FloridaDentalBenefits

FDB Provider Portal Training

CONFIDENTIAL TRADE SECRET INFORMATION: This document contains confidential and trade secret protected information and may not be shared or disclosed by Providers to third parties without FDB's express or written consent. The unauthorized disclosure or misappropriation of trade secret information may result in civil liability or criminal prosecution pursuant to federal and state law.

Welcome FDB Participating Providers!

We are excited to introduce the FDB Provider Portal. The Portal was designed with you in mind. You will now have online 24-hour access to member eligibility verification and claims history for FDB members.

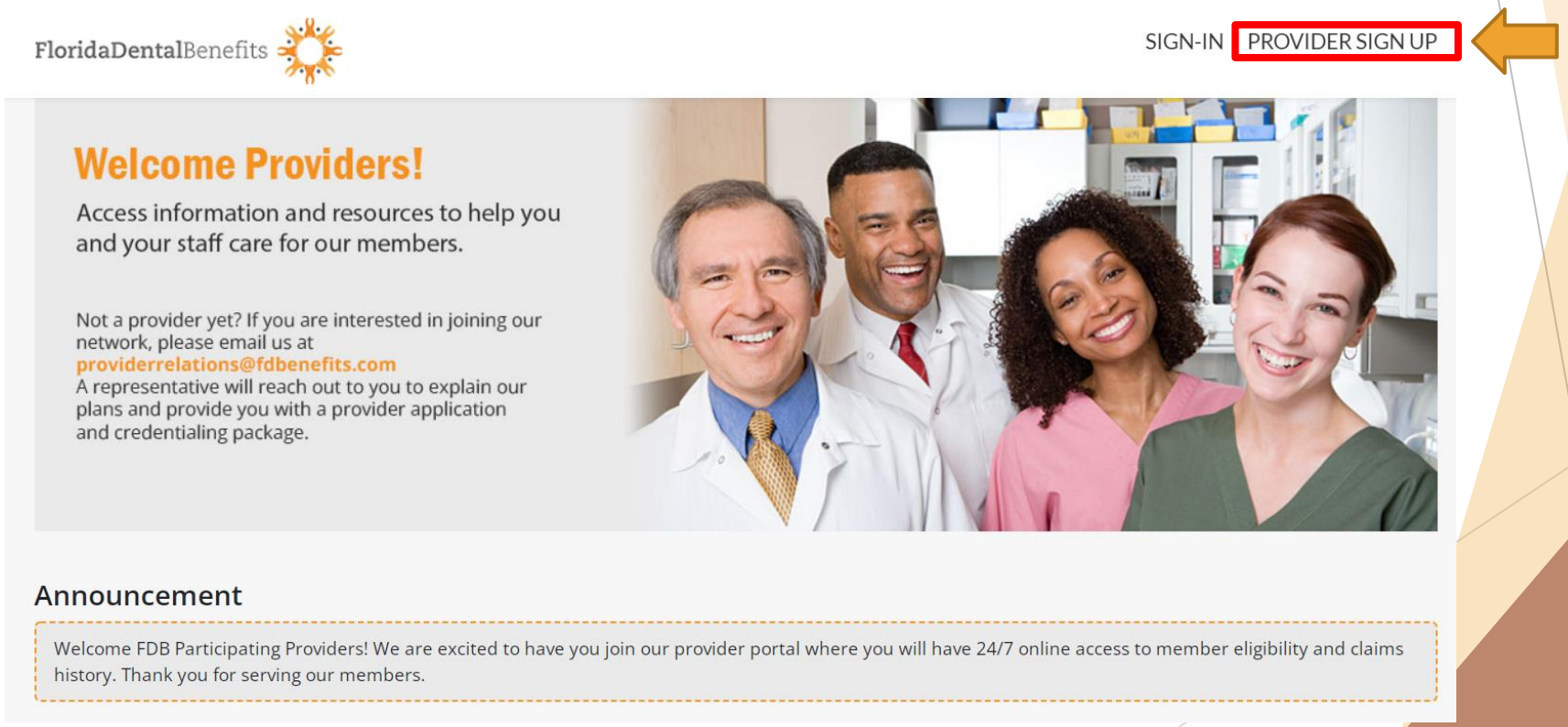
This is the first phase of the Portal. Additional features will be added in the future. We are always happy to hear your feedback. Please forward your comments and suggestions to ProviderRelations@FDBenefits.com.

We value your participation and service to our members!

FloridaDentalBenefits

Provider Sign Up

1. Click on the link below to access the Provider Portal: https://provider.fdbenefits.com/
2. Click on “PROVIDER SIGN UP”



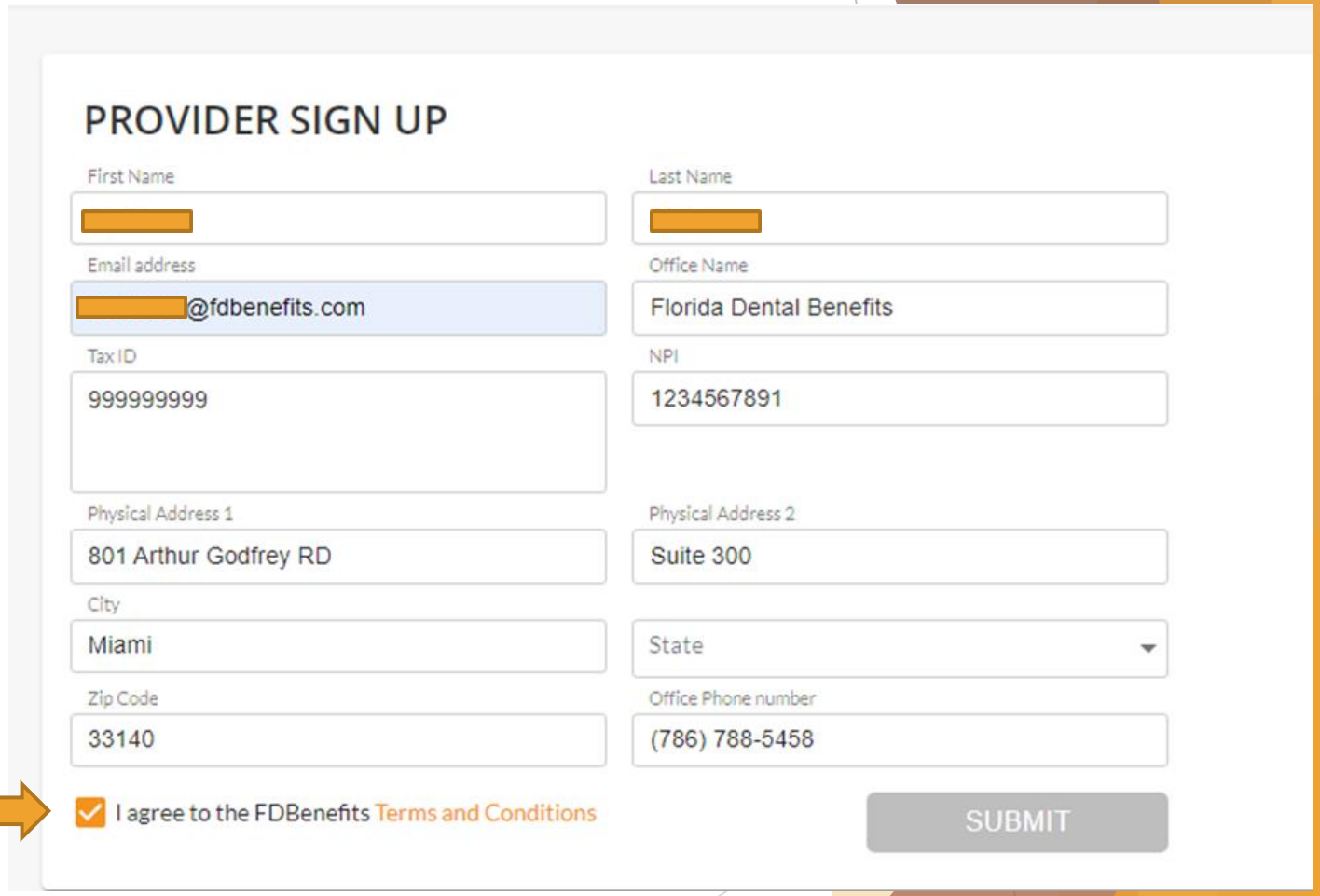
FloridaDentalBenefits

Provider Sign Up

Enter your office information, including:

- The provider's first and last name
- Email address
- Office name
- Tax Identification (you can add up to 10)
- National Provider Identifier
- Physical Address
- City, State and Zip code
- Office phone number

Note: Please agree to the terms and conditions as it will not allow you to proceed until you do so.

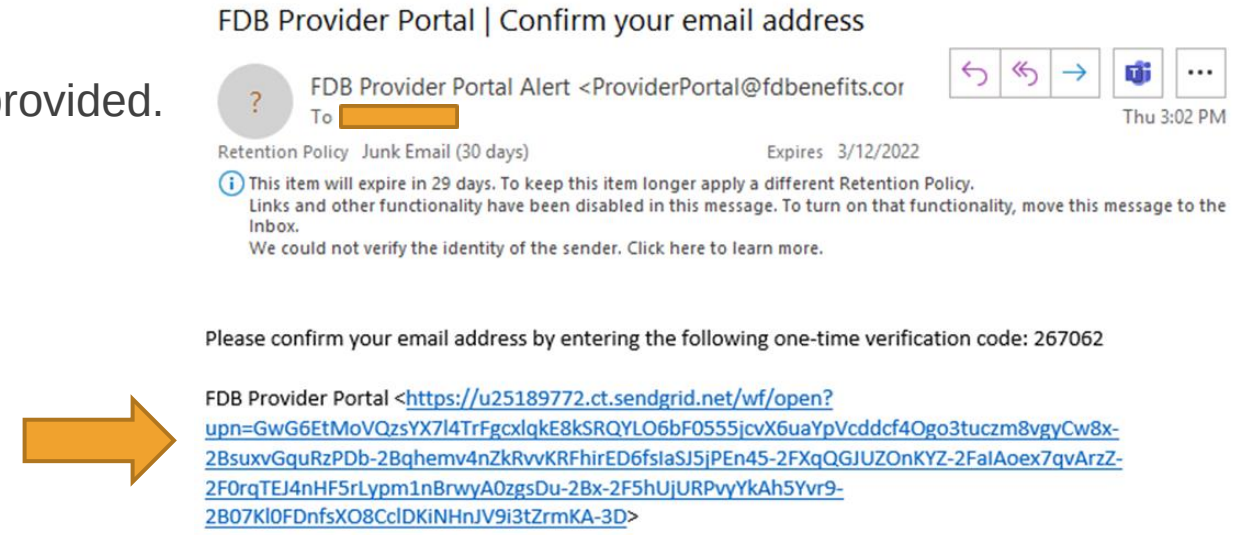


FloridaDentalBenefits

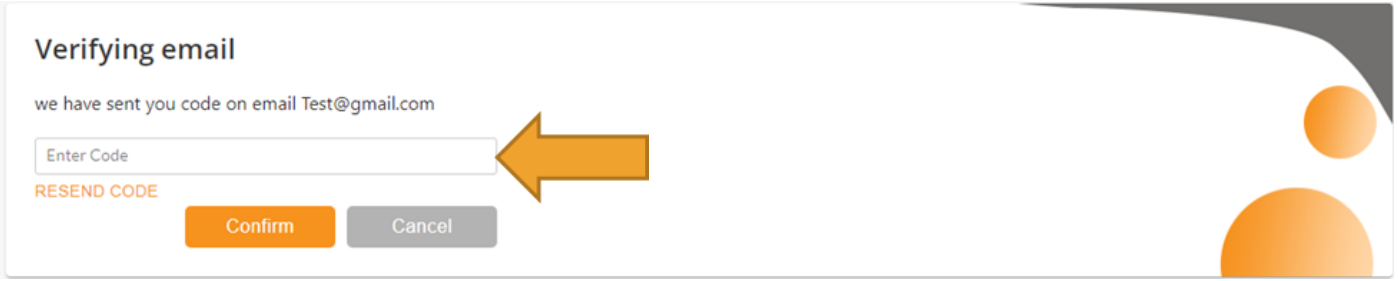
Provider Sign Up

Once the information has been submitted, you will receive an email notification with a verification code. Please make sure to check your “junk” or “spam” folder if you do not receive the email.

1. Click on the link provided.

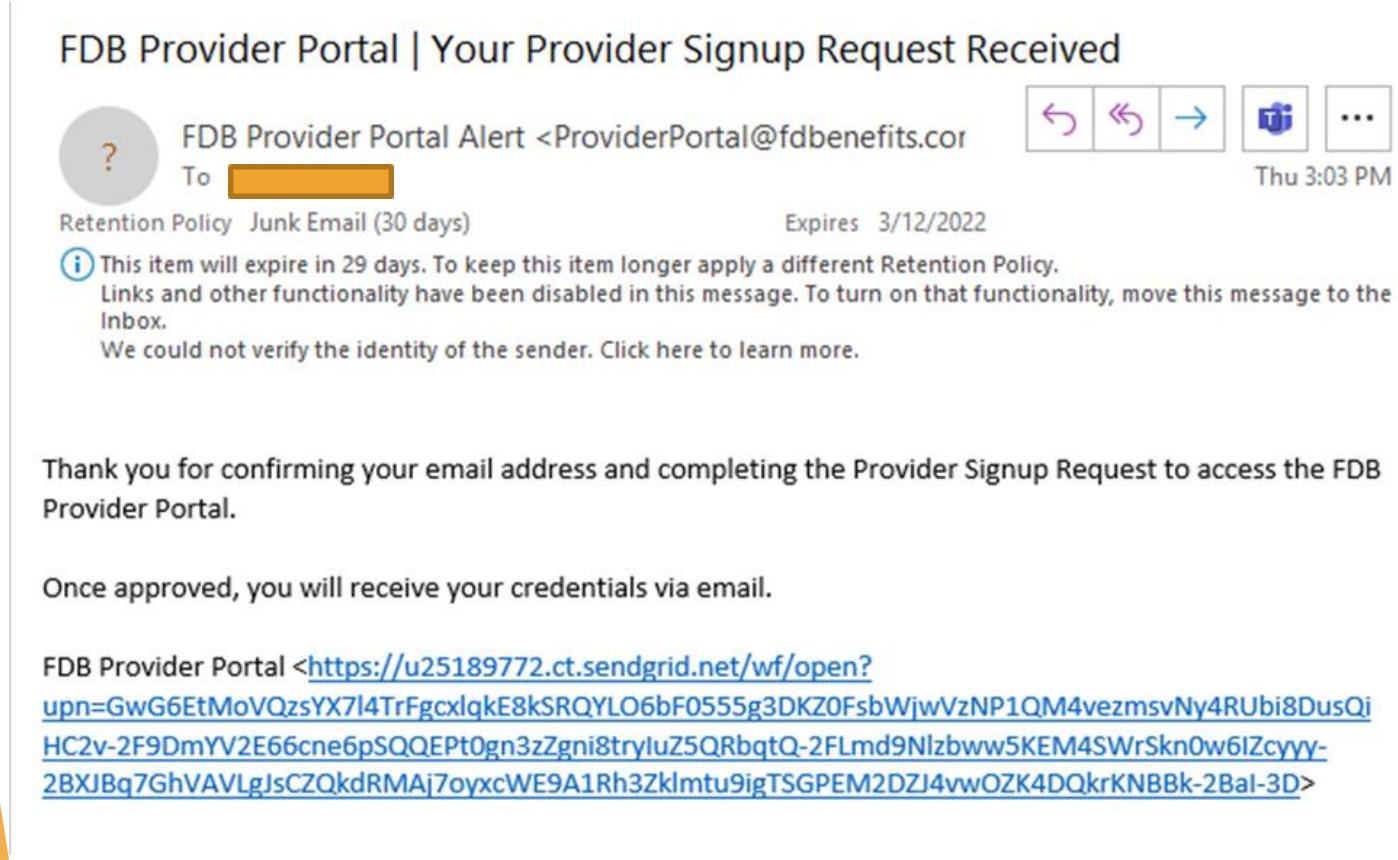


2. Enter the verification code provided and click confirm.



FloridaDentalBenefits

Provider Sign Up



FDB Provider Portal | Your Provider Signup Request Received

FDB Provider Portal Alert <ProviderPortal@fdbenefits.cor

To [redacted]

Thu 3:03 PM

Retention Policy Junk Email (30 days) Expires 3/12/2022

This item will expire in 29 days. To keep this item longer apply a different Retention Policy.
Links and other functionality have been disabled in this message. To turn on that functionality, move this message to the Inbox.
We could not verify the identity of the sender. Click here to learn more.

Thank you for confirming your email address and completing the Provider Signup Request to access the FDB Provider Portal.

Once approved, you will receive your credentials via email.

FDB Provider Portal <https://u25189772.ct.sendgrid.net/wf/open?upn=GwG6EtMoVQzsYX7l4TrFgcxlqkE8kSRQYLO6bF0555g3DKZ0FsbWjwVzNP1QM4vezmsvNy4RUbi8DusQiHC2v-2F9DmYV2E66cne6pSQQEPt0gn3zZgni8tryIuZ5QRbqtQ-2FLmd9Nlzbww5KEM4SWrSkn0w6IZcyyy-2BXJBq7GhVAVLgJsCZQkdRMAj7oyxcWE9A1Rh3Zklmtu9igTSGPEM2DZJ4vwOZK4DQkrKNBBk-2BaI-3D>

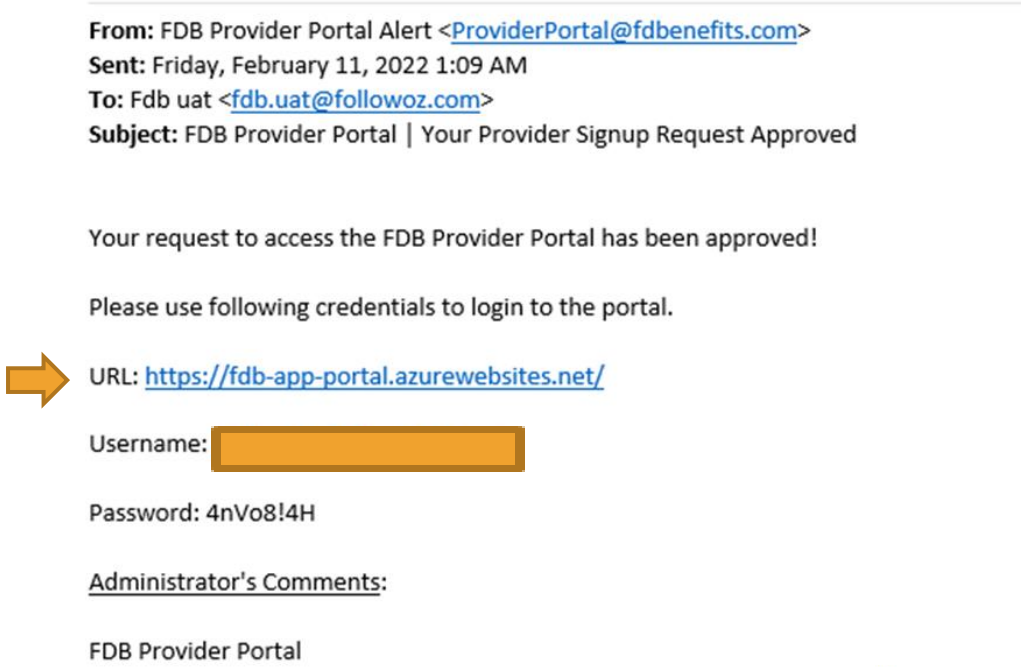
You will receive an email confirmation once the verification code has been confirmed, as well as an email with your credentials once your Provider Sign Up Request has been approved. The timeframe for approvals is 24-48 hours.

FloridaDentalBenefits

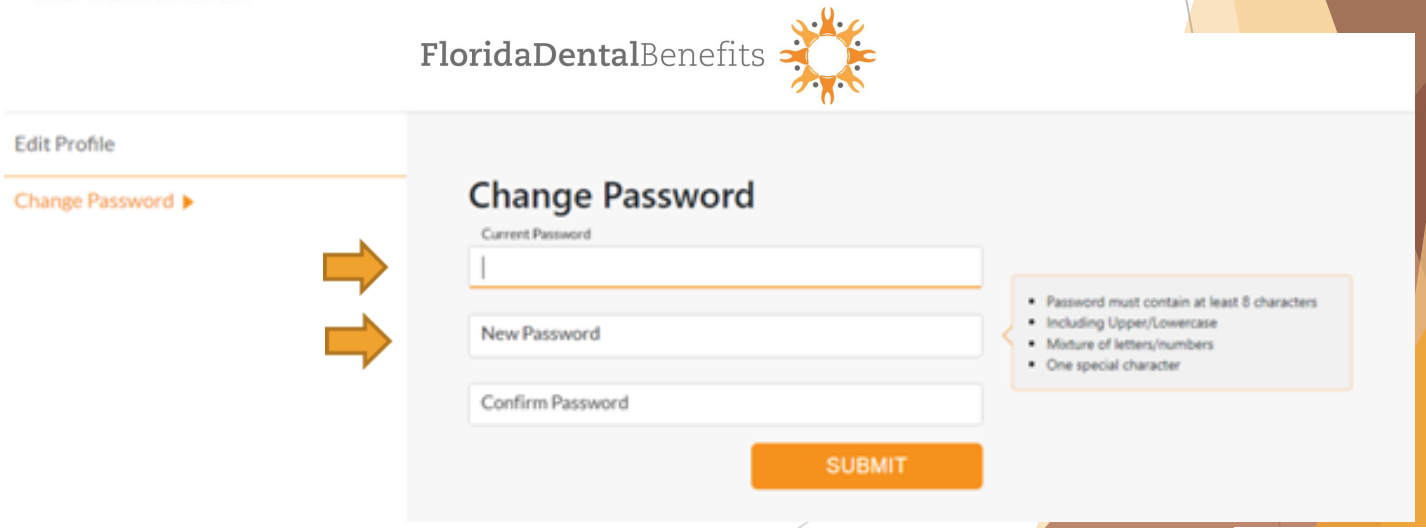
Provider Sign Up

You will receive an email with your username and temporary password when you have been approved to access the FDB Provider Portal.

1. Click on the link provided



2. Enter your Current Password (temporary password) and create your new password. Make sure that you read and follow the password requirements to ensure your password will be accepted.



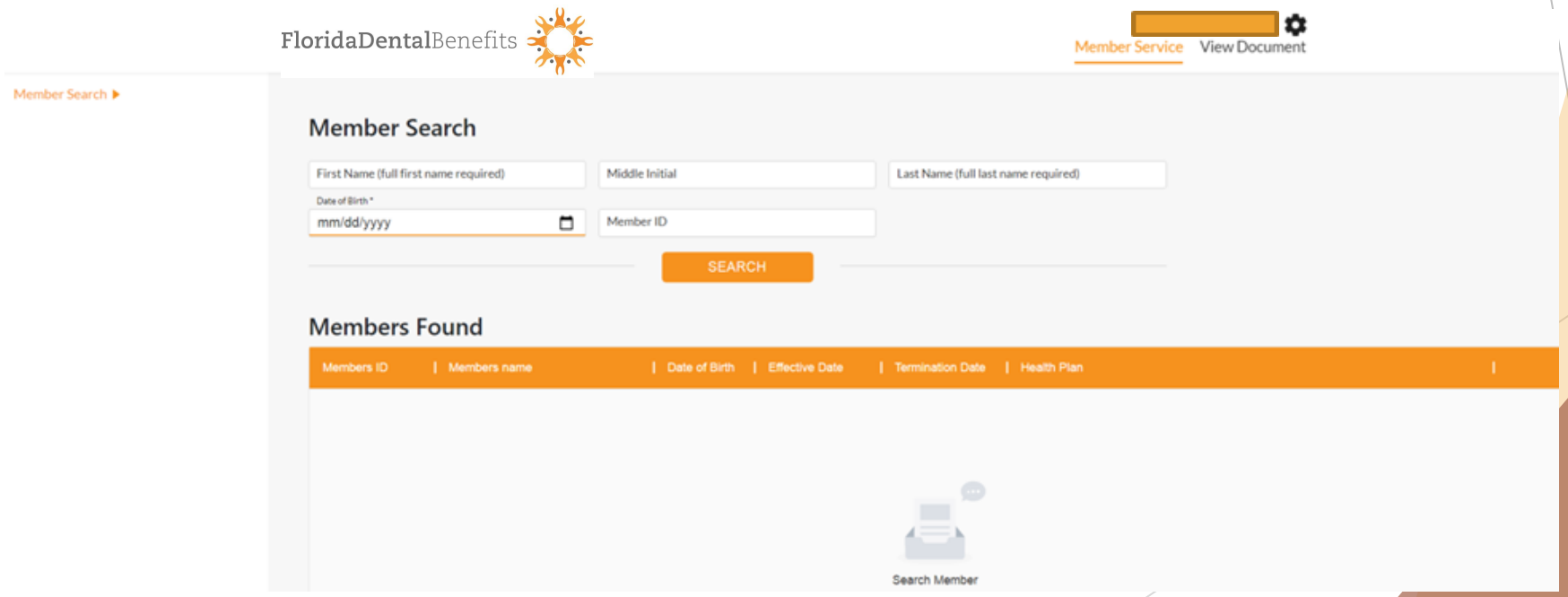
FloridaDentalBenefits

Member Verification

In this section we will review the steps to check member's eligibility and print a confirmation.

1. Click on the link below to sign in to the FDB Provider Portal
   provider.fdbenefits.com

2. Once logged in, the main page will appear with the "Member Search" screen.

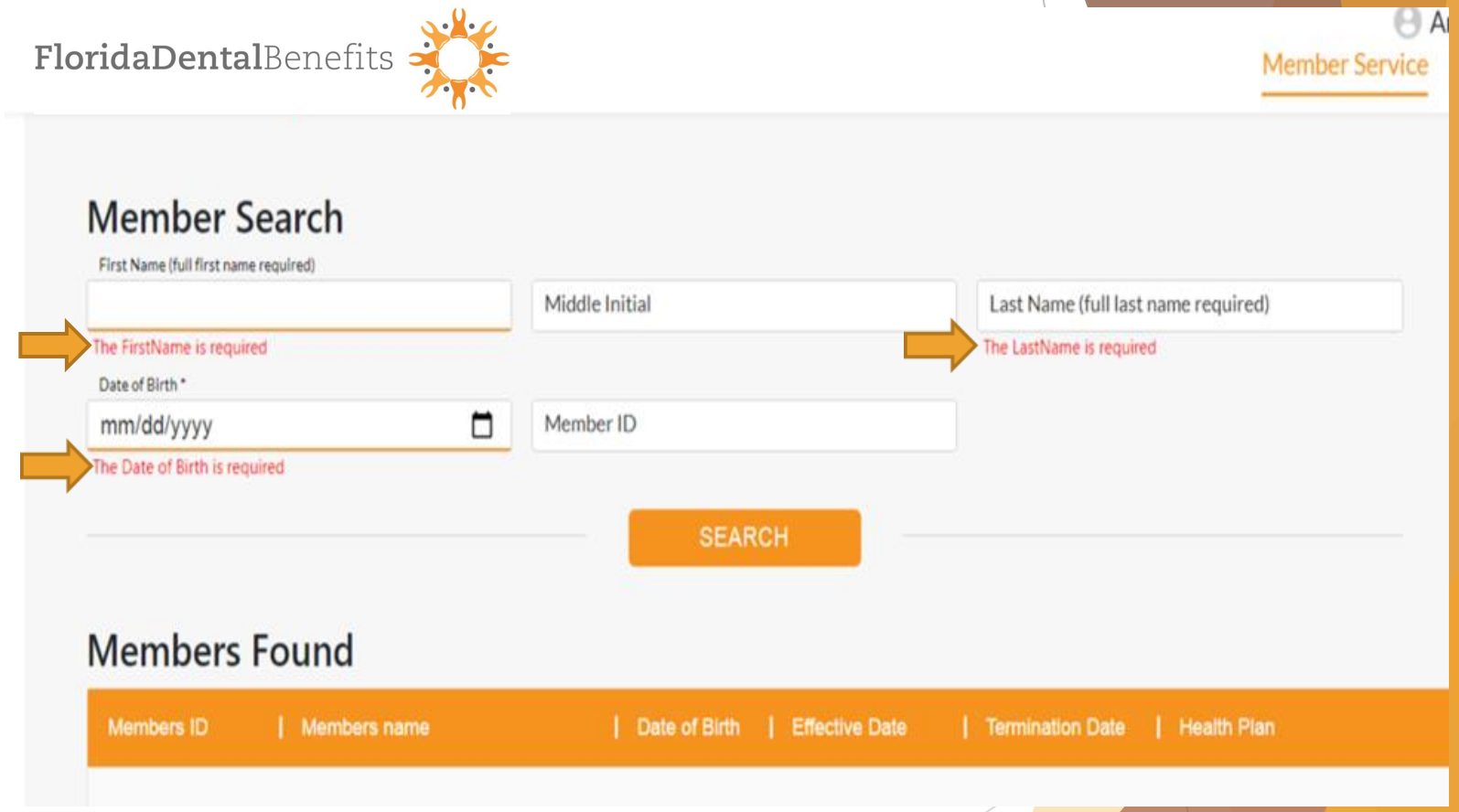


FloridaDentalBenefits

Member Verification

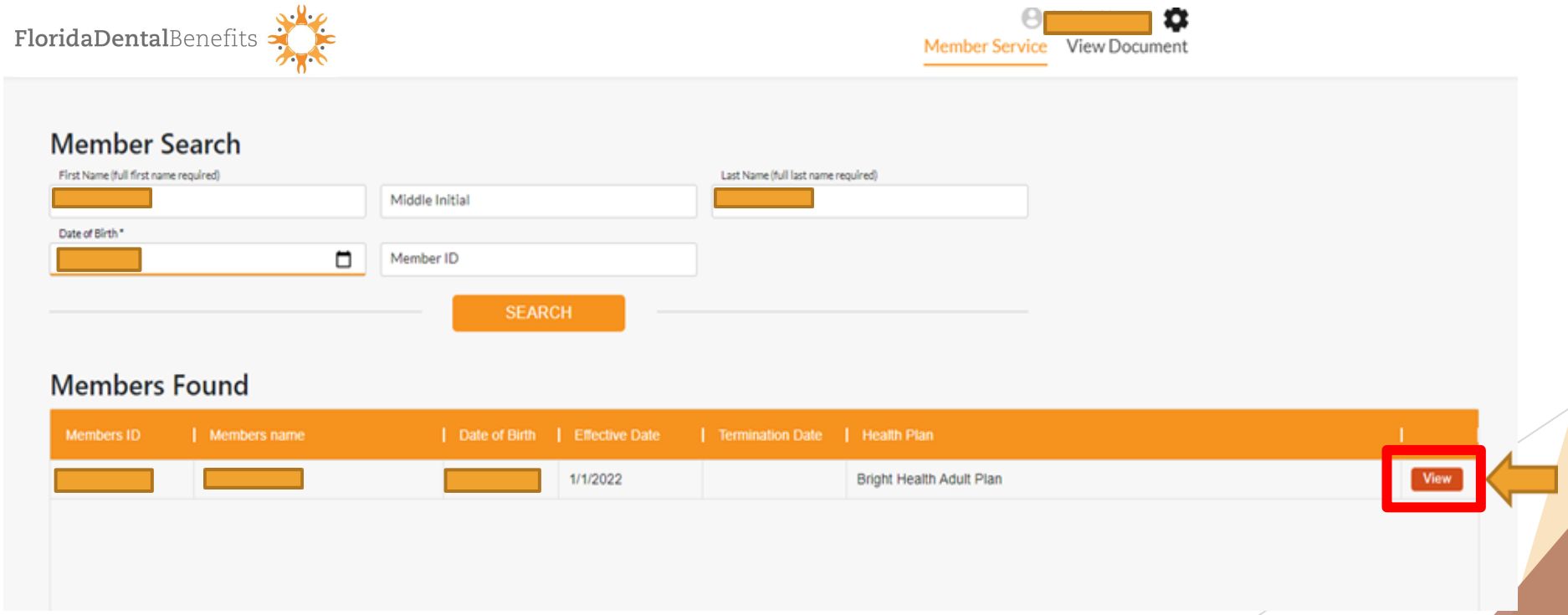
The required fields must be populated to receive a response

1. First Name (full first name)
2. Last Name (full last name)
3. Date of Birth



Member Verification

- If the member is “found” in the FDB system, the member will show in the “Members Found” area. Click “View” for the member’s details
- If the member is not “found” in the FDB system, it will say “Member Not found. Contact FDB at 877-674-7901”

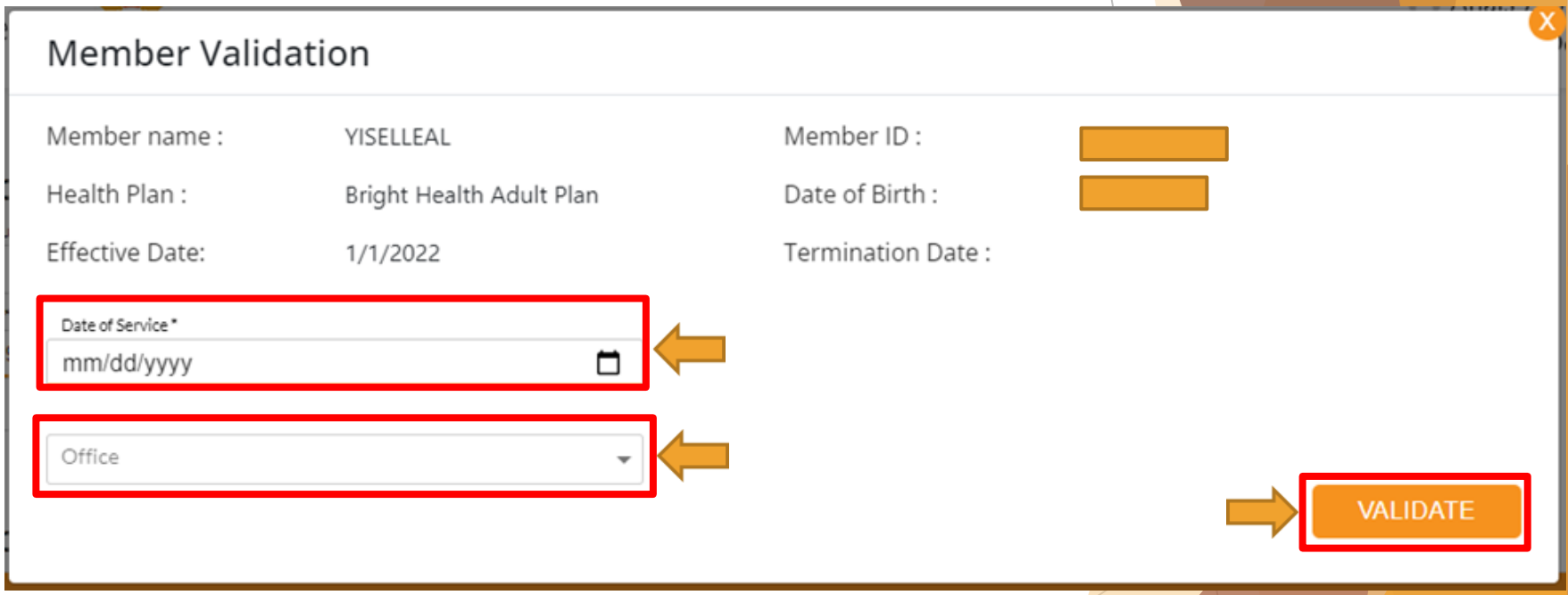


FloridaDentalBenefits

Member Verification

Once you click “View” the member validation screen will appear. In this area there are two required fields.

1. You must enter the “Date of Service”
2. Click on the “Office” drop down to select your office
3. Click “Validate”

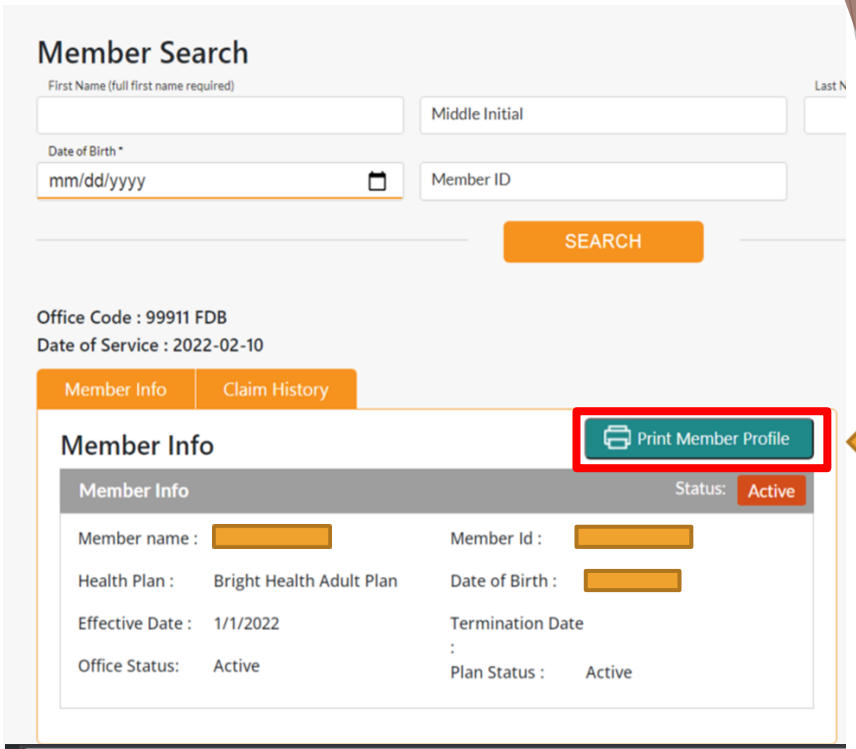


FloridaDentalBenefits

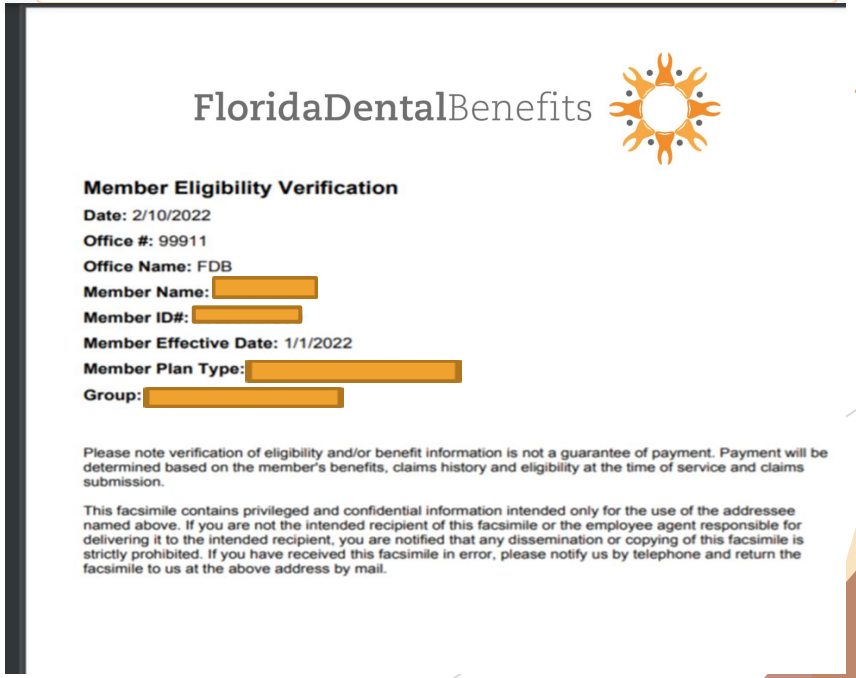
Member Verification

The “Member Info” screen will appear. In this section you will be able to print the member’s eligibility confirmation.

1. Click “Print Member Profile” to obtain the member eligibility verification.
2. A second window will appear with the “Member Eligibility Verification”. This form will be in PDF format and can be printed.



1

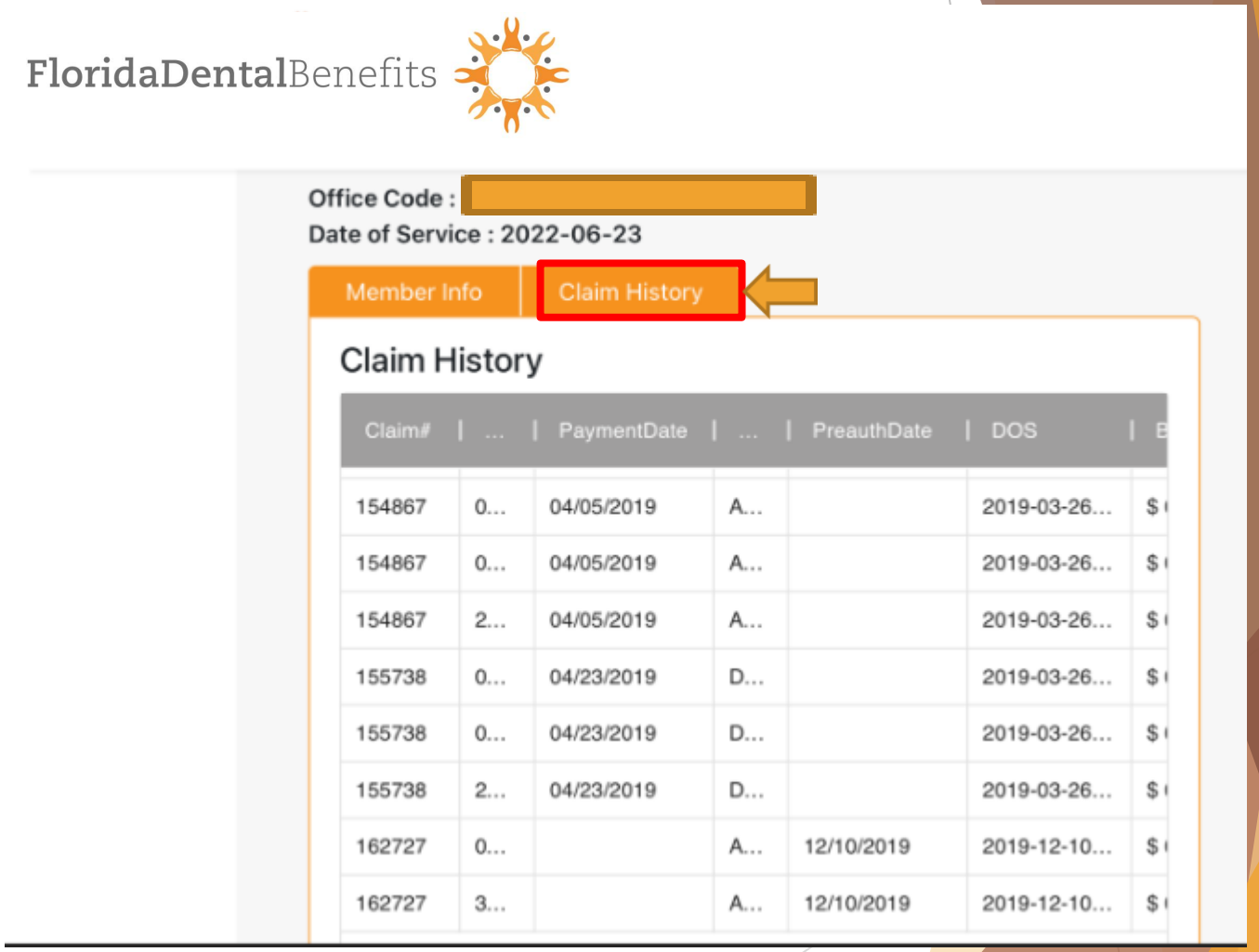


2

FloridaDentalBenefits

Member Verification

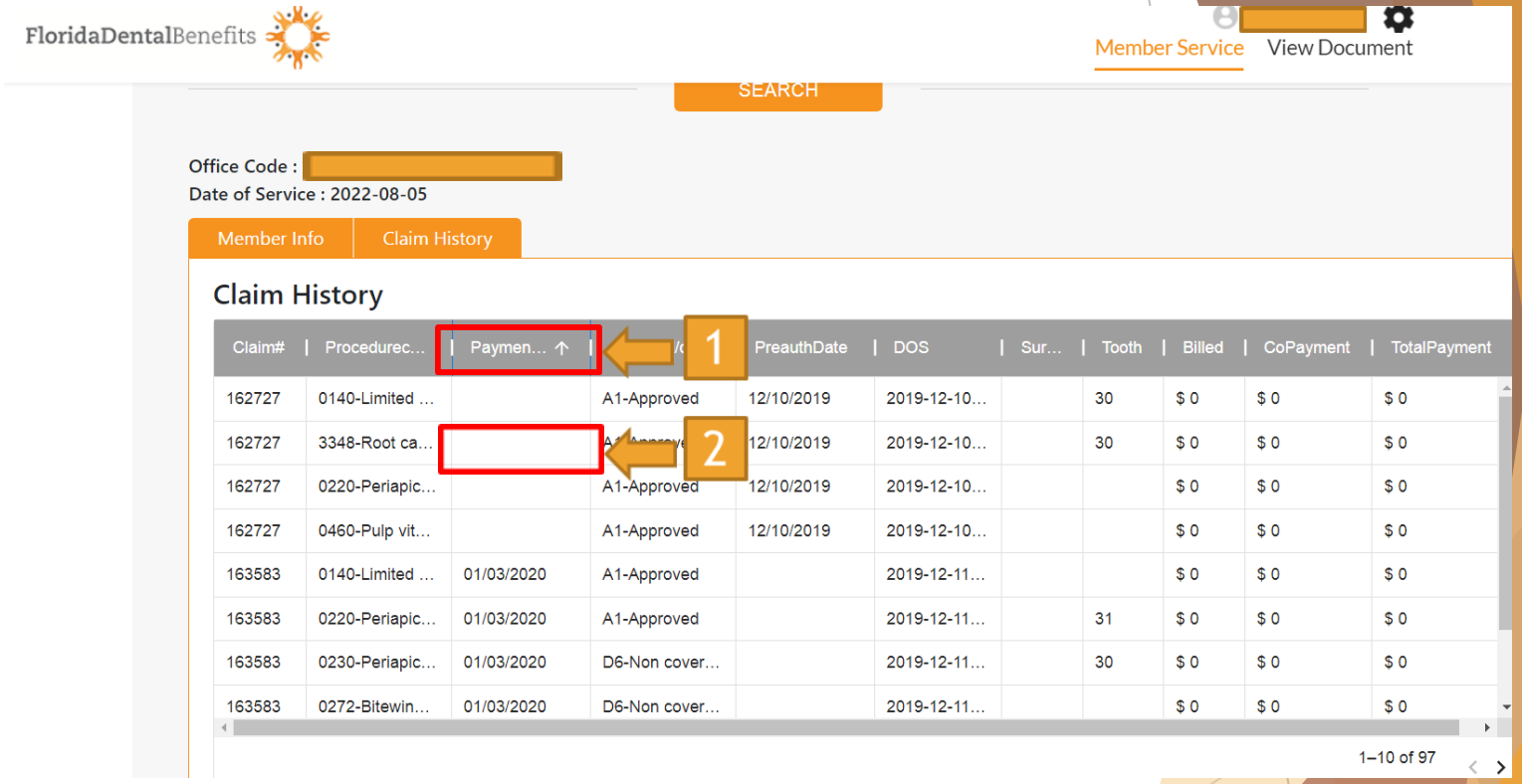
The “Member Info” screen will also allow you to view the “Claim History” for the member selected by clicking on the “Claim History” tab.



Member Verification

1. In the “Claim History” tab for the member selected, you can sort the history by clicking on the arrow next to the criteria you would like to sort it by.

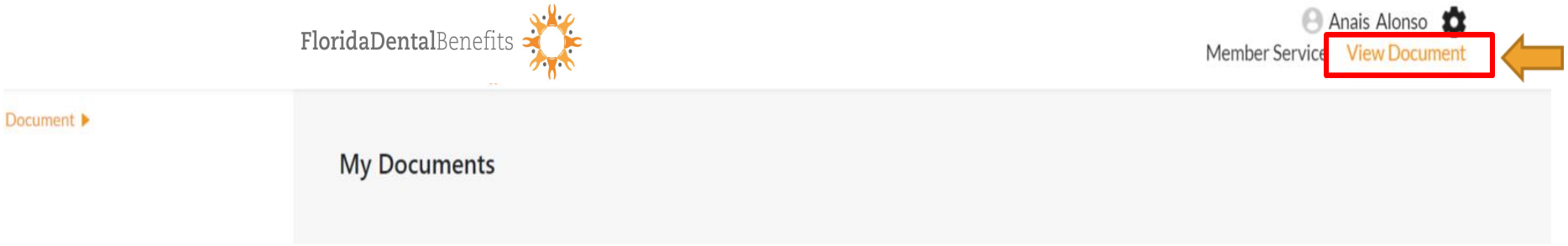
2. In this screen you will also be able to view the payment date and pre-authorization determination for the claim. If there is no payment date or determination generated, this means the claim has been received but the final determination is pending.



FloridaDentalBenefits

Member Verification

The “View Document” screen will allow you to view the “Provider Manual” and additional features to come.



FloridaDentalBenefits

1. Can multiple users sign up for the same office?
   Yes, multiple users can sign up for the same office, but each user must provide a unique email for confirmation and approval.

2. Does the member have to be assigned to our office in order to view the member's verification and claims history?
   No, the member does not have to be assigned to your office in order for you view this information.

3. Can I assign a member to my office from the provider portal?
   No, you must contact our Customer Service team for assistance.

4. Can I make changes to my provider profile, such as my tax identification number, address, telephone number, etc.?
   No, edits made to the address or contact information on the FDB Provider Portal will not be reflected in the FDB system. To make changes to the FDB system information, please contact Provider Relations via email: providerrelations@fdbenefits.com or by phone: 877-674-7901 X998.

FloridaDentalBenefits