

DENTIST SECURE WEBSITE USER GUIDE



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BENECARE'S SECURE DENTIST WEBSITE

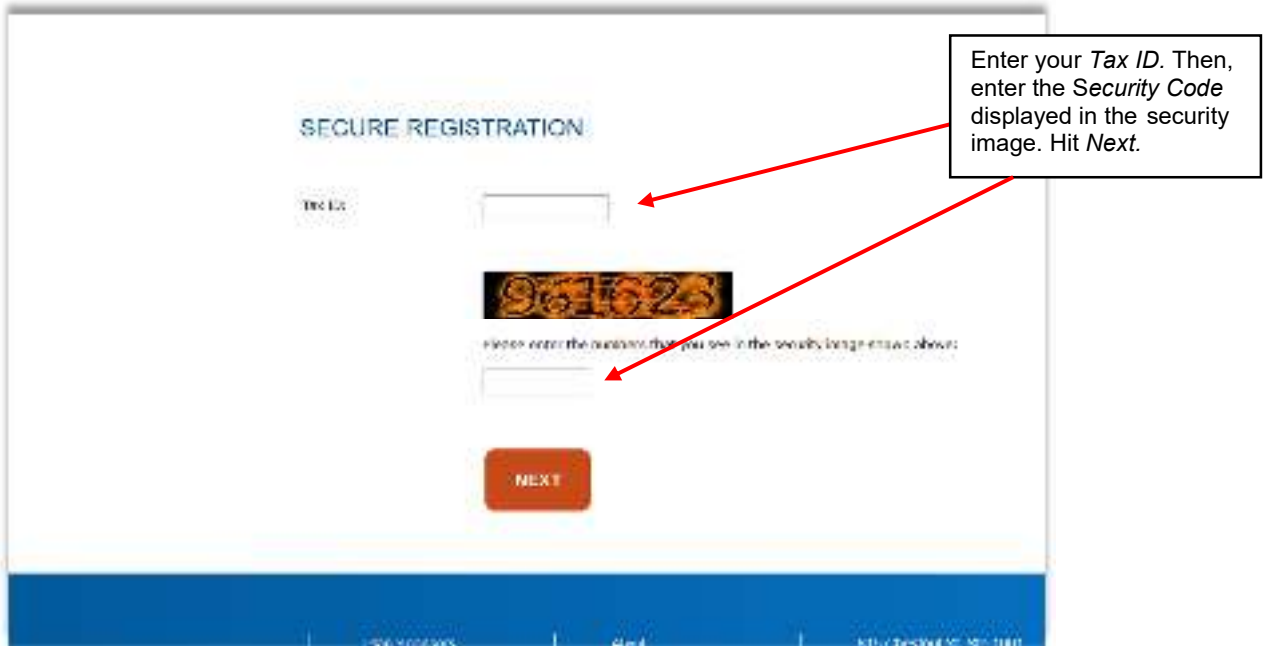
DENTIST LOGIN

BeneCare makes information available through its secure dentist website dentists.benecare.com. In order to take full advantage of the information available to you as a participating dentist, you will need to login by entering your *email address* and your *password*. The password has to be eight characters in length and consist of both letters and numbers.

The screenshot shows the 'SECURE DENTIST WEBSITE LOGIN' page. It features two input fields: 'Email Address' and 'Password'. Below these fields are three buttons: 'LOGIN', 'FORGOT PASSWORD', and 'REGISTER'. A callout box points to the input fields with the text: 'To login, enter your Email and Password.' Another callout box points to the 'FORGOT PASSWORD' button with the text: 'If you forgot your password, click the *Forgot Password* button.' A third callout box points to the 'REGISTER' button with the text: 'If you have not registered yet, click the *Register* button'. The footer of the page includes the BeneCare logo, navigation links for 'Find a Service', 'About', 'Contact Us', 'Member Services', and 'Dental Professionals', and contact information: '615 Chapel St., Ste. 100, Princeton, NJ 08540', 'Call: 800.843.4500', and 'Fax: 609.426.9992'.

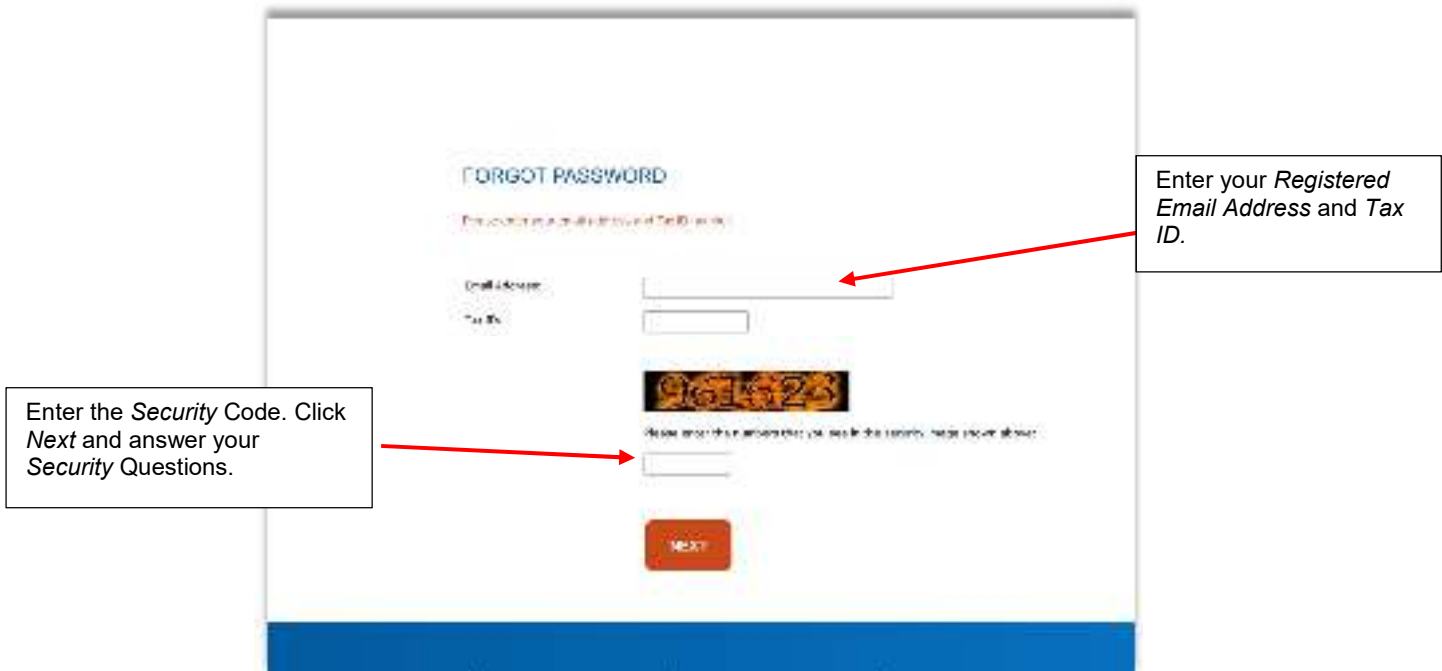
DENTIST REGISTRATION

If you have not registered yet, click on the *Register* button from the login page (shown above). Please enter your *Tax ID*. Then, enter the *Security Code* contained in the security image box. Select *Next*. You'll be prompted to answer a series of security questions.



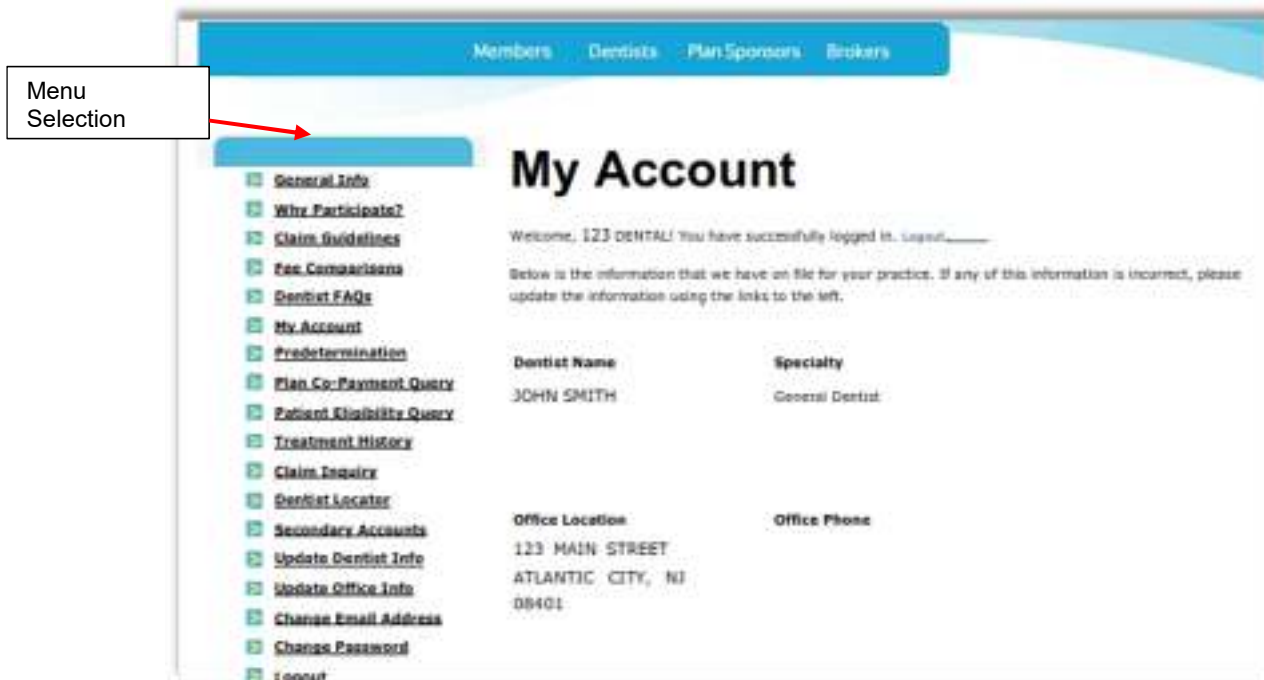
DENTIST LOGIN – FORGOT PASSWORD

You can request instructions to reset your password by clicking the *Forgot Password* button on the Dentist’s Log-in page (see above). Enter your registered *Email Address* and your *Tax ID*. Then, enter the *Security Code* displayed in the security image field. Once completed, hit *Next* and BeneCare will send a password reset link to your e-mail address.



MENU SELECTION

The 'dentist.benecare.com' secure website will present you with a number of resources to assist you in getting the information on your patient's eligibility, benefits, and history.



You can easily update the information associated your practice by selecting:

- *Update Dentist Info*
- *Update Office Info*
- *Change Email Address & Password*

You can also add additional users to your account (receptionist/office manager) to allowing them to view the patient's data in the *Secondary Accounts* tab.

From the Menu you can also access:

- *Predetermination*
- *Plan Co-Payment Query*
- *Patient Eligibility Query*
- *Treatment History*
- *Claim Inquiry*

PATIENT ELIGIBILITY

The 'Patient Eligibility' tool will allow you to view the current eligibility of your patient and their dependents. To view eligibility, you will need to enter subscriber's or primary card holder's ID number. To view a subscriber's dependents, you will also need the dependent's date of birth.

The screenshot shows the 'Patient Eligibility Query' tool. At the top, there is a navigation bar with 'Members', 'Dentists', 'Plan Sponsors', and 'Brokers'. On the left, a sidebar contains a list of menu items: General Info, Why Participate?, Claim Guidelines, Fee Comparisons, Dentist FAQs, My Account, Predetermination, Plan Co-Payment Query, Patient Eligibility Query (highlighted), Treatment History, Claim Inquiry, Dentist Locator, Secondary Accounts, Update Dentist Info, Update Office Info, Change Email Address, Change Password, and Logout. The main content area is titled 'Patient Eligibility Query' and contains the following text: 'The Patient Eligibility Query allows you to determine the eligibility status for a specific patient. Please enter the Covered Subscriber's ID number (NOT the dependent's number) and, if the patient is a dependent, the patient's date of birth. Once you have successfully completed entering your search criteria, press Search.' Below this text are two sections: 'Member Information:' with a 'Member ID:' input field, and 'Dependent Information:' with two radio button options: 'I don't need to view dependent information for this Member.' and 'I will enter the Dependent's Date of Birth below:'. The second option is selected. Below the radio buttons is a 'Dependent's Date of Birth:' input field with a date format ' / /'. At the bottom left of the form is a 'Search' button. A red arrow points from a text box on the right to the 'Search' button. The text box contains the text 'Click to access patient eligibility'.


PREDETERMINATION

The 'Predetermination' tool allows you to submit a treatment plan for your patient. A predetermination gives you a summary of what the plan will pay toward any covered procedure and what the patient's out-of-pocket responsibility will be. Begin by entering the Member ID number and selecting the treating dentist from the drop-down list provided.

The screenshot shows the 'Predetermination' tool. At the top, there is a navigation bar with 'Members', 'Dentists', 'Plan Sponsors', and 'Brokers'. On the left, a sidebar contains a list of menu items: General Info, Why Participate?, Claim Guidelines, Fee Comparisons, Dentist FAQs, My Account, Predetermination (highlighted), Plan Co-Payment Query, Patient Eligibility Query, Treatment History, and Claim Inquiry. The main content area is titled 'Predetermination' and contains the following text: 'Please enter the member's information, and select the rendering dentist, then click Continue:'. Below this text are three input fields: 'Member ID:', 'Member Date of Birth:' (with a date format ' / /' and a placeholder 'MM/DD/YYYY'), and 'Rendering Dentist:' (with a 'Choose-->' dropdown menu). At the bottom right of the form is a 'Continue' button.

Then, add the procedure code(s) to the prior authorized (maximum of 10) and attach any x-rays or supporting documentation. Next, indicate any missing teeth and add any remarks, if necessary. Please make sure you select update after completing each section.

- [General Info](#)
- [Why Participate?](#)
- [Claim Guidelines](#)
- [Fee Comparisons](#)
- [Dentist FAQs](#)
- [My Account](#)
- [Predetermination](#)**
- [Plan Co-Payment Query](#)
- [Patient Eligibility Query](#)
- [Treatment History](#)
- [Claim Inquiries](#)
- [Dentist Locator](#)
- [Secondary Accounts](#)
- [Update Dentist Info](#)
- [Update Office Info](#)
- [Change Email Address](#)
- [Change Password](#)
- [Logout](#)



Predetermination

Please submit your Predetermination request within 30 minutes to avoid being logged out of the system.

PATIENT INFORMATION:

Member ID: *****333X
 Member Name: TOM JONES
 Member DOB: 10/15/1975
 Enrollment Status: Eligible
 Plan: ABC COMPANY
 Patient Name: [same as member]

[Remove Patient](#)

STEP 1: ADD PROCEDURE CODES TO BE PRIOR AUTHORIZED (MAX=10)

Procedure Date	Procedure Code	Tooth Number	Tooth Surface	Edit	Remove
No procedure codes have been entered. Please add one below.					

Add Procedure:

Procedure Code: (required)
 Procedure Date:
 Oral Cavity Area:
 Tooth Number:
 Tooth Surface: B D F I L M O
 Fee: \$

[Add Procedure](#)

STEP 2: ADD X-RAYS AND/OR SUPPORTING DOCUMENTATION

Please upload any x-rays or supporting documentation you may have. These documents must be in an image or PDF format. If you have narrative documentation that is in a text or Word document, you can paste that information into the "Step 4: Remarks" box below.

File Name	Remove
No files have been uploaded yet. You may upload one below.	

Upload File:
 File Name: No file selected.

STEP 3: INDICATE MISSING TEETH (X = MISSING, O = TO BE PULLED)

Please remember to click the "Update Missing Teeth" button when you are finished with this section.

If your patient has no missing teeth, check here:

If your patient is edentulous, check here:

Otherwise, please indicate individual missing teeth or teeth to be extracted in the grids below:

PERMANENT															
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17

PRIMARY									
A	B	C	D	E	F	G	H	I	J
T	S	R	Q	P	O	N	M	L	K

STEP 4: REMARKS

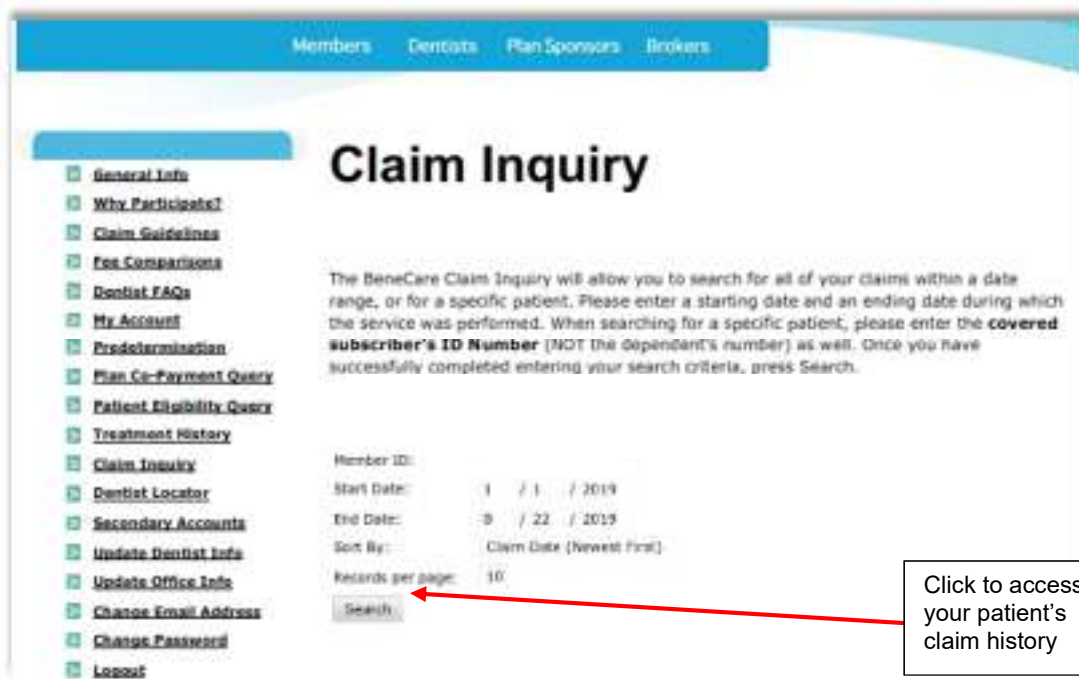
Please remember to click the "Update Remarks" button when you are finished in this section.

150 characters allowed. 150 characters left.

STEP 5: SUBMIT PREDETERMINATION REQUEST

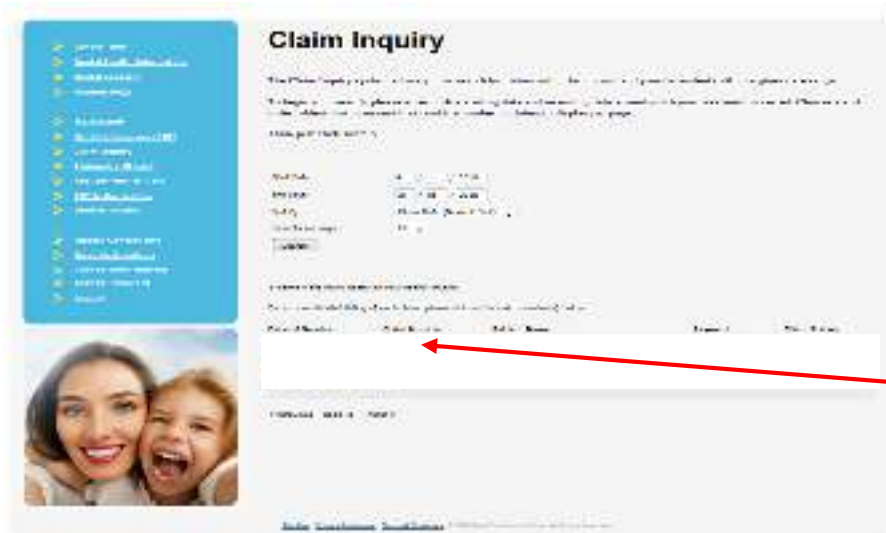
CLAIM INQUIRY

The 'Claim Inquiry' tool allows you to search for claims submitted for your patients within a given date range. To begin your search, please enter both a start date and an end date, during which the treatment occurred. Choose a sort order (oldest first or newest first and the number of claims to display per page). Once you have successfully completed entering your search criteria, press 'Search'.



The results of the claim inquiry search will display a list of general claim information. By clicking on the claim number in the search results, you can view the details of that particular claim.

CLAIM DETAILS



TREATMENT HISTORY

You can view your patient's treatment history by Procedure Code or Select the Full Treatment History, which will give you a PDF of the patient's entire history.

The screenshot shows a web application interface for "Treatment History". At the top, there is a navigation bar with links for "Members", "Dentists", "Plan Sponsors", and "Brokers". On the left side, there is a vertical menu with various options, including "General Info", "Why Participate?", "Claim Guidelines", "Fee Comparisons", "Dentist FAQs", "My Account", "Pre-determination", "Plan Co-Payment Query", "Patient Eligibility Query", "Treatment History", "Claim Inquiry", "Dentist Locator", "Secondary Accounts", "Update Dentist Info", "Update Office Info", "Change Email Address", "Change Password", and "Logout". The main content area is titled "Treatment History" and contains the following elements:

- A list of patients which are covered under the Covered Subscriber's ID Number that can be viewed by clicking on the appropriate button next to the Subscriber/Dependent's name in the list below.
- A "Select a Patient:" section with a "Member:" dropdown menu showing "TOM JONES" and a "[change]" link.
- A "Dependents:" section with a message: "No dependents were found for this member."
- A "Search by Procedure Code or Full Treatment History:" section with a "Procedure Code:" input field and a radio button for "Full Treatment History".
- A "Continue" button.

A red arrow points from a text box on the right to the "Full Treatment History" radio button. The text box contains the text: "Click to view Treatment History".

DENTIST LOCATOR

The Dentist Locator tool enables you to identify dentists who participate in a specific plan. Use this tool when you would like to view other participating dentists or locate a participating specialist. You may search for participating dentists within a given radius, (i.e., zip code or city/state). Simply enter the geographic filter criteria desired and press search.

Members Dentists Plan Sponsors Brokers

Dentist Locator

Member ID: *****XXXX
 Click [here](#) to enter a different Member ID.

BeneCare Dental Plans dentist locator tool is a convenient, easy-to-use online search tool that helps you find a participating dental professional near you. Search by ZIP code or by city name.

SEARCH BY ZIP CODE.

1. Enter the desired ZIP code.
2. Select the distance or radius around the ZIP code you'd like to search.
3. Select the type of dentist or "All Dentists" from the Specialty pull-down menu.
4. Hit the "Search" button to submit.

SEARCH BY CITY.

1. Select the city you'd like to search from the pull-down menu.
2. Select the type of dentist or "All Dentists" from the Specialty pull-down menu.
3. Hit the "Search" button to submit.

Search By Zip Code/Radius:	Search By City:
Zip Code: <input type="text"/>	City: <input type="text" value="Choose-->"/>
Radius: <input type="text" value="1 Mile"/>	Dentist Specialty: <input type="text" value="--All Dentists--"/>
Dentist Specialty: <input type="text" value="--All Dentists--"/>	<input type="button" value="Search"/>
<input type="button" value="Search"/>	

CHECK WITH YOUR DENTIST.

It's always a good idea to check with your dental professional to ensure he or she participates in your plan and its network prior to making an appointment. You can check by calling your dental professional's office and giving them BeneCare's name, along with your plan's network name.

Choose to search by zip code/radius or city/state and click here.

If you need any further assistance with our secure website, please call 800.843.4727, and a BeneCare Client Services Team member will be happy to assist.

It is recommended that you 'log out' of the Secure Website after each session to maintain data security.