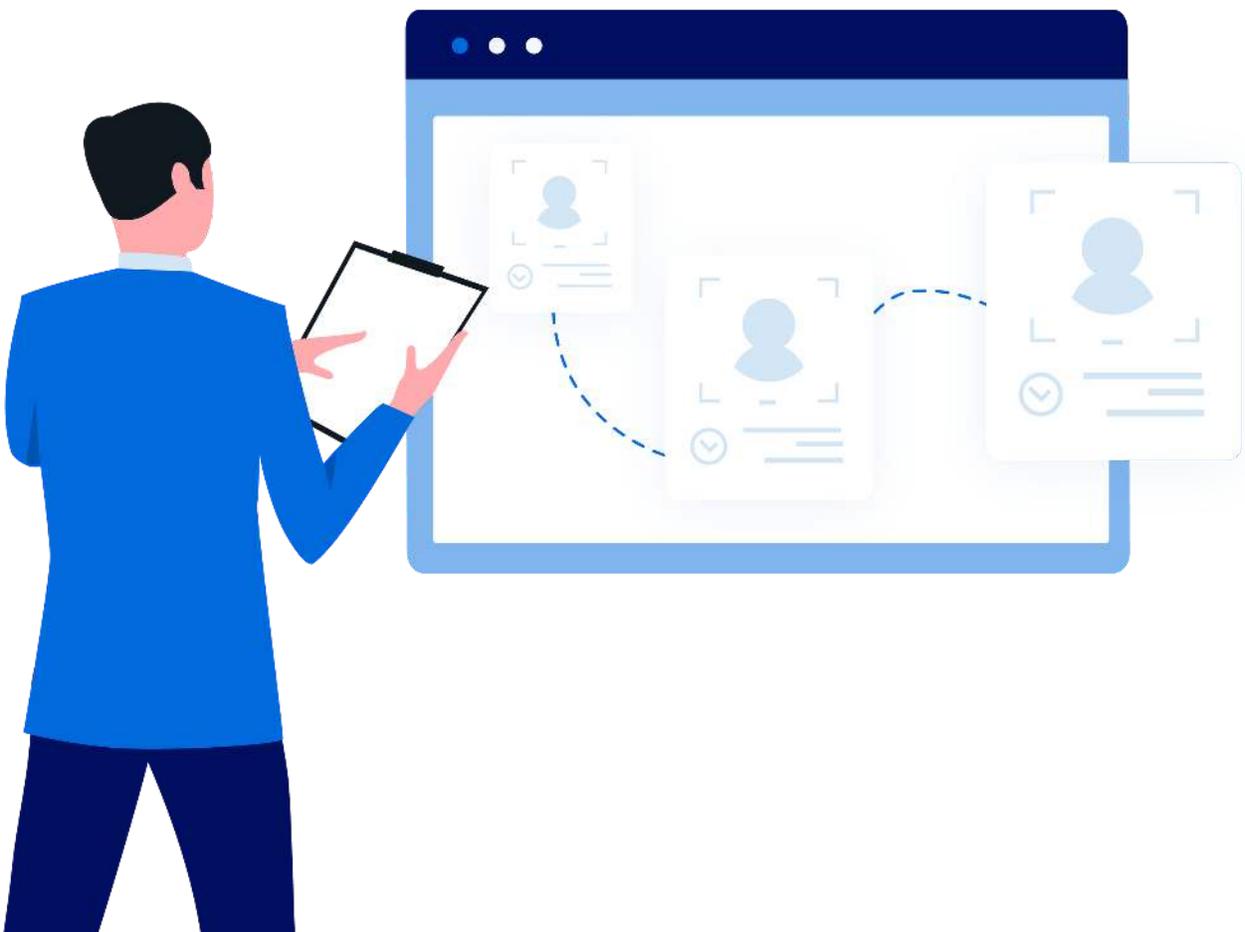


## Help Articles

# How does the Real-Time Eligibility feature work?



# How does the Real-Time Eligibility feature work?

When an office utilizes DentalXChange to process electronic claims and signs up to use the separate "real-time eligibility" feature from DentalXChange, the office has the ability to perform eligibility checks for a patient's insurance plan.

Eligibility information is dependent on the insurance carrier's desire to provide information through DentalXChange, then into Denticon.

The real-time eligibility is a service offered by DentalXChange, and is a monthly fee regardless how many inquiries the office researches.

From the office's DentalXChange account, the office is able to view the insurance carriers which support the feature on the "payer list" section of their website. Please note that the information provided through the real-time eligibility service is dependent solely on the carrier's willingness to provide the information. As a result, some carriers provide better and more comprehensive information than other carriers.

Some carriers provide eligibility information, others do not.

Neither DentalXChange nor Denticon is able to affect the amount of information the office is able to receive from the insurance carrier via this method.

[HOME](#) | [SERVICES](#) | [ABOUT US](#) | [CONTACT US](#) | [EHG FUND](#)  
[CLAIMCONNECT](#) | [PAYCONNECT](#) | [PATIENTCONNECT](#) | [DENTALCONNECT](#)

[LOG IN](#) | [SIGN UP](#)

» PARTNERS  
 » AFFILIATES  
 » EVENTS  
 » BLOG  
 » TESTIMONIALS  
 » FAQs  
 » HIPAA & PCI  
**» PAYER LIST**  
 » DOWNLOAD SNAPSHOT

Home > Provider > Payer List



**Connecting your practice with MORE PATIENTS!**

**PAYER LIST**

[View payers that require enrollment](#)

Search Payers By  
**Name:**   
**Transaction:**

**Transaction Types**  
 CLM: Claim  
**ELI: Real-Time Eligibility**  
 BEN: Real-Time Benefits  
 STA: Real-Time Claim Status  
 ERA: Electronic Remittance Advice  
 RTC: Real-Time Claim  
 ATT: Electronic Attachments

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | All

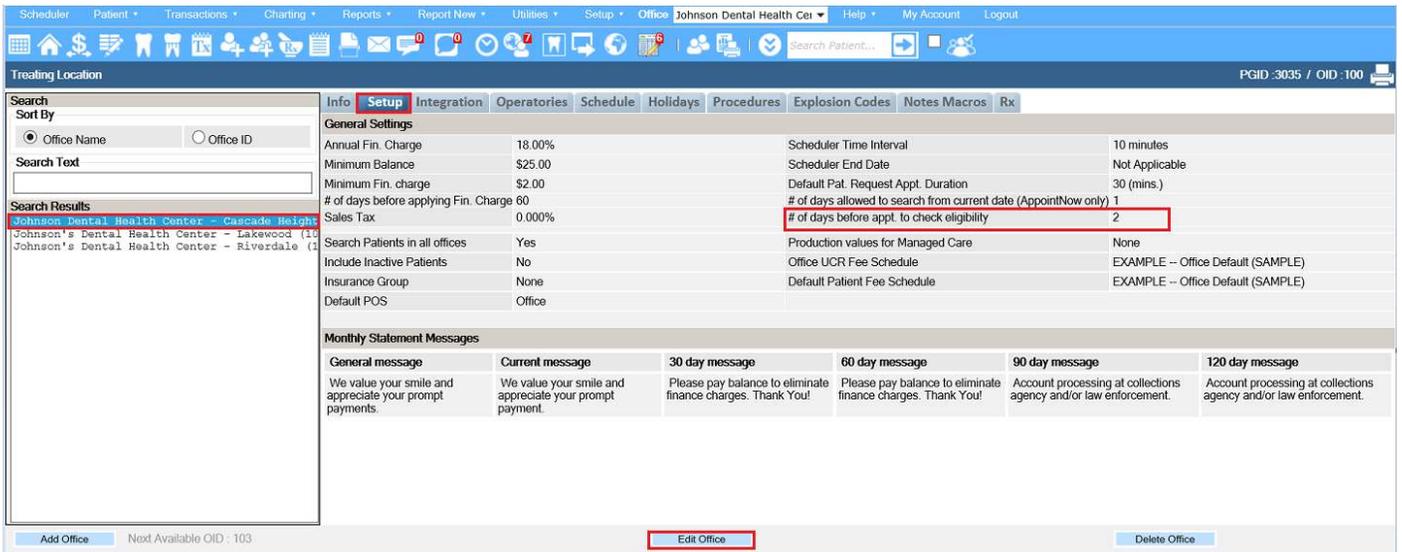
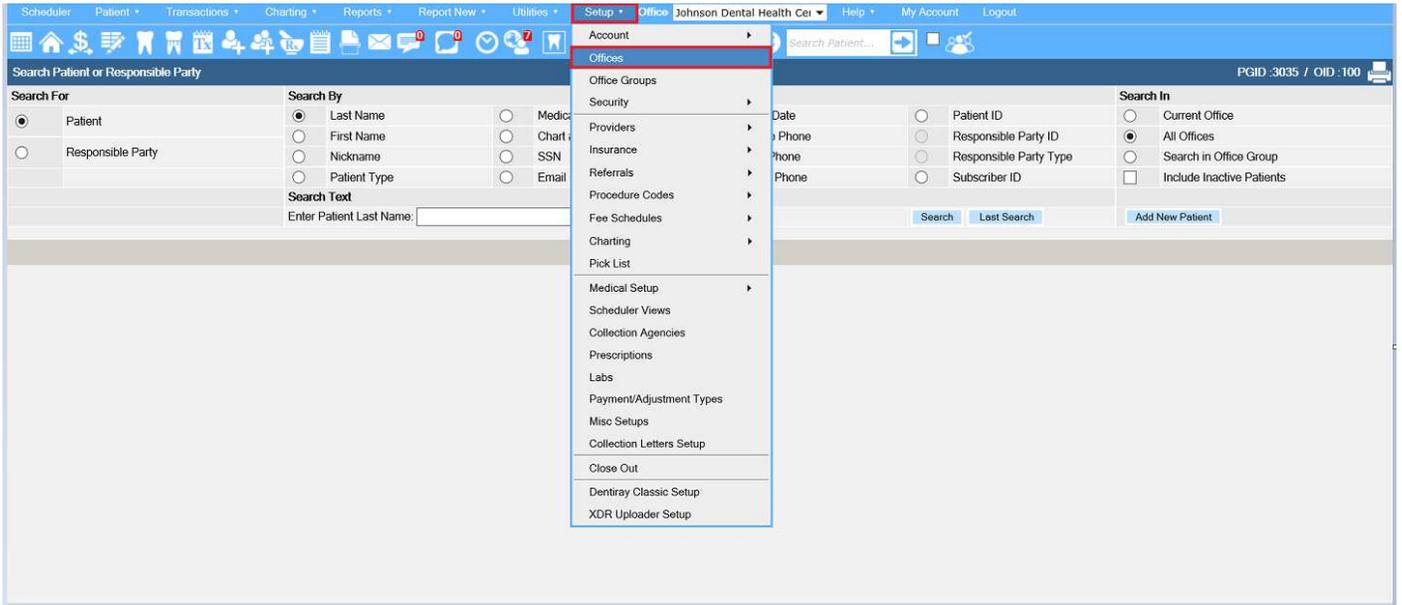
Payer ID	Name	CLM	ELI	BEN	STA	ERA	RTC	ATT
DX058	1199 National Benefit Fund of NY (PO Box 1149)	✓						
CX076	32 BJ	✓	✓					✓
DX022	32 Dental (formerly Paid Dental)	✓						
07000	3M Dental Services	✓	✓	✓		✓		✓
CX044	A & I Benefit Plan	✓						
AARP1	AARP Dental Insurance Plan	✓	✓	✓	✓	✓		✓
CX097	Access Dental ( Encounters)	✓						
SCION	Access Medicare of New York	✓				✓		✓
64071	Acclaim, Inc.	✓						
72468	ACS Benefit Services, Inc.	✓						
38255	Activa Benefit Services, LLC	✓						
DX086	Administrative Enterprises (AZ) - Meritain Health	✓						
CX076	Administrative Services Only (ASO)	✓	✓					✓



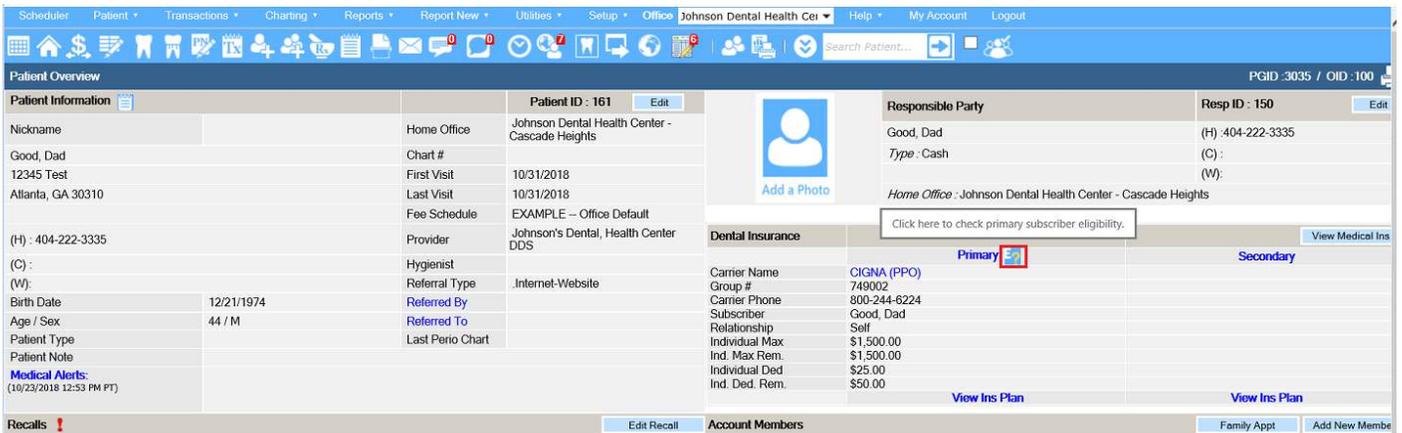


In the Office Setup - number of days for eligibility can be defined when future appointments are reviewed for eligibility status automatically by DentalXchange.

- Click Setup
- Offices
- Select the Office
- Click the Setup Tab
- Edit
- Save



The office may perform a manual RTE if they require the eligibility status instantly.



Scheduler Patient Transactions Charting Reports Report New Utilities Setup Office Johnson Dental Health Cei Help My Account Logout

PGID:3035 / OID:100

**Patient Eligibility**

**Patient:** Good, Dad  
 (H) : 404-222-3335 BD : 12/21/1974  
 (C) : 1234569789  
 (W) :

**Type**      **Patient ID**      161  
 Age/Sex: 44 / M  
 First Visit: 10/31/2018  
 Last Visit: 10/31/2018

**Responsible:** Good, Dad  
 Balance: 887.53 BD : 12/21/1974  
 Est Ins: 0.00  
 Est Pat: 887.53

**Prim. Ins:** CIGNA (PPO)  
 800-244-6224 SubID : U001200012  
**Sec. Ins:**

**Check Eligibility**

**Eligibility Report**  
 Checked by:  
 Last Check:

© 2019 Planet DDS | Privacy Policy

Scheduler Patient Transactions Charting Reports Report New Utilities Setup Office Johnson Dental Health Cei Help My Account Logout

PGID:3035 / OID:100

**Patient Overview**

**Patient Information**

Nickname: Home Office: Johnson Dental Health Center - Cascade Heights  
 Good, Dad: Chart #: 12345 Test  
 Atlanta, GA 30310  
 (H) : 404-222-3335  
 (C) :  
 (W) :  
 Birth Date: 12/21/1974  
 Age / Sex: 44 / M  
 Patient Type:  
 Patient Note:  
**Medical Alerts:**  
 (10/23/2018 12:53 PM PT)

**Patient ID : 161** Edit

First Visit: 10/31/2018  
 Last Visit: 10/31/2018  
 Fee Schedule: EXAMPLE -- Office Default  
 Provider: Johnson's Dental, Health Center DDS  
 Hygienist:  
 Referral Type: Internet-Website  
 Referred By:  
 Referred To:  
 Last Perio Chart:

**Responsible Party**      **Resp ID : 150** Edit

Good, Dad (H) :404-222-3335  
 Type: Cash (C) :  
 (W) :  
 Home Office : Johnson Dental Health Center - Cascade Heights

**Dental Insurance**

**Primary**      **Secondary**

Carrier Name: CIGNA (PPO)  
 Group #: 749002  
 Carrier Phone: 800-244-6224  
 Subscriber: Good, Dad  
 Relationship: Self  
 Individual Max: \$1,500.00  
 Ind. Max Rem.: \$1,500.00  
 Individual Ded.: \$25.00  
 Ind. Ded. Rem.: \$50.00

**Recalls**

Code	Interval	RecallDate	Reason	Sch Date	Sch Time
D0120	1 Y + 1D		Periodic Oral Evaluation		
D0210	3 Y + 1D		Intraoral - Complete Series Of Radiographic Images		

**Account Members**

Patient Name	Age	Sex	Next Recall	Sched Recall	Active
Good, Dad	44	M			Yes
Good, Meagan	37	F	8/1/2019		Yes

Scheduler Patient Views User Views Providers Appt Reports Appt Status HIPAA Real View Quick View Johnson Dental Health Center - C Monday, June 17, 2019 Auto Refresh Timer: 5:00

Office: Johnson Dental Health Center - Sched: 9:00

Daily View by user-view

User-view: Full View

Prim. Elig: Eligible  
6/15/2019 5:43:00 AM

Oral Surgery

Real-time eligibility status is shown as a green 'P' in the appointment grid. A red arrow points to this status in the screenshot.

Note: The patient's eligibility status resets a month after the last real time eligibility request. The green P will disappear a month after the patient's last RTE was checked. Future appointments after the last RTE will indicate a different or current status as compared to a past appointment status for the same patient and same plan.