



Provider instructions for activating Special Health Care Need (SHCN) enhanced benefits



Log in to your PreViser Clinical Suite: <https://secure.previser.com/clinical/login>

Step 1:

For a member who already has a patient chart in the PreViser® Clinical Suite, select the patient's name to open the patient chart. Click 'Edit Patient' on blue toolbar on the upper right.

For a member who does not have a patient chart in the PreViser Clinical Suite, click on 'New Patient' on blue toolbar on the upper right.

Step 2:

Fill out the 'Patient Information' tab, or confirm existing entries are correct (update if needed). As a reminder, this information must match exactly how Northeast Delta Dental has the information on file.

Click on the 'Insurer Information' tab. Enter insurance information, or confirm existing information is correct (update if needed).

New field! 'Special Health Care Needs.' Select 'Yes' to start activation of the SHCN benefits.

This field is automatically defaulted to 'Unknown.' Provider can select, 'Yes,' 'No,' or leave as defaulted 'Unknown.'

Note: Email address is not required on this page. If not entering an email address, leave box unchecked next to the email field.

Creating Patient

Flower, Summer

Save Patient

Patient Information

Insurer Information

Select Patient Insurance Company

NH - Delta Dental Plan of New Hampshire

Subscriber ID*

33000017313114

Relationship of patient to subscriber*

Self

Special Health Care Needs

Yes

More Info

Email Preferences

Check the box below and enter the patient's email address (or parent/guardian's if under 18) to allow PreViser and the patient's insurer (if applicable) to send oral wellness emails. Leave the box unchecked to opt out.

These messages can increase compliance with your recommended treatment plan. They may contain PHI, include dental benefit info, risk assessment results, home care advice, surveys or special offers.

Patients can unsubscribe at any time using the link in any message.

☐

Email (Parent's if under 18)

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Privacy

Terms of Use

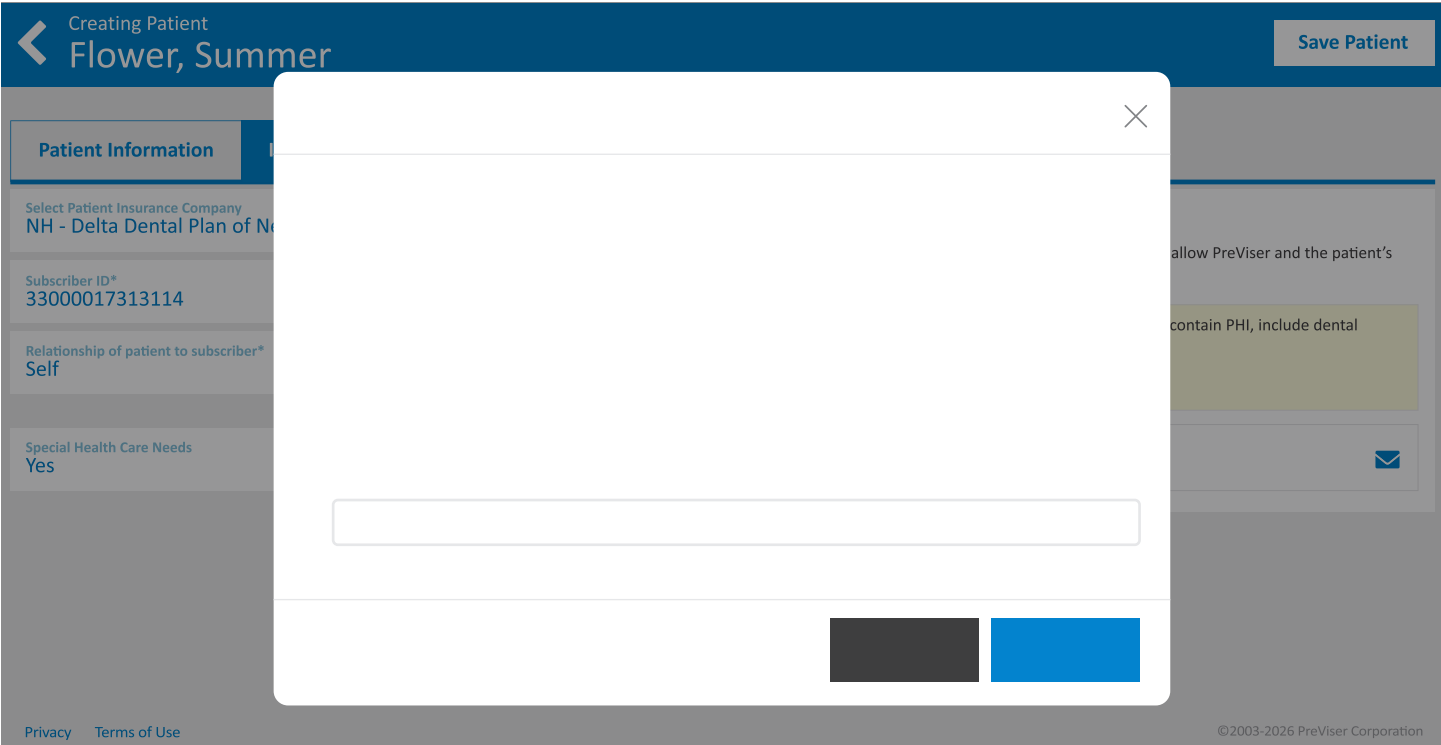
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Step 3:

Click ‘Save Patient’ on blue toolbar on top right.

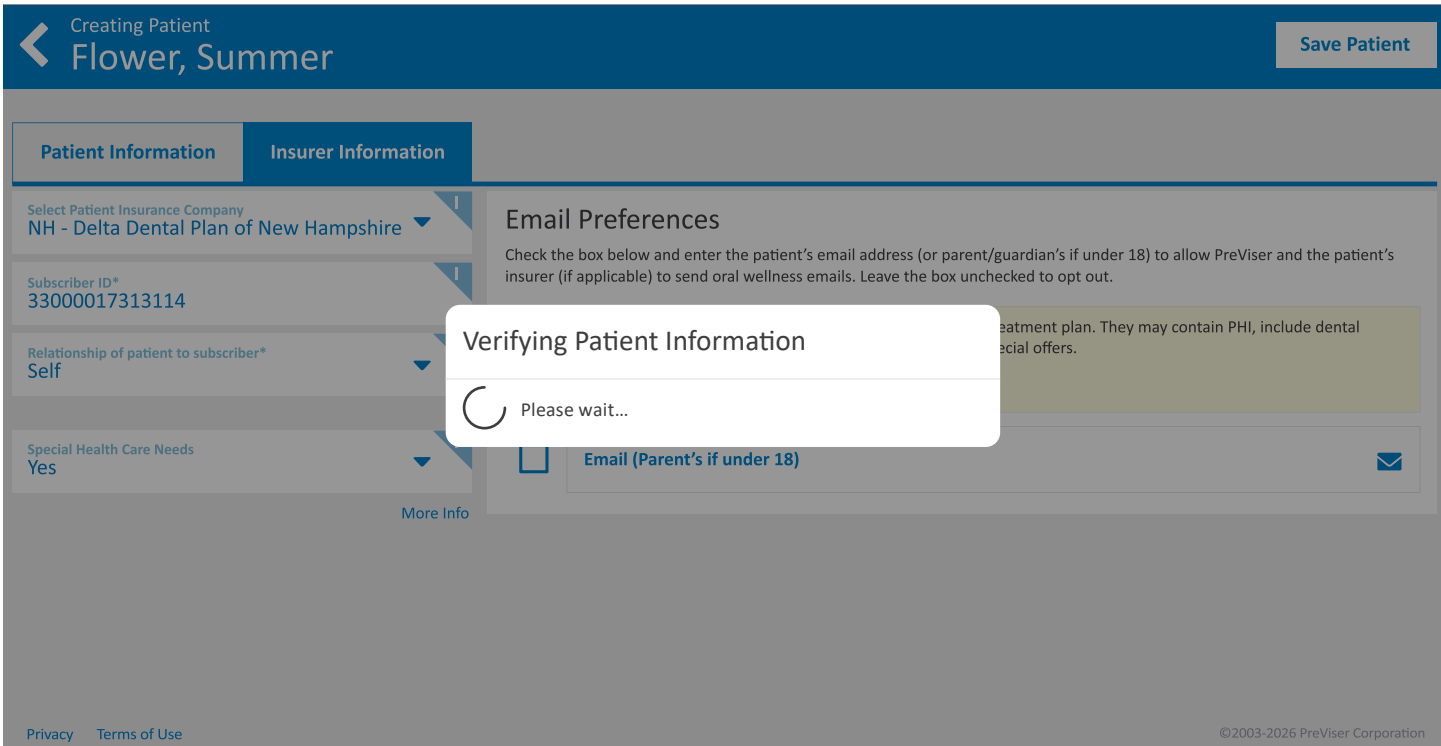
If “yes” was selected for SHCN, then the attestation form will pop up.

Dentist will digitally sign their name, then click “Confirm.”



Step 4:

PreViser will attempt to connect to Northeast Delta Dental to find a patient match between the two systems.



Step 5 (final):

When a patient match is found and a connection to Northeast Delta Dental is made, the provider will see the popup box, “Success; Patient Saved.” This also confirms that the signed attestation form will be sent to Northeast Delta Dental.

The screenshot shows a web interface for creating a patient record. The header is dark blue with a back arrow, the text 'Creating Patient', the name 'Flower, Summer', and a 'Save Patient' button. Below the header are two tabs: 'Patient Information' (active) and 'Insurer Information'. The 'Patient Information' tab contains several fields: 'Select Patient Insurance Company' (dropdown menu showing 'NH - Delta Dental Plan of New Hampshire'), 'Subscriber ID*' (text field with '33000017313114'), 'Relationship of patient to subscriber*' (dropdown menu showing 'Self'), and 'Special Health Care Needs' (checkbox checked 'Yes'). To the right of these fields is an 'Email Preferences' section with a text area for an email address and a checkbox. A white 'Success' popup box is centered over the form, displaying 'Patient Saved' and an 'Ok' button. The footer contains links for 'Privacy' and 'Terms of Use', and a copyright notice '©2003-2026 PreViser Corporation'.

Additional notes:

SHCN enhanced benefits are activated on the date the attestation form is signed, and the patient chart in PreViser is saved successfully.

The additional SHCN benefit information will not be displayed until the following day in our benefit lookup portal.