

Benefits Connection FAQs

You already know that Benefits Connection is an easy way to get information about your patients. Check out these “Benefits Connection FAQs” for some quick and easy tips.

Password hints

To protect patient information, Benefits Connection requires users to change their passwords every 90 days. Passwords must contain 8–20 characters and be unique in Benefits Connection. Passwords are case sensitive and must include three of the four requirements:

- English uppercase characters
- English lowercase characters
- Numbers
- Non-alphabetic characters (@, !, \$, etc.)

If your password doesn't meet these requirements, you will receive an error message. To change your password:

- Go to our website at www.deltadentalnj.com and log in to Benefits Connection.
- Click “Profile.”

Registering as a dental business

We encourage dentists in practice by themselves to re-register in Benefits Connection as a “dental business” rather than “dentist.” This will enable you to experience all the benefits of Benefits Connection. A “dental business” registered with Benefits Connection will receive email notifications of EOBs, while an individual “dentist” registered in Benefits Connection will not. To register as a dental business:

- Go to our website at www.deltadentalnj.com.
- Click the “Register here” link.
- Click “Dental Business” in the “Registration” box.
- Type your TIN into the box and click “Validate.”

If the information entered matches information on file with Delta Dental, you will be prompted to complete additional fields, including:

- Password
- Contact information
- Security questions and answers
- EOB and PTE communication preference (enabling you to opt for paperless EOBs)
- Service locations

Updating dentist and office profile information

You can view and update your business contact information, password, security questions and answers, EOB and PTE communication preferences, and service locations.

To do so:

- Go to our website at www.deltadentalnj.com and log in to Benefits Connection.
- Click "Profile" under "Other Tools."

View claims information based on your sorting requirements

You may want to sort claims information based on certain criteria, such as by claim status, payment date, etc. You can do this with just a few clicks:

- Go to our website at www.deltadentalnj.com and log in to Benefits Connection.
- Go to the Claims screen (the Claims tab at the top of the screen should be highlighted).

Click the header of the column that you want to sort (i.e., Received Date, Claim #, etc. One click will sort information from oldest to most recent (or from Z to A, or from largest number to smallest). Another click will sort from most recent to oldest (or from A to Z, or from smallest number to largest). Tip: Be sure to click once and wait for the column to sort before clicking again.

Expanding column widths to see a more complete view of patient information

Claim numbers, address information, patient names, and other information are often truncated on the initial "Claims" screen view. You will know if information is truncated if it is followed by three ellipses (...). You can easily change the view to see a full picture of claims information.

1. Go to our website at www.deltadentalnj.com and log in to Benefits Connection.
2. Go to the Claims screen.
3. Click the "Expand" icon on the top right of the screen. The column information will expand fully across the screen so information in each column is not truncated. The "Other Tools" bar will disappear, and the "Expand" icon will say "Collapse." To return the screen to the way it was before, click the "Collapse" icon.

Viewing additional claims

The Claims screen lists claims received from your office in the previous 30 days. The system will return up to 500 claims. To search for claims within the past year:

1. Go to our website at www.deltadentalnj.com and log in to Benefits Connection.
2. Go to the Claims screen (the Claims tab at the top of the screen should be highlighted)

3. Click “Advanced Search.” This provides a pop-up screen where you can search by:
 - Claim number
 - Check number
 - EFT number
 - Date range (both date received by Delta Dental and date of service)
 - Member ID
 - License number or state
 - Claim status

Download the fee filing, W9, and direct deposit authorization agreement

These forms are available under the “Additional Forms for NJ and CT Dentists” link in Benefits Connection. To access:

- Go to our website at www.deltadentalnj.com and log in to Benefits Connection.
- Click “Forms” under “Other Tools.”
- Click “Additional Forms for NJ and CT Dentists.”