



****PLEASE REVIEW – EXCITING NEW PROVIDER BENEFIT INFORMATION ENCLOSED****

June 11, 2009

Provider Name
Provider Address
City, State Zip

Dear Provider:

Doral Dental Services of Virginia, LLC (Doral) is pleased to announce Electronic Funds Transfer (EFT) and electronic remittance statements (835 File) are being implemented in your state effective March 1, 2009. This exciting new feature will result in increased payment turnaround times as funds are directly deposited into your banking account.

To enroll in the EFT process, you must:

- Complete and sign the attached authorization form
- Include a voided check (Your request will not be processed without a voided check)
- Please ensure the writing is legible to prevent any delays in the implementation of your EFT funding
- Return the EFT Enrollment Form and voided check to Doral by **March 1, 2009**
- **For your convenience we have provided two options for you to return your enrollment form**
 - Via Fax – 262.241.4077 **or**
 - Via Mail – 12121 North Corporate Parkway
Mequon, WI 53092
ATTN: PDA Department

Please allow up to six weeks from March 1st or six weeks from the receipt of your paperwork if documents are received after March 1st, for your EFT process to be implemented. You will receive a bank note one check cycle prior to your first EFT payment.

In the future, it is important you notify Doral of any changes to your bank account such as; routing or account numbers, the specific bank you utilize or other relevant information via the attached authorization form. The form can be found in the Office Reference Manual. Please allow 2-3 weeks notice to implement new banking information. Doral can not be held responsible for delays in funding if you do not notify Doral in writing of any banking changes.

As a condition of acceptance of the EFT Program, you will also be required to access your remittance statements online and you will no longer receive paper remittance statements. Electronic remittance statements can be located on Doral's Provider Web Portal (PWP). To access your remittance statement, please utilize the following process:

1. Login to the PWP at www.doralusa.com
2. Under the Documents header, Select **Remittance Documents**
3. Click on the **View Remittance Documents** button to display the Remittance notice
4. Click on the **View** button at the right end of the specific Remittance that you would like to view
5. The Remittance will display on the screen.

If you are not a registered user and would like more information on Doral's Self Service Options, please see the reserve side of this letter.

We are pleased to offer this new benefit to our *Smiles For Children* providers and hope you take advantage of this new program. Should you have any questions, please contact the *Smiles For Children* Program at 888.912.3456.

Sincerely,

Carrie Fritz
Manager, Provider Networks

12121 North Corporate Parkway
Mequon, WI 53092
Telephone 888.912.3456
www.doralusa.com

Highlights of our Provider Web Portal (PWP)

We Value our relationship with our providers and take pride in our ability to offer hassle-free claim submission, prompt processing, and fast payment of claims. Our website is an internet based claims submission system that allows providers to submit claims to us at no cost.

How to Access the PWP

To access the Provider Web Portal, here is what you do:

- 1.) Go to www.doralusa.com
- 2.) Click on Providers
- 3.) Click on Provider Web Portal (PWP)
- 4.) If you are not a registered user, click on the Link “Not a Registered User”. Then complete the information in the User Registration Window.
- 5.) As a Doral provider, you will have to register using your Doral location ID number. Location ID number can be found on your remittance statement. **Note:** You are assigned a location ID for each office that provides services. A separate registration on the PWP will be required for each location where services are rendered.

You can click on the Provider Menu from any area to return to the Main Menu. You may also utilize the Online Help option if you have any questions regarding these features.

What Services are on our PWP

Eligibility – Verify eligibility and print a report of these results and obtain history of services

Dental Authorizations

- Request dental authorizations
- Check submitted authorization status
- View authorization

Dental Claims

- Submit dental claims and print a report of the dental claims submitted
- Check submitted claims
- Dental Referrals – submit request for referral to a specialist and print a report of all submitted referral requests

Interactive Voice Response (IVR)

Available for government patients only

Patient claim history and fax back verification as close as your phone! Checking member eligibility is as easy as a phone call. Our Interactive Voice Response (IVR) system is available 24-hours a day, 7 days a week and provides:

- Patient Eligibility
- Frequently utilized Code Claim History (full claim history can be found on the Web at www.doralusa.com), including: D0120, D0212, D0150, D0210, D0272, D0274, D0330, D1110, D1120, D1201, D1203, D1204, D1205, D1351, D5110, D5120, D5130, and D5140
- Fax back verification of your eIVR call
- Spanish Call Capability

Through our IVR phone system, you can quickly and easily determine eligibility as well as obtain past claims history information. A fax verification of the information provided during the call is also an available option.

Documents (Office Reference Manual)

Billing- Allows you to set up your CDT codes and respective billed amount for each code. When submitting a claim, the billed amount will automatically populate for the specified CDT code.

Status-

- View location information
- View payment status
- Support

To access this function, you will need to login with your National Provider Identification Number (NPI) and the last 4 digits of your location’s tax ID.

Once an eligible member’s information is entered and results are communicated, you can then select the option to obtain eligibility or claim history for that member.

With IVR, you can obtain the information you need instantly via phone. To access the Doral IVR 24-hours a day, 7 days a week call 888.912.3456. All information provided via the IVR is also available on the Web at www.doralusa.com.