DELTA DENTAL®

Arkansas	800-462-5410
Michigan, Ohio and Indiana	800-524-0149
New Mexico	877-395-9420
North Carolina	800-662-8856
Tennessee	800-223-3104

DASI Easy Reference Card and Shortcuts

DASI (Delta Dental's Automated Service Inquiry)

Access eligibility and claims information 24/7

What do you need to use DASI?

When you call, you will be greeted by DASI and asked for caller validation. Dental offices need to provide the dentist's valid tax identification number (TIN). This validation is required by HIPAA (the Health Information Portability and Accountability Act of 1996) and must be approved before the caller can proceed.

To access patient information, you need the subscriber's member number (usually Social Security number), relationship of the patient to the subscriber and the patient's date of birth.

What information is available?

DASI accesses our live database to give you the most up-to-date information for your patients whose dental benefits are carried by Delta Dental of Arkansas, Indiana, Michigan, New Mexico, North Carolina, Ohio, or Tennessee:

- Breakdown of benefits, complete or partial by category (endodontics, preventive, etc.) or by procedure code
- Patient eligibility (current and future)
- Fax copies of benefits and eligibility, Claim Payment Statement and pre-treatment estimates
- Time limitations and eligibility for specific benefits (exams, cleanings, fluoride, X-rays and occlusal guard)
- Claim and pre-treatment estimate status
- Check status for paid claims
- Benefits for groups with a future effective date
- Coordination of benefits allowances
- Information on group waiting periods, if any
- Mailing address information
- Payer ID information
- Maximums and deductibles, including amount met to date and services that apply

To assist you in navigating the system most efficiently, the main menu is listed on the next page. Listening to the entire menu is not necessary. Once you become familiar with the system and know what information you want, you can speak or press the digits on your touch-tone keypad and go directly to the data.

Conversational shortcuts

To make DASI faster and easier to use, try our conversational shortcuts. These shortcuts allow you to quickly get to what you need without having to navigate the entire system.

The shortcuts are active when you hear the sound of a chime at the main menu and whenever asked if DASI can help with something else. Although you will only hear DASI tell you about two shortcuts each time you call in and get the main menu, all the shortcuts listed are active on every call.

- **Benefits by category**
- **All benefits**
- **Maximums and deductibles**
- **Benefits by procedure code**
- **ID cards**
- **Payer ID**
- **Pre-treatment estimates**
- **Recent claims**
- **Claims by date**
- **Tutorial**
  Tells you all about DASI, including any new features, how to navigate quickly to get your information, and what it can do to help you!
- **Mailing address**
- **Quick fax**

OVER

DASI shortcuts for dental offices

Use these shortcuts to navigate DASI quickly and efficiently. You do not need to listen to the entire menu.

At the greeting, press **1** and enter the dentist's tax identification number (TIN)

ELIGIBILITY: **1** | **BENEFITS:** **2** | **CLAIMS:** **3** | **SOMETHING ELSE:** **4**

Enter the subscriber's member number (usually the Social Security number)

Confirm the first three letters of the subscriber's last name:

1 Yes **2** No

Choose subscriber, spouse or dependent:

1 Subscriber **2** Spouse **3** Dependent

Enter the patient's date of birth (MM/DD/YYYY)

1 Toolkit support
2 Mailing address
3 Payer ID information

ELIGIBILITY:

- Press **1** to skip to the next piece of information
- Press **2** to go to the previous piece of information
- Press **3** to have DASI hold on
- Press **4** to finish listening to eligibility

The following touchtone options are available only after listening to eligibility information, or after pressing 4 (or saying "Finished") while listening to the above options. While listening to eligibility information you may say "Fax" but touchtone is not available.

- Press **1** Fax
- Press **2** New patient
- Press **3** ID card
- Press **4** Benefits
- Press **5** Maximums and deductibles
- Press **6** Finished

BENEFITS:

Do you want the benefit information faxed to your office?

Yes, please fax the benefit information to my office **1**

Enter your 10-digit fax number

Confirm the fax number:

- Press **1** Yes or **2** No

Once confirmed:

- Press **1** if you wish to add additional procedure codes to the FaxBack or **2** if you do not need to add additional codes

  Enter a four-digit procedure code
  - After confirmation, enter each additional procedure code or press **0000** if you are finished

The system will say your fax has been requested:

- Press **1** to add an additional patient or **2** if you are finished

No, I want to listen to the benefit information **2**

If asked, "Does dentist participate in Delta Dental _____ program?":

- Press **1** Yes or **2** No

- Press **1** all benefits
- Press **2** List all benefit categories
  - Press **1** Preventive
  - Press **2** Radiographs
  - Press **3** Endodontics
  - Press **4** Periodontics
  - Press **5** Oral surgery
  - Press **6** Restorative services
  - Press **7** Bridges and dentures
  - Press **8** Orthodontic services
- Press **3** Maximums and deductibles
- Press **4** Procedure codes

CLAIMS:

- Press **1** Recent claims
- Press **2** Claims by date
- Press **3** Pre-treatment estimates