

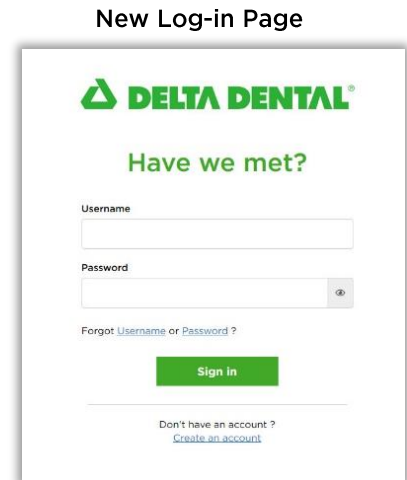


# New log-in page, same Dentist Connection

The safety and security of you and your patients' information is our top priority. That's why we are introducing a new log-in process to the Delta Dental of Iowa Dentist Connection on October 16.

## What you need to know on October 16:

- **New log-in page** - You will need to type in your username and password on the new log-in page. Make sure you know your username and password. See our FAQs for more information on your username and password.
- **Keep your username and password** - There are **no** changes to your username and password for the Dentist Connection. You will need to type in your username and password into the new log-in page.
- **Refresh or clear cache** - You may need to refresh your browser or clear your cache if you have problems logging into your account with the new page.

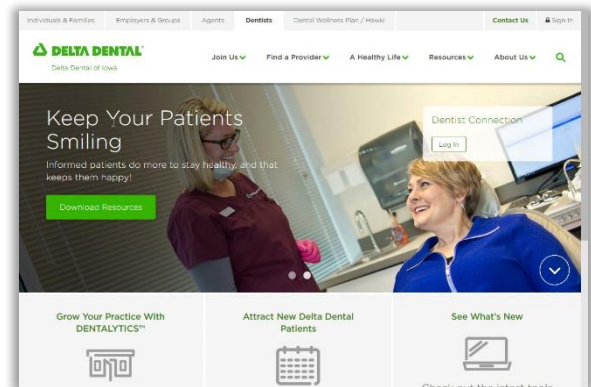


## Two ways to log-in, one source for all your Delta Dental information:

1. Go to [www.deltadentalia.com/dentists](http://www.deltadentalia.com/dentists)
2. Click on Log In button.
3. Enter your Dentist Connection username and password.
4. Click Sign In.
5. Start using the Dentist Connection!

Or:

1. Go to [www.deltadentalia.com](http://www.deltadentalia.com).
2. Select Dentist from the account box.
3. Click on Log In button.
4. Enter your Dentist Connection username and password.
5. Click Sign In.
6. Start using the Dentist Connection!



## Questions:

If you have any questions, please reference our frequently asked questions, email [help@deltadentalia.com](mailto:help@deltadentalia.com) or call us at 800-544-0718.



# FAQs for Delta Dental of Iowa's Provider Portal Update

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## **I can't remember my username what should I do?**

The Delta Dental website provides the option to recover your username if you don't remember it. Once you click the 'forgot my username' link, you will be instructed to provide information used to register your account. (Tax ID #, user first and last name, license ID, etc.) Please remember to leave out any leading zeros. Your username will be emailed to you via the email address used when registering.

## **How do I reset my password?**

The website provides the option to reset your password. Once you click the 'forgot my password' link, you will be instructed to provide information used while registering. (Username, license ID, tax ID #, etc.) Please remember to leave out any leading zeros.

## **I'm locked out of my account; how do I unlock it?**

Please call our Member & Provider Services team at 800-544-0718 to have your account unlocked.

## **Is there a preferred web browser? Do I need to clear cache?**

If you are having trouble registering, or resetting your password, sometimes it helps to try a new browser. Delta Dental of Iowa recommends using Chrome or Microsoft Edge. Sometimes clearing cache helps with the performance of websites.

**WARNING:** clearing your cache may clear out some of your username and passwords for other sites. You can visit the site [www.refreshyourcache.com](http://www.refreshyourcache.com) for instructions on how to clear your cache.

## **The employee who registered the account is no longer working in this office, how do we reset our username and password for the Dentist Connection?**

For security purposes, each person in your office using the Dentist Connection should register with their own user ID and password. Please inform Delta Dental of Iowa when office staff with access to the Dentist Connection are no longer employed by your office so their website login can be deactivated. This will ensure they no longer have access to covered person's benefits, eligibility, and claims information.

Delta Dental of Iowa | 9000 Northpark Drive | Johnston, IA 50131 | [www.deltadentalia.com](http://www.deltadentalia.com)

Updated: September 2020

**Will my username and password still work on other Delta Dental member company sites?**

Yes, many Delta Dental member companies offer single-sign-on so you only need one Delta Dental username and password to view benefits for all your Delta Dental patients.

**The website says my information does not match your records?**

The most common mismatched information is the dentist's license number. Delta Dental uses the dentist's four-digit state issued license number; do not use the zero preceding the license number. For example; if your license number is 09876, just use 9876.

**After I registered for the Dentist Connection site it says I need an authorization code; where do I find this?**

An authorization code will be mailed to your office, but you can call our Member & Provider Services team at 800-544-0718 to obtain this code as well. When you first register, you will be able to access and use the site without having the code.

**We have multiple dentists. How do I make sure I'm able to access claims for the right dentist?**

Once logged in, if your office has multiple dentists, please verify that you are under the correct provider. For example, if you're wanting to check the status of a claim or inquiry, or submit a claim, you'll need to select the provider that completed the services. Once logged in, you'll see an option to change the provider selected on the right-hand side of the page. There is also an option to select all providers.