

Provider Rights: During the credentialing and re-credentialing process, providers have the right to review, correct, and check the status of their credentialing application.

- Review: providers have the right to review information obtained from outside sources by contacting the provider records coordinator at providerservices@deltadentalid.com and requesting the information.
- DDID is not required to provide information gathered from references, recommendations, or peer-reviewed protected information.
- Correcting/Revising Information: Providers have the right to correct or revise information in their credentialing application. To do this, providers must notify DDID in writing of the changes within 10 days of their occurrence and re-upload any information to DXC.
- To check the status of their credentialing application, providers may contact the provider records coordinator at DDID by emailing providerservices@deltadentalid.com.

Rights and Privileges of Members: The rights, interests and privileges of the members of this corporation shall be as provided in the Corporation's Articles of Incorporation, these by-laws, the Idaho Hospital and Professional Service Corporations Act (Idaho Code Sections 41-3404 through 41-3444, hereinafter, the "Service Corporations Act") and the Nonprofit Corporation Act (Idaho Code Sections 30-3-1 et seq., hereinafter, the Nonprofit Corporation Act), as such provisions presently exist or may be amended from time to time.

Confidentiality Statement

Delta Dental of Idaho shall not disclose any confidential information, directly or indirectly, or use any confidential information, either during the term of a dentist's participation or at any time thereafter, except as required by law.

In the event that a provider's credentialing application is denied, the provider will be notified of the denial via an email from DentalXChange. Additionally, the provider will receive a phone call from the provider records coordinator explaining the reason for denial and how the provider can appeal the decision if they choose to do so.

To appeal a denied credentialing application, the provider may provide a written explanation of any adverse actions, or rebuttal to the credentialing decision to DDID by emailing providerservices@deltadentalid.com. The written explanation must be received within 30 calendar days of the denial notice. If the appeal is received by DDID after the 30-day window, the provider will need to resubmit their credentialing application.

The written explanation will be considered in the next credentialing committee meeting along with their original application. This meeting will include the regular attendees and a participating network provider for peer-to-peer review of the application and appeal. Once a decision has been made on the appeal, the decision is final and cannot be appealed again for three years from the final decision date. The provider records coordinator will follow up with the provider via phone call within 7 calendar days to notify them of the committee decision.

If a provider would like to appeal any action taken by DDID (outside of the credentialing process), they may contact the utilization management specialist at utilization-management@deltadentalid.com. The utilization management specialist will investigate the action and the appeal and will route to the appropriate committee (credentialing, utilization management, claims and customer service, or senior leadership). The process will vary depending on the nature of the appeal, and the provider should refer to their master service agreement. This information is available to the provider in the Provider Rights flyer of the DentalXChange portal (before credentialing with DDID), as well as in the provider portal on the DDID website (after joining the DDID networks).