

Delta Dental of Idaho

ProFax Call Guide

Instructions for Subscribers

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For Subscribers

What is ProFax?

ProFax is an alternative for eligibility verification, benefit information, and claim status for those who don't have the Internet, but do have a fax machine. A summary is faxed back to the caller within a few minutes.



Included in the summary:

- Patient eligibility
- Benefit levels (percentages)
- Maximums
- Deductibles
- Claim status
- Contract year, plan limitations, maximum used to date, deductible amount applied to date

Delta Dental's automated attendant, ProFax, offers convenient access to benefits information and services, available toll-free, 24 hours per day, seven days per week!

Call 1-866-452-4154
or
(208) 489-3545

When you dial 1-866-452-4154 or (208) 489-3545, you will be greeted and offered access to Delta Dental's automated inquiry system, ProFax.

What do you need to access the system?

The Subscriber ID Number (usually Social Security number) and birth date information is all that's needed. *The first time you use ProFax, you will create a 4-digit password.* Please write it down for further use with ProFax. Turn over this paper for a quick reference guide to ProFax.

Listening to the entire menu is not necessary. At any time you may select the menu item you desire.

For questions call Brenda Ford at 208-489-3563 or email at bford@deltadentalid.com.

To Access a Subscriber or Member

Step	Key	Action
1		Dial 1-866-452-4154 or (208) 489-3545.
2	1	Press 1 for Subscriber information.
3		Enter the Subscriber's ID Number (usually Soc Sec #), then press #.
4		Enter the two-digit birth year of the Subscriber, then press #. (ex. 48# for 1948). If more than one family member has the same birth year or date, you will be prompted for more information.
5	1	Press 1 to access the Subscriber. OR
	ABC 2	Press 2 to access all members for the Subscriber.
6	1	Press 1 to access eligibility for the Subscriber. OR
	ABC 2	Press 2 to access claim status for the Subscriber. • Then press 1 1 to access claims by date of service. OR
	ABC 2	• Press 2 2 to access claims by date range.
	DEF 3	Press 3 to access eligibility and claim status for Subscriber. OR
	WXYZ 9	Press 9 to exit the system.