



Northeast Delta Dental

EFT/ERA Frequently-asked questions

What is Electronic Funds Transfer (EFT)?

Claim payments are distributed via the Automated Clearing House (ACH) Network directly to your designated bank account. EFT virtually eliminates the manual handling of checks.

What is Electronic Remittance Advice (ERA)?

An electronic explanation of payment, which provides details about a claim payment.

Why should I sign up for EFT?

EFT can reduce your staff's daily workload and your practice's operating costs, and virtually eliminate the manual handling of checks. EFT saves staff time, eliminates trips to the bank, and facilitates easier payment/bank reconciliations.

If I sign up for EFT and ERA through Northeast Delta Dental, will it apply to all Delta Dental Member Companies?

Yes, you will receive EFT and ERA from all Delta Dental Member Companies for all your claim payments.

How does Northeast Delta Dental ensure the security of my account information?

Northeast Delta Dental safeguards all personally identifiable information (PII) and personal health information (PHI) using a layered, best-practice security framework. Sensitive data at rest is protected using AES 256-bit encryption, and transport layer security (TLS) is used when sensitive information is in transit. Security systems are in place to detect and prevent leakage of sensitive data. Northeast Delta Dental also identifies and remediates security vulnerabilities through regular security audits and maintains SOC2 compliance.

Are EFT and ERA free for providers?

DentalXChange and Vyne do not charge a fee for providing EFT and ERA directly through their application. Your practice management software vendor may charge a fee for accessing and posting payment information directly into your software.

Do payments post directly into my provider account/ practice management software?

To have ERAs automatically downloaded into your practice management system, you will need to contact your practice management software vendor to verify compatibility with DentalXChange. If your software is compatible, you will need to initiate an agreement with DentalXChange.

- DentalXChange can be contacted at 1-800-576-6412 Option 1 or by email at salesrequests@dentalxchange.com

I am interested in EFT and ERA. What are the next steps?

Log in to www.nedelta.com as a provider, under Documents, select the Claim Payment Direct Deposit Authorization form for your state. Return the completed form with a copy of a voided check or bank letter and a copy of the office's W9 via email to providerservices@nedelta.com or via fax to 603.223.1033.

Once the enrollment form is emailed/faxed, how long until I receive an EFT payment?

Once the required paperwork is received with complete and accurate information, please allow up to 10 business days from receipt for EFT payments to begin.

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How often will I receive EFT payments?

Northeast Delta Dental will continue to make payments to providers twice a week. Northeast Delta Dental will submit the claim for payment processing on Wednesdays and Fridays. Please allow 1 to 2 business days for the payment to be posted to your bank account. You may view your remittance on DentalXChange within three business days.

How will the EFT payment appear in my bank account?

Payments from Northeast Delta Dental will be clearly labeled as “DDPNH”.

Can I still receive a paper payment remittance advice?

By signing the EFT Enrollment Form, you agree to receive and access your remittance advice electronically. A paper remittance advice will no longer be mailed.

Do I need to submit claims electronically to be eligible for EFT?

Although electronic claims submission is preferred and strongly encouraged, it is not required to be eligible for EFT. If you are interested in electronic claims submission, please call your practice management software vendor for information and pricing.

How do I access my ERAs?

If you choose to retrieve your ERAs through DentalXChange;

1. Log in to the provider portal at www.nedelta.com.
2. Click “Access Delta Dental ERAs on DentalXChange” where you will be redirected to the Delta Dental National Portal.
3. Once redirected, click on “View Delta Dental ERAs” to access DentalXChange.

You may also access your ERAs via www.deltadental.com “Check national ERA”.

What if I am not interested in EFT?

Enrollment is voluntary. You will continue to receive your payments and paper remittance advice in the mail. However, providers who continue to receive payments via paper checks will receive payments once per week.

Who do I contact if the electronic payment hasn't arrived or if I have questions about the payment amount?

In the event that an ERA is not able to be posted to DentalXChange (this is not an often-occurring event, but can happen for a number of reasons: a claim needs to be manually adjusted, system errors, etc.), Northeast Delta Dental will forward the ERA to the EFT notification email for association. If you have questions regarding your payment, please contact Northeast Delta Dental's Provider Services department at 1-800-537-1715 ext. 1100 (Monday through Friday, 8:00am to 4:45pm).

What happens if I need a claim adjusted or an overpayment has occurred?

Adjustments and overpayments will continue to be processed in the same manner as they are today. If there is an adjustment to a claim that will result in an additional payment from Northeast Delta Dental, please submit your request in writing to the Dental Director, Northeast Delta Dental, One Delta Drive, PO Box 2002, Concord, New Hampshire, 03302-2002. If Northeast Delta Dental made an overpayment on a claim, please submit a refund check along with an explanation.

Where should I go if I need to make changes to my account?

Please contact Northeast Delta Dental's Provider Services department at 1-800-537-1715 ext. 1100 (Monday through Friday, 8:00am to 4:45pm) or email them at providerservices@nedelta.com.

How do I cancel EFT and go back to receiving paper checks and remittance advices?

Please send written notification to Northeast Delta Dental's Provider Services department, PO Box 2002, Concord, NH 03302-2002, or fax to 603-223-1033 or email to providerservices@nedelta.com. Allow up to 10 days to process.