Credentialing is Moving to Fluent

Beginning December 31, 2026, Delta Dental of Idaho will transition from DentalXChange (DXC) to Fluent for credentialing.

We know a system change can bring questions, so we have gathered answers to help you prepare. Additional instructions will be shared as we get closer to the transition.

FAQs for Delta Dental of Idaho Dentists

What is Fluent?

Fluent is the credentialing platform Delta Dental of Idaho will begin using effective December 31, 2026.

Why is Delta Dental of Idaho making this change?

As an NCQA-accredited organization, Delta Dental of Idaho wants to partner with a credentialing platform that is also NCQA accredited and can help make the credentialing process easier for dentists.

Do I need to do anything right now?

If you are due for recredentialing in November, December, or January, you can continue to submit a completed application in DXC until December 30, 2026. If you haven't submitted one by then, you will receive an email from Fluent with a link to complete your application there.

I already submitted my application through DentalXChange. Do I need to submit it again in Fluent?

If you have already submitted a completed application in DXC, no action is needed on your end. Completed applications will be processed in DXC prior to December 30, 2026.

I started an application in DentalXChange but haven't finished it. What should I do?

If you have started an application in DXC and are due for recredentialing in November or December, please submit it at your earliest convenience to ensure you are approved by your recredentialing due date. If you are due for recredentialing in 2027 and have started the application, no action is necessary on your part. The Delta Dental of Idaho team will move your application over to Fluent and will reach out if additional information is needed.

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FAQs for Delta Dental of Idaho Dentists, continued

I'm a new dentist or new to the network. Where do I apply?
You have until December 30, 2026, to submit a completed application in DXC. After that date, applications will be completed in Fluent. .

Will my information and credentialing documents transfer to Fluent, or will I need to submit them again?
You will not need to resubmit anything unless Delta Dental of Idaho specifically reaches out to you.

Can I use my CAQH information with Fluent?
We aren't integrating directly with CAQH right now but stay tuned. We're working with Fluent on a simple way for you to use your CAQH application to speed up the process.

Will I need a new login?
No. One of the benefits of Fluent is that no login is needed. All you need to enter is the dentist NPI.

Who should complete the application, and can my office manager do it?
Yes. Your office manager or another designated staff member can complete the application, as long as they have the required documentation for the application.

How will I know if my application was received and approved?
Once your application is approved, you will receive an email with your approval and in network date. Questions? Contact Provider Services.

Where can I get help?
Please contact Delta Dental of Idaho Provider Services with any questions about credentialing, your documents, or the transition to Fluent. If you are unsure which platform to use, contact us before starting another application.

Provider Services: 208-488-7729
Email: providerservices@deltadentalid.com
deltadentalid.com