



Introducing, Shatyonia Koscielny, our new Provider Relations Coordinator!

We are excited to share that a new team member, Shatyonia Koscielny, has joined Delta Dental of North Carolina as Provider Relations Coordinator. Shatyonia brings several years of experience working in the dental field, including as front desk manager, along with a strong background in customer service. Her knowledge and experience will be valuable assets as we continue to enhance provider support, communication, and overall service excellence. She'll be assisting with things like adding new providers and locations, questions regarding how to obtain fee schedules, and verifying the accuracy of our provider records, as well as being integral to planning and hosting provider workshops and community events.



EFT is a best practice

EFT is secure and simple, and registering for NATIONAL EFT via the Delta Dental of North Carolina Dental Office Toolkit (DOT) is the best way to streamline ALL your Delta Dental payments for faster, safer reimbursement.

For more information, [download our EFT Flyer](#) or view our [national training video](#).



The Road Show will be back this fall in High Point

Our next provider workshop will be here before we know it, and you won't want to miss this one. With a fun and welcoming venue conveniently located in the heart of the state, as well as new content that is sure to please, keep your eyes open for registration information coming soon!_

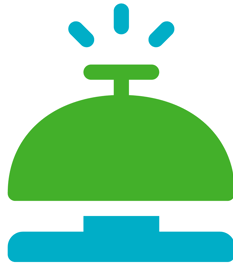


Introducing our first Kid's Dental Day

On July 24th, Delta Dental of North Carolina is hosting a Kid's Dental Day with the NC Courage to provide a place for children from the Boys & Girls clubs to receive dental screenings. Throughout the day, around 150 kids will be receiving dental screenings, oral health education, and participating in other fun soccer and health themed activities.

We invite you to volunteer with our team for the event!

If you are interested in volunteering, [fill out our form here](#).



Claim Information Requests (IRs)

You are now able to submit your Information Requests (IRs) electronically in the Dental Office Toolkit™.

Enjoy these benefits for an improved provider experience:

- Centralization of provider claims communications
- Ability for reconsideration requests and documentation capture
- Improved processing time of claims

The current process of submitting IRs will still be available for the time being.

[Download our help guide](#) to get started submitting your IRs electronically.

Questions? Please reach out to customer service at 800-662-8856.



Office changes or updates?

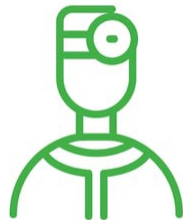
We want to hear from you. We can seamlessly provide your office and our members with best-in-class service and accurate claims processing when we have the most accurate and up-to-date information in our system. This includes the online find-a-dentist search tool.

please let us know when...

- A provider joins or leaves the practice
- A provider retires
- Tax ID changes
- Closing of office or practice

- Sale or purchase of practice
- New and/or change of address
- New and/or change of phone
- New and/or change of NPI
- License status updates
- Changes to status of accepting new patients

If a provider has left the practice, please remember to remove his/her name which may remain as the default practitioner for a patient in your Practice Management System. Thank you for your partnership in keeping your provider records accurate with us. If you would like to notify our team, please email the provider records department at providersnc@deltadentalinc.com.



Have a Locum Tenens dentist?

Please contact providersnc@deltadentalinc.com and request a Provider Addition Form. Checking the box in item 53 of the ADA Dental Claim Form (Version 2024 © American Dental Association) may not be sufficient to get claims paid.



Claims Update: Code D2940

Effective June 1, 2026, Delta Dental will require the inclusion of the applicable tooth number and surface(s) for Code D2940 when submitting claims. This update is to align with the ADA's expectations for Code D2940. If both tooth number and surface(s) are not submitted for Code D2940, the claim will be denied. For more information, please refer to [Appendix 3: ADA Guide to Dental Procedures Reported with Area of the Oral Cavity or Tooth Anatomy](#). Staying current on the latest claim and processing procedures helps your patients have the best experience possible. Thank you for your continued dedication to providing excellent patient care.

Get social with us @deltadentalnc

Start following us on your favorite social media channel and stay up-to-date on relevant information **specific to Delta Dental of North Carolina.**

