



Frequently Asked Questions

January 2017

1. Who is Brighter and what is Delta Dental's relationship with them?

Brighter is a consumer healthcare technology company that powers online and mobile services for major health plans including Delta Dental. Participating Delta Dental providers can take advantage of two free and important services: 1) Brighter Verification™ to quickly validate basic information about themselves and their practices to be compliant with emerging state and federal regulations and 2) Brighter Schedule™, Brighter's free online appointment request service, to help local patients connect with a Delta Dental provider. Providers are encouraged to contact Brighter to verify their information and activate Brighter Schedule™ at (888) 300.4742 or visiting brighter.com/deltadental.

2. How does Brighter Verification™ work?

Completing Brighter Verification™ will ensure that the information patients can access about you and your practice is accurate and up-to-date so that you are compliant with emerging state and federal regulations. You can quickly and easily verify your practice address, phone number, current providers, languages spoken, and whether you are accepting new patients by logging in at brighter.com/deltadental or by calling Brighter at (888) 300-4742.

The timing of the updates to the directory is dependent on which Delta Dental member company you belong to.

3. What is Brighter Schedule™?

Brighter Schedule™ is a great way to attract new Delta Dental patients. It is a free appointment request service that works with your practice management software to allow Delta Dental members to request an appointment for available dates and times directly from Delta Dental's online directory. You will be notified of appointment requests by email, and if you choose, by text message. It's a great way to fill empty chair time and attract and engage patients. To complete your five-minute Brighter Schedule™ setup, contact Brighter at (888) 300-4742.

4. What are the benefits of setting up Brighter Schedule™?

Brighter Schedule™ makes it easy for you to grow your practice and communicate with Delta Dental's members. Providing convenient appointment scheduling and reminders can help attract new patients and improve administrative efficiency for your office.

5. How much does this cost?

Brighter Schedule™ is completely free, courtesy of being an in-network provider with Delta Dental.

6. Who is eligible to set up Brighter Schedule™?

Brighter Schedule™ is available at no cost to all Delta Dental providers, regardless of their specialty or their participation in specific Delta Dental network(s).

7. What are the requirements to use Brighter Schedule™?

Brighter Schedule™ is compatible with most practice management software. You will need:

- Internet access at the office (to determine available appointment times)
- Email address (for appointment notifications)

8. How does Brighter Schedule™ work?

Brighter Schedule™ works with your practice management software to present available times to Delta Dental members through Delta Dental's online provider directory. Delta Dental members can make appointment requests 24/7, helping you attract and retain more patients.

9. What should I expect in the setup process?

The one-time setup takes just a few minutes. A member of the Brighter team will collect your practice settings over the phone and walk you through the setup process. If you are interested in activating Brighter Schedule™, you can connect with the Brighter team at (888) 300-4742.

10. When does this change take place?

Delta Dental will be making these enhancements available to members in early 2017. Participating dentists are encouraged to complete Brighter Verification™ and add Brighter Schedule™ at their earliest convenience.

11. How does it work with patients requesting appointments for a particular procedure?

Most patients who use Brighter Schedule™ typically request a Checkup & Cleaning, however, for patients who are in need of a more advanced procedure, they can request a consultation specific to that procedure such as a "Root Canal Consultation" or a "Cavity Consultation". When selecting procedures other than Checkup & Cleaning, patients are advised that the dentist will perform a consultation first and likely will not begin treatment at the first appointment.

12. Do providers who have previously set up Brighter Schedule™ for the directories of other insurance carriers need to set it up again for Delta Dental?

Brighter Schedule™ only needs to be set up once and will display on the provider's listing on each carrier directory he/she participates in.

13. How I do contact Brighter about an appointment request?

You may contact Brighter at (888) 300-4742 and select the menu option to indicate you are calling about an appointment from Brighter Schedule™.

14. I have a question that is not listed here.

For any questions not covered here, Delta Dental staff may contact the Brighter team at deltadental@brighter.com, call Brighter at (888) 679-5781 or have the dentist contact Brighter directly at (888) 300-4742.

As of January 2017, Brighter Schedule is compatible with multiple versions of the following Practice Management Software:

Ace Dental
AltaPoint
CamSight CDM
ClearDent
Computer Age Dentist
Dental Vision
Dentimax
Denttio
Dentisoft
Dentrix
Diamond Dental
Dolphin
DSN
Eaglesoft
Easy Dental
Endovision
EZ 2000
Genesis
MediaDent
OMSVision
Open Dental
ORTHOTRAC
Orthoware
PBS Endo
Peakdent
Practice Web
PracticeWorks
Softdent
SuzyDENTAL
WinOMS