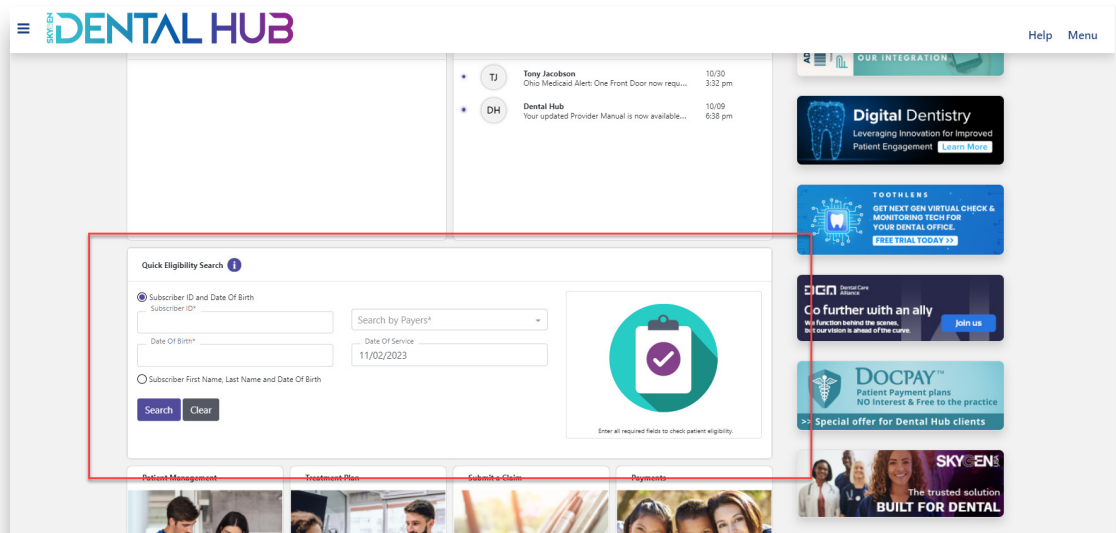


This is your Home Page. From here you have two ways to navigate around.



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 & History

Checking Patient Eligibility

The screenshot shows the 'Eligibility & History' form with three progress indicators at the top: 'Patient & Insurance' (active), 'Dentist & Location', and 'Eligibility Check Results'. The 'Patient Information' section includes a 'Subscriber ID or Medicaid ID' field with a 'RECOMMENDED' label and a 'Search Roster' button. Below this are fields for 'First Name', 'Last Name', 'Date of Birth' (format mm/dd/yyyy), and 'Procedure Date' (08/29/2022). At the bottom, there are dropdown menus for 'Patient's Relationship to Subscriber' (set to 'Self') and 'Insurer' (set to 'Search by Insurers').

Step 1: Patient & Insurance

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

The screenshot shows the 'Eligibility & History' form with three progress indicators at the top: 'Patient & Insurance', 'Dentist & Location' (active), and 'Eligibility Check Results'. The 'Selected Patient' section displays fields for 'Date Of Birth', 'Member ID', 'Insurer', and 'Benefit Level', along with links for 'Benefit Summary' and 'Service History'. The 'Primary Care Provider & Location' section is currently empty. The 'Treating Dentist Information' section includes dropdown menus for 'Treatment Location', 'Treating Dentist', and 'Dentist Taxonomy'.

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

The screenshot shows a web application interface for checking patient eligibility. At the top, there are three tabs: 'Patient & Insurance', 'Dentist & Location', and 'Eligibility Check Results' (which is active, indicated by a checkmark icon). Below the tabs, the main content area is divided into several sections:

- Selected Patient:** A large white box containing a list of fields: Date Of Birth, Member ID, Insurer, and Benefit Level. To the right of this box is an 'Options' dropdown menu.
- Treating Dentist & Location:** A white box for entering dentist and location information.
- Primary Care Provider & Location:** A white box for entering primary care provider and location information.

At the bottom of the main content area, there are three buttons: 'Treatment Plan Calculator', 'Submit Claim', and 'Submit Authorization'. Below these buttons is a 'Back' button.

At the bottom left of the page, there is a 'Back' button.

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 if the plan uses Primary Care Providers
- 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

The screenshot shows a web form titled "Patient Information" with a search bar labeled "Search Roster". The form contains the following fields:

- Subscriber ID or Medicaid ID (text input)
- RECOMMENDED (text label)
- First Name * (text input)
- Last Name * (text input)
- Date of Birth * (text input with placeholder "mm/dd/yyyy")
- Procedure Date * (text input with value "08/30/2022")
- Patient's Relationship to Subscriber: * (dropdown menu with "Self" selected)
- Insurer * (dropdown menu with "Search by Insurers" selected)

A "Continue" button is located at the bottom right of the form.

- **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

DENTAL HUB Help Menu

Status & History

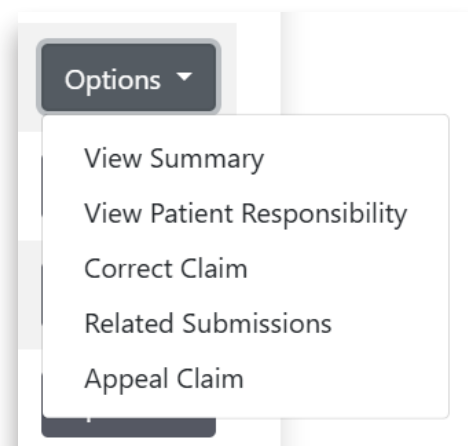
All **200** Submitted 146 Processed 51 Review Required 3

Filters | 0 Applied

Type	Reference Number	Payer	Patient	Location	Practitioner	Service Date	Status	Appeal
Claim	20250127185243	DentalHubInsurer	DENTALHUB1 MEMBER1	DentalHub.Location	Carla	01/27/2025	Processed	View Options
Authorization	A0250114100988	DentalHubInsurer	DENTALHUB3 MEMBER3	DentalHub.Location	Carla	01/14/2025	Redetermined	Options
Claim	20250110185195	DentalHubInsurer	DENTALHUB1 MEMBER1	DentalHub.Location	Carla	01/10/2025	Submitted	Options
Claim	20250109185189	DentalHubInsurer	DENTALHUB3 MEMBER3	DentalHub.Location	Carla	01/09/2025	Submitted	Options
Claim	20250109185188	DentalHubInsurer	DENTALHUB1 MEMBER1	DentalHub.Location	Carla	01/06/2025	Submitted	Options

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.

Claims Eligible for Corrections

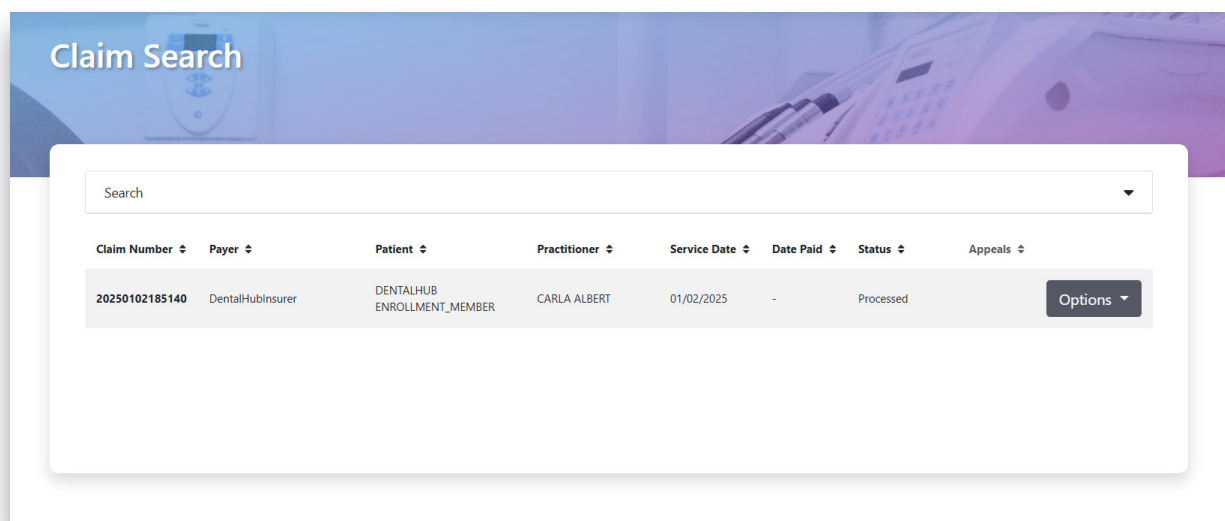
- **Dental Hub Claims** - On Status & History page, correctable when status is Processed
- **Non-Dental Hub Claims** - On Claim Search page, correctable when status is Processed with a Paid Date

How to Correct 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 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.



The screenshot shows the 'Claim Search' interface. At the top, there is a search bar with the placeholder text 'Search'. Below the search bar is a table with the following columns: Claim Number, Payer, Patient, Practitioner, Service Date, Date Paid, Status, and Appeals. The table contains one row of data:

Claim Number	Payer	Patient	Practitioner	Service Date	Date Paid	Status	Appeals
20250102185140	DentalHubInsurer	DENTALHUB ENROLLMENT_MEMBER	CARLA ALBERT	01/02/2025	-	Processed	Options

► 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.

The screenshot displays the 'Appeal Claim' page in the Dental Hub system. The page is titled 'Appeal Claim' and shows a modal window for a specific claim. The claim number is 20256127185243. The 'Claim Payment Information' section shows a billed amount of \$13.00, an allowed amount of \$13.00, and an insurance paid amount of \$0.00, resulting in a patient pay amount of \$13.00. The 'Selected Patient' section identifies the patient as a 'DENTALHUB MEMBER' and lists their date of birth, member ID, account number, address, and phone number. The 'Treating Practitioner and Location' section shows the dental hub location, address, practitioner, and billing entity. The 'Payer' section lists the dental hub insurer, submitted date (01/27/2025), and processed date (01/28/2025). The 'Service Line(s)' section lists two service lines: 'D0120 - Periodic Oral Evaluation - Established Patient' and 'D0140 - Limited Oral Evaluation - Problem Focused'. Each service line includes a quantity of 1, a service date of 01/27/2025, a billed amount of \$13.00, an allowed amount of \$13.00, and an insurance paid amount of \$0.00, resulting in a patient pay amount of \$13.00. The 'Authorization' and 'Other Fees' sections are also visible at the bottom.

Claim Payment Information	
Billed Amount	\$13.00
Allowed Amount	\$13.00
Insurance Paid	\$0.00
Patient Pay Amount	\$13.00

Selected Patient	
DENTALHUB MEMBER	
Date of Birth	
Member ID	
Account Number	
Address	
Phone Number	

Treating Practitioner and Location	
DentalHubLocation	
Address	
Practitioner	
Billing Entity	

Payer	
DentalHubInsurer	
Submitted Date	01/27/2025
Processed Date	01/28/2025

Service Line(s) (2)					
<input type="checkbox"/>	D0120 - Periodic Oral Evaluation - Established Patient				
Quantity	1	Billed Amount	\$13.00	Insurance Paid	\$0.00
Service Date	01/27/2025	Allowed Amount	\$13.00	Patient Pay Amount	\$13.00
Diagnosis Code	-				
<input type="checkbox"/>	D0140 - Limited Oral Evaluation - Problem Focused				
Quantity	1	Billed Amount	\$13.00	Insurance Paid	\$0.00
Service Date	01/27/2025	Allowed Amount	\$13.00	Patient Pay Amount	\$13.00
Diagnosis Code	-				
Authorization	-	Other Fees	\$0.00		

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.

The screenshot displays the 'Search Remits' interface. On the left, a sidebar under 'Documents' lists 'Remits', 'Fee Schedules', 'Primary Care Reports', and 'Payer Documents'. The 'Remits' option is selected. The main content area is titled 'Search Remits' and includes the following search criteria:

- Remittance Advice Date Range:** 08/04/2023 to 11/02/2023
- Dollar Amount Range:** \$ to \$
- Tax Identification Number:** (empty dropdown menu)

Buttons for 'Search' and 'Clear' are located below the search criteria. Below the search area, the 'Search Results' section shows a table with columns for 'Date', 'Payer', 'Amount', and 'View'. The table currently displays 'No results'.

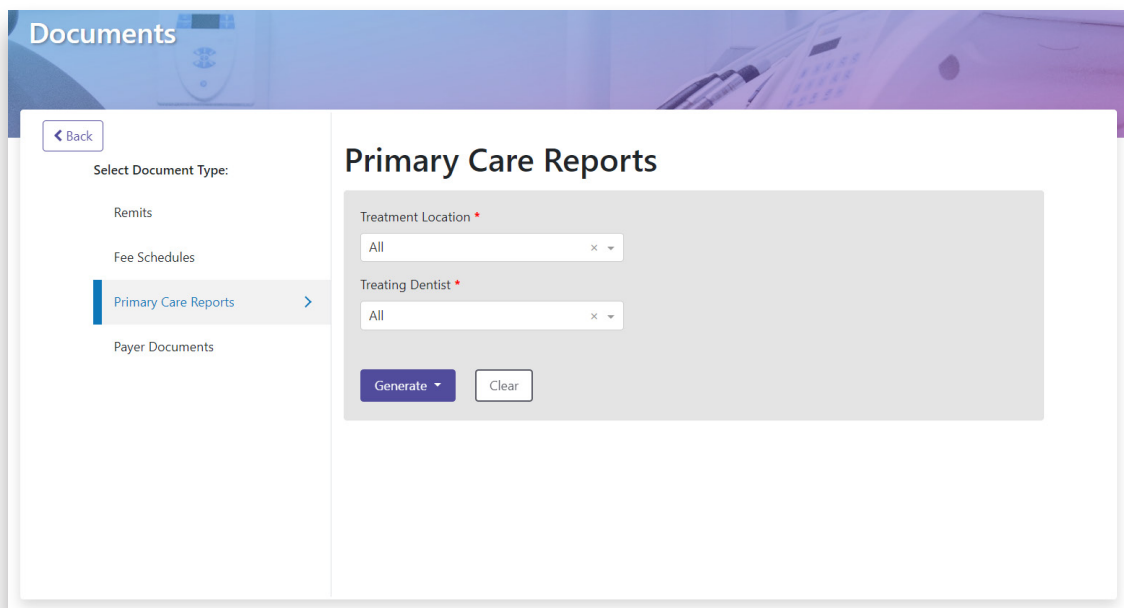
To find remits...

- 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"

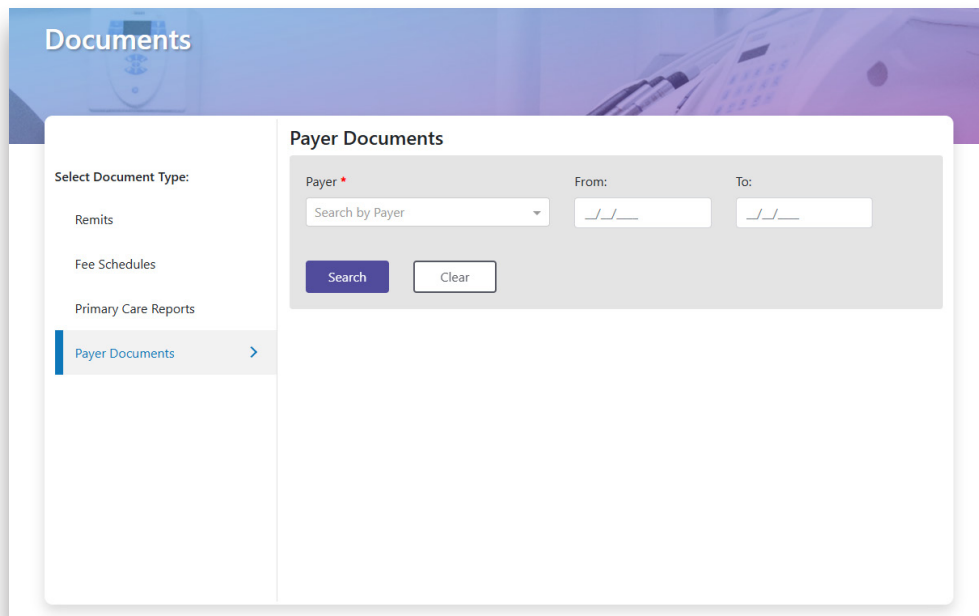
Having trouble with a slow-loading report? Make sure Practitioners are associated only to the Locations where they actually work. This helps the report run faster and keeps things simple.

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.

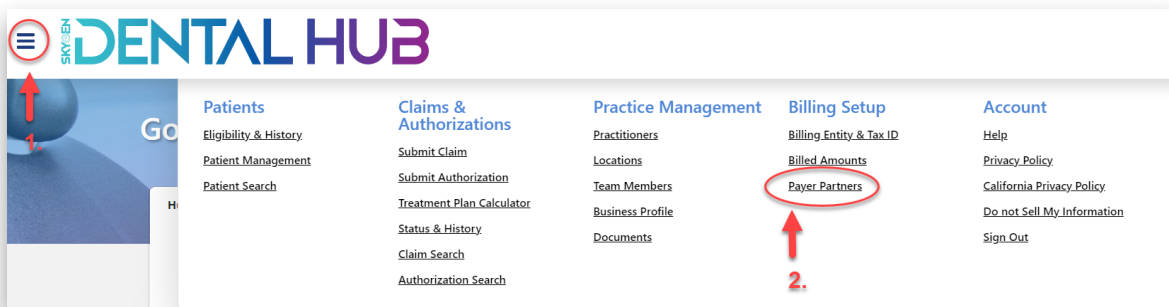


To find Payer Documents...

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

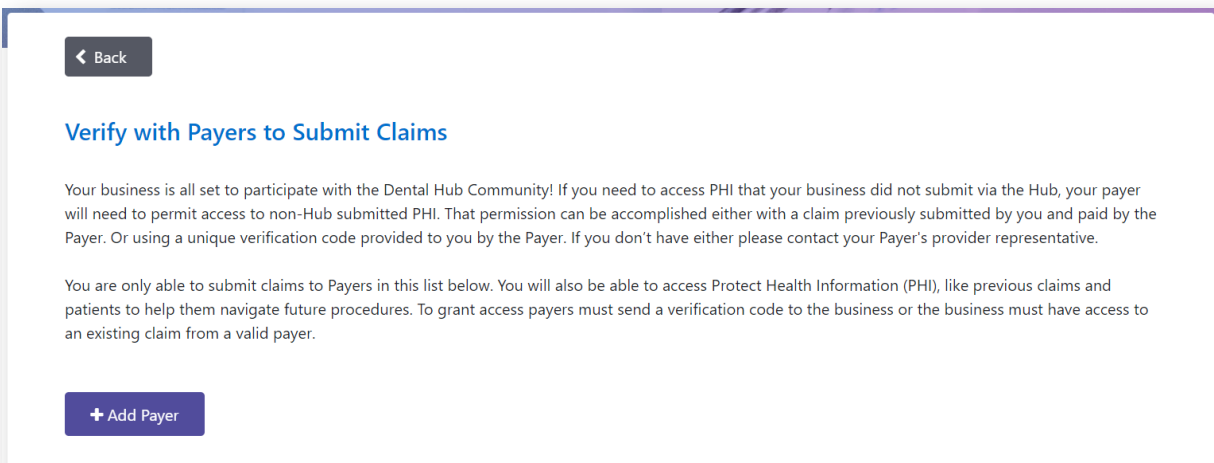
➤ Billing Setup Payer Partners

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)”



Add Direct Deposit (EFT)

[← Back](#)

Add the bank accounts to which you would like electronic payments sent and then link them to one or more of your Billing Entities.

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

Account Name *

Account Type *

Checking Savings

Routing Number *

Confirm Routing Number *

Account Number *

PAY TO THE ORDER OF

_____ \$ _____

_____ DOLLARS

999999999 | 216547893256 | 123

Routing Number Account Number

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.

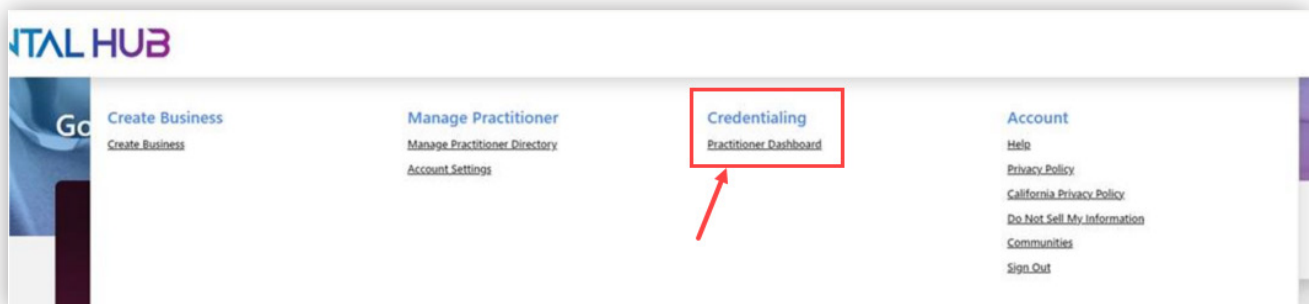
➤ Credentialing Credentialing Setup

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

Credentialing

Did you know? You can delegate almost all of your credentialing tasks to other Dental Hub users?

My Credentialing Application [Start Application](#)

0%
Total Progress

Application Status
Not Submitted

Credentialed States
Illinois, Indiana, Nebraska

Reattestation Date N/A

It looks like we don't have an application on file for you.
Click "Start Application" to begin.

[Reattest Now](#)

Verification Status

X Verification Status: **Not Started** Status Date: --

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 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.

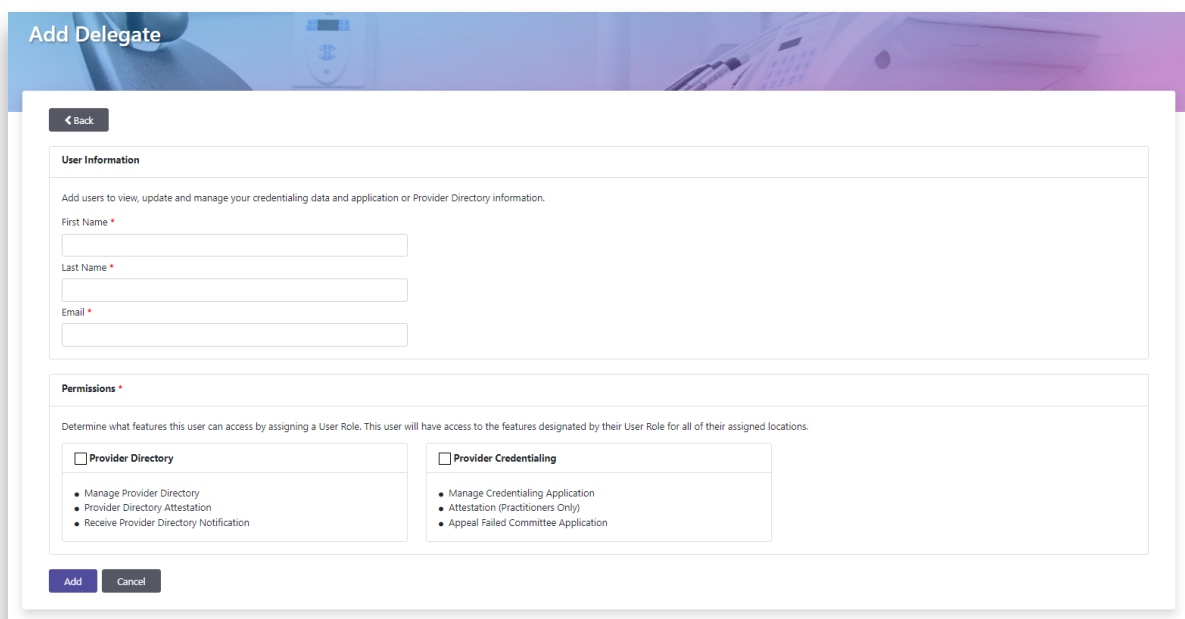
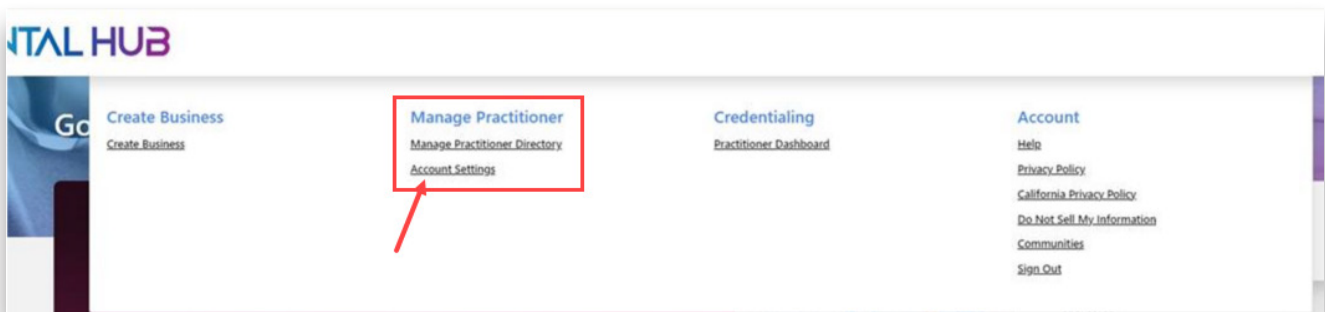
The screenshot shows the 'Credentialing Application' interface for Barry Boyd. The page has a blue header with the title and a 'Back To Dashboard' button. A left sidebar contains a navigation menu with 10 items, with '1 General Information' selected. The main content area is titled 'General Information' and contains the following fields:

- First Name * (Barry)
- Middle Name (h)
- Last Name * (Boyd)
- Date of Birth *
- Social Security Number *
- Home Phone
- Cell Phone
- Email * (Hub.Automation@skygenusa.com)
- Non-English Languages * (Amish)
- Gender * (Non-Binary)

Below these fields is a section for 'Previous Name(s)' with the question 'Have you been known by any other names? *' and an empty text input field.

➤ 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.



A screenshot of the 'Add Delegate' form. The form has a header with a 'Back' button and a title 'Add Delegate'. Below the header is a section titled 'User Information' with a description: 'Add users to view, update and manage your credentialing data and application or Provider Directory information.' This section contains three input fields: 'First Name *', 'Last Name *', and 'Email *'. Below this is a section titled 'Permissions *' with a description: 'Determine what features this user can access by assigning a User Role. This user will have access to the features designated by their User Role for all of their assigned locations.' This section contains two columns of checkboxes. The first column is 'Provider Directory' and the second is 'Provider Credentialing'. Each column has a list of features with checkboxes next to them. At the bottom of the form are 'Add' and 'Cancel' buttons.

User Information

Add users to view, update and manage your credentialing data and application or Provider Directory information.

First Name *

Last Name *

Email *

Permissions *

Determine what features this user can access by assigning a User Role. This user will have access to the features designated by their User Role for all of their assigned locations.

Provider Directory

- Manage Provider Directory
- Provider Directory Attestation
- Receive Provider Directory Notification

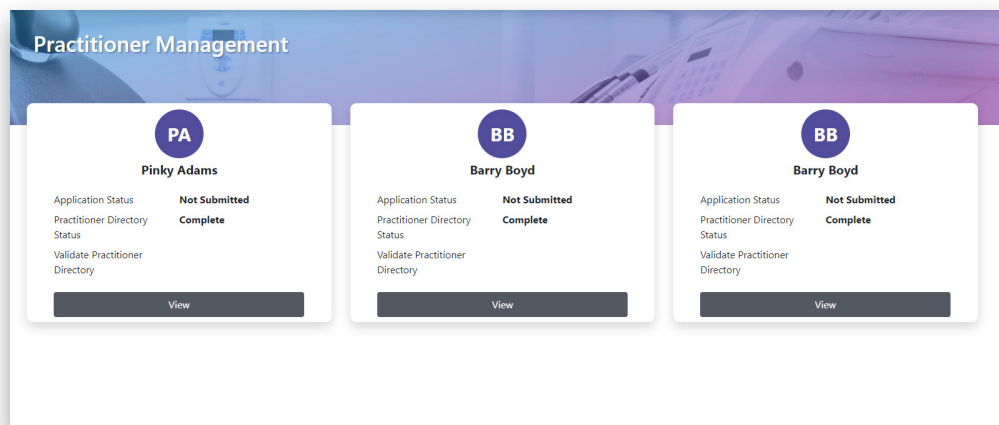
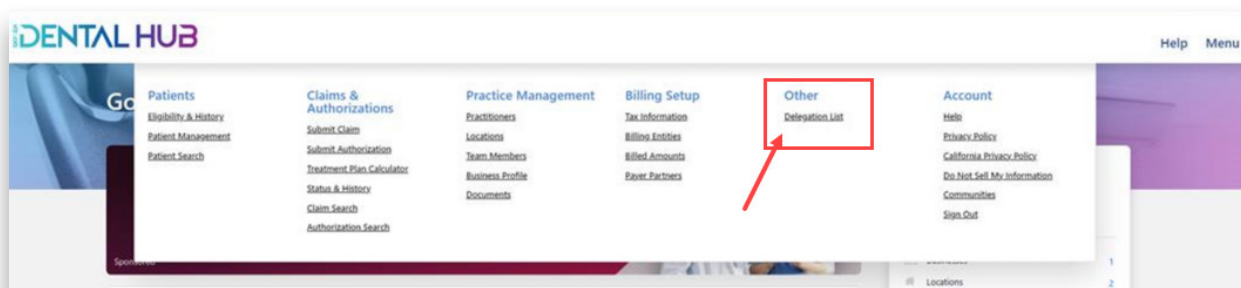
Provider Credentialing

- Manage Credentialing Application
- Attestation (Practitioners Only)
- Appeal Failed Committee Application

Add Cancel

➤ 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.