

Step 01

Log on to the [Provider Web Portal](#)

Step 02

Once you've successfully logged into the Provider Web Portal you will be taken to the home screen. Please click the Entity Management button on the top bar navigation.

ENVOLVE DENTAL

COVID-19 Provider Hours Verification

Given the impact of the current COVID-19 global pandemic, we are asking all providers to verify current business hours. You may have previously replied to a provider survey on this topic that allowed us to evaluate the overall network. **This is a new request that requires action.** Any changes will impact how your office is listed in the online Find-A-Provider directory. Please update your hours to reflect your current office hours. When the CDC and ADA guidance changes to allow for business to return to normal, Envolve will reset all hours to their previous setting. A follow up communication will be sent to notify providers when this occurs.

Please follow the walkthrough for step-by-step process.

Dental Provider Web Portal

Returning Users

Username *

Important Reminder: Please be sure to review the most recent Envolve Dental Inc. provider manual and applicable benefit grids prior to submitting prior authorization requests or claims for payment.

IL Manual/Grids Updated: September 2018	IN Manual/Grids Updated: September 2018	LA Manual/Grids Updated: February 2019
MO Manual/Grids Updated: October 2018	NM Manual/Grids Updated: January 2019	KS Manual/Grids Updated: July 2018

Password *

Login

[Forgot your user name or password?](#)

New User?
Register Now

Welcome New Providers!

We are excited to have you join our dental family. Please [click below](#) for the credentialing packet for the state you practice in to become an Envolve Dental provider

Arkansas Packet	Arizona Packet	Florida Packet
Georgia (Ambetter Only) Packet	Kansas Packet	Illinois Packet
Indiana Packet	Louisiana Packet	Missouri Packet
Mississippi Packet	New Mexico Packet	New York Packet
Ohio Packet	Pennsylvania Packet	Texas Packet
Washington Packet	Wisconsin Packet	

Home Claims Authorizations Patient Management Entity Management Documents Reports Setup Contact Us Log Out

Important Reminder: Please be sure to review the most recent Envolve Dental Inc. provider manual and applicable benefit grids prior to submitting prior authorization requests or claims for payment.

IL Manual/Grids Updated: September 2018	IN Manual/Grids Updated: September 2018	LA Manual/Grids Updated: February 2019
MO Manual/Grids Updated: October 2018	NM Manual/Grids Updated: January 2019	KS Manual/Grids Updated: July 2018

Verify Patient Eligibility / Start Claim

Location

Provider

Date of Service

Subscriber ID and date of birth

Subscriber ID

Date of Birth

Last name and date of birth

Information Center

Claims

Received	0
In Process	9
Processed (last 30 days)	0

[Claim Dashboard](#)

Authorizations

Pending	4
Determined (last 30 days)	0

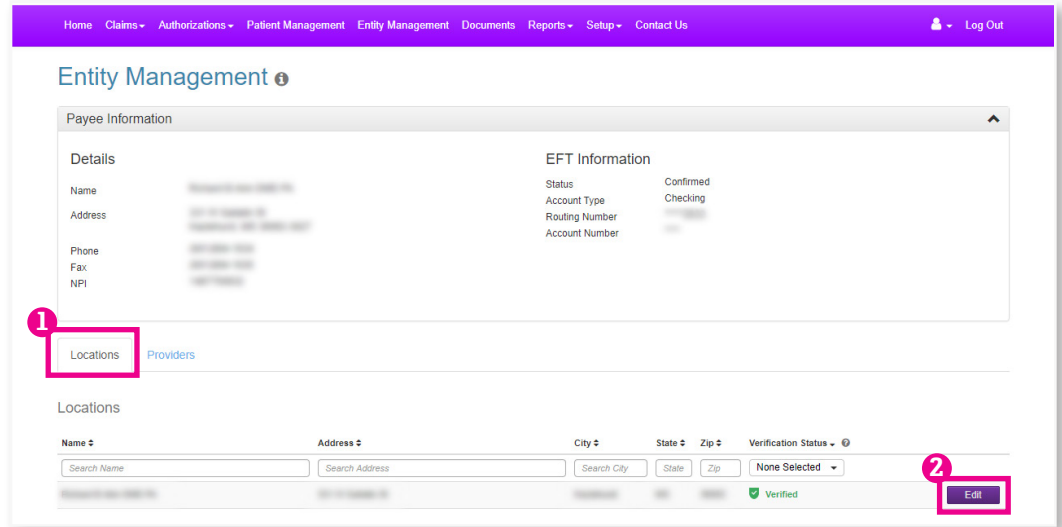
[Authorization Search](#)

Payments

[Recent](#) [Historical](#)

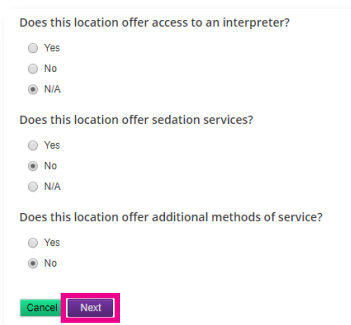
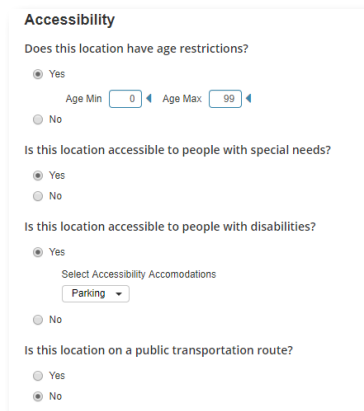
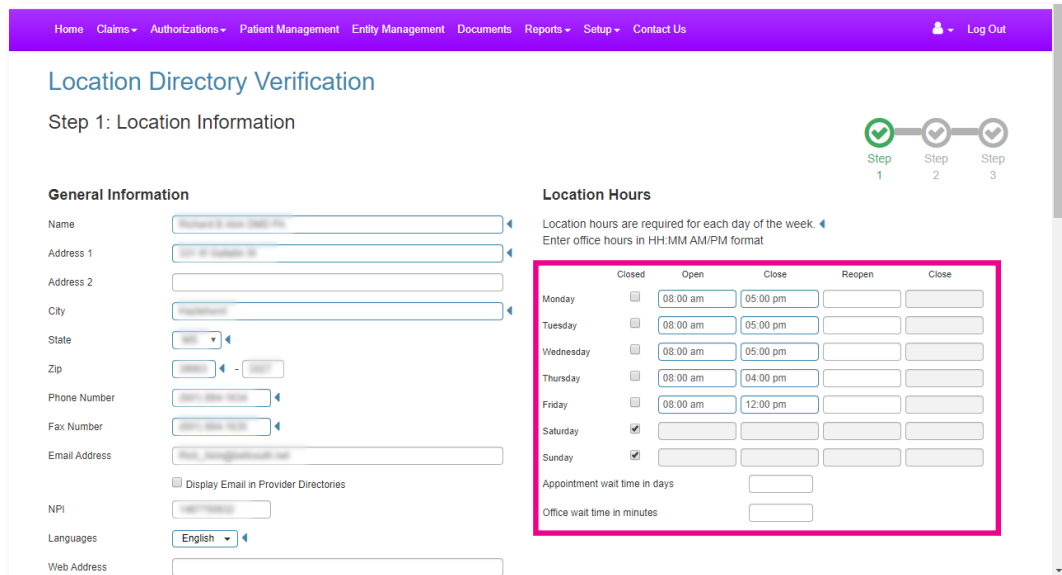
Step 03

On the Entity Management page, verify you are on the Locations tab, and then click the Edit button.



Step 04

Here is where you will update your current office hours. You can check the "closed" button for any days you are not open. Please also verify your General Information and Accessibility before clicking the next button to continue.



Step 05

Verify all associated providers before clicking the Next button.

The screenshot shows the 'Location Directory Verification' interface at Step 2: Associated Providers. The top navigation bar includes Home, Claims, Authorizations, Patient Management, Entity Management, Documents, Reports, Setup, and Contact Us. A progress indicator shows Step 1 as completed, Step 2 as the current step, and Step 3 as pending. The main content area displays a table with columns for 'Associated', 'Name', 'NPI', and 'Verification Status'. A single provider is listed with a checked box, a name, an NPI, and a 'Verified' status. Below the table, there is a question: 'Do all associated providers appear on the list above?' with radio buttons for 'Yes' and 'No'. At the bottom, there are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red box.

Step 06

The last step is to attest that all information has been verified. After confirming via the check box, click the Finish button to complete the update.

The screenshot shows the 'Location Directory Verification' interface at Step 3: Attestation. The top navigation bar is the same as in Step 2. The progress indicator shows all three steps (Step 1, Step 2, and Step 3) as completed. The main content area contains a text box with the statement: 'I have verified and attest that all the information presented above regarding our provider(s) and office location(s) is correct and no additional changes are required.' Below this, there is a checkbox with a red '1' next to it, and the text: 'I confirm that the information has been verified and is considered accurate and the most up-to-date.' At the bottom, there are 'Back' and 'Finish' buttons, with the 'Finish' button highlighted by a red box and a red '2' next to it.

Please note that it can take up to one week for these updates to be reflected on health plan partner portals.

> Questions?

If assistance is needed to access the Provider Portal, please call our Customer Service department at 855-735-4395 or email providerrelations@envolvehealth.com