5 Tips to Getting Started with Delta Dental of Massachusetts

Thank you for being a valued partner in the Delta Dental of Massachusetts network. Getting started is simple. We've outlined helpful tips to make it easy for you to begin seeing our members from day one.

1 Go electronic with our online tools

Delta Dental of Massachusetts' Provider Portal is your primary tool to verify member eligibility and coverage information, view claims, access your direct deposits and CEOBs, view our Provider Manual, and much more. Register for our Provider Portal today at www.deltadentalma.com.

2 Use online chat for quick support

Need a quick answer? Our online chat feature connects you with a live customer service representative to get you instant information regarding claims status, member benefits, CEOBs, and much more. Log in to the Provider Portal and click the green chat icon in the bottom right corner.

3 Submit claims electronically

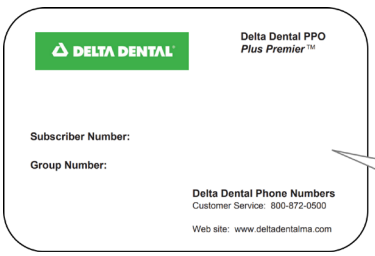
For the fastest processing, we recommend submitting claims electronically online or through your clearinghouse. Alternatively, you may submit claims by mail.

Group and MA Health Connector plans
Payer ID: 04614
Address: P.O. Box 75688, Seattle, WA 98175

Individual plans
Payer ID: WDENC
Address: P.O. Box 103, Stevens Point, WI 54481

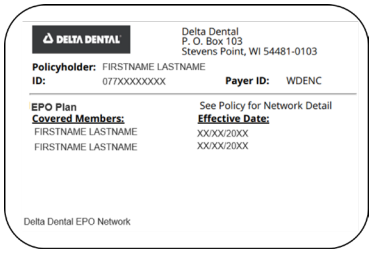
4 Get to know our member ID cards

Our member ID cards let you know whether the member has a group plan (green logo), Health Connector plan (green logo, Health Connector logo) or an individual plan (black logo, "077" member ID prefix):



Health Connector ID cards display the MA Health Connector logo

Group Plan ID Card



Individual Plan ID Card

5 Contact us

We're here to help! For support, call Provider Services at:

- **For Group/Health Connector plans:** 800-872-0500
- **For Individual plans:** 888-899-3734

For additional support, you can also contact our Provider Relations team by calling 617-886-1009 or email at ProviderRelations@deltadentalmass.com.

Effective June 22, 2026