*My*Solstice Provider Portal Guide

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Introduction

Welcome to *My*Solstice, your Solstice provider portal. At Solstice, we are committed to delivering world class products and services; it's why we work hard to understand the unique needs of our providers.

We share the same mission: to improve the lives of those we serve through dental and overall wellness, as well as access to care. We also understand that your time is valuable and we strive to create efficient and hassle-free administration for you and your staff. Your *My*Solstice online portal provides the information you need 24 hours a day, seven days a week.

In this document, you will find instructions on how to:
- Check member eligibility (Dental and Vision)
- File a claim (Dental only)
- Check claim status (Dental and Vision)
- Utilize the Resources page

Accessing *My*Solstice

To access *My*Solstice, you must be using the latest version of Google Chrome, Mozilla Firefox, or a version of Microsoft Internet Explorer with the following specifications:

Internet Explorer

- **Version:**   9.0 or above
- **Cipher Strength:**   128-encryption
- **Update Versions:**   SP2 or higher
- **Security:**   Medium or lower
- **PDF Acrobat Reader:**   9.0

To Access the *My*Solstice provider portal, do the following:

1. Click on your Internet Explorer icon or an alternate internet browser.

2. In the address line, enter https://www.mysolstice.net/. This will bring you to the *My*Solstice user Log in page.

Solstice Members and Providers, please log in to the MySolstice portal below or click here to create your account.

Benefits Administrators, your portal has moved! Please visit the Solstice Marketplace (www.solsticemarketplace.com) to manage your benefits.

Questions? Call us toll-free at 1.877.760.2247 Monday through Friday from 8 a.m. to 6 p.m. ET or email us at contact@solsticebenefits.com.

🔓 Please login to your Solstice account

Username

Password

🔒 Log in

Forgot your password?

Not registered with MySolstice yet?
Sign up for an account now ❯

Home | FAQs | Contact Us | Terms and Conditions | Privacy Policy

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3. Then, enter your username and password.

4. Select "Log in".

5. You will be taken to your provider portal dashboard.

Your Provider Portal Dashboard

Your dashboard is your homepage whenever you log into your provider portal. It displays the information you use most, helping you to easily manage your day-to-day business. No matter where you are within your provider portal, you can return to your dashboard by selecting **HOME,** located on the top navigation panel.

We know you and your staff are busy; so, our aim is to simplify your life by ensuring that you can access the information and resources you need at the click of a mouse.

Claims History

Your new dashboard displays the last 90 days of claim history associated with your office for an at-a-glance snapshot of claims activity.
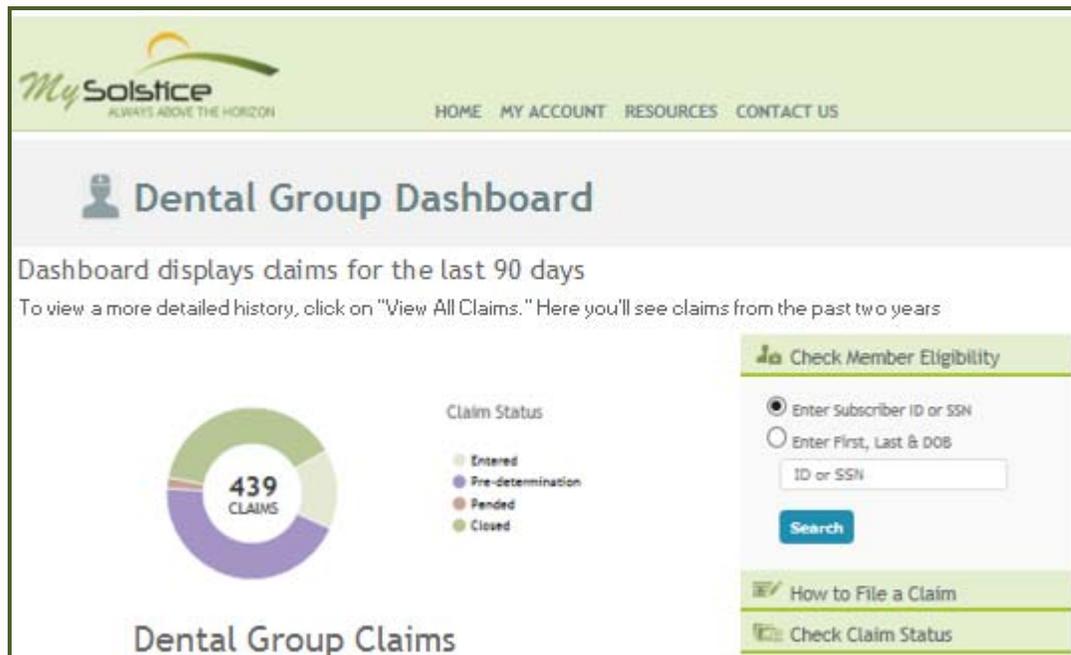

A convenient claims chart allows you to quickly see the following:

- The number of claims Solstice has received from your office within the last 90 days
- The status of the claims
- The specific number of claims within each claim status category, easily obtained by hovering over each color of the claims chart

Accessing Claims

Your portal organizes the claims we receive from your office into five categories, based on where they are in the claims review process. *(Please note that details are blurred in order to protect member and provider information.)*

1. To see which claims are at what stage of the claims process, simply, click on the appropriate tab below:
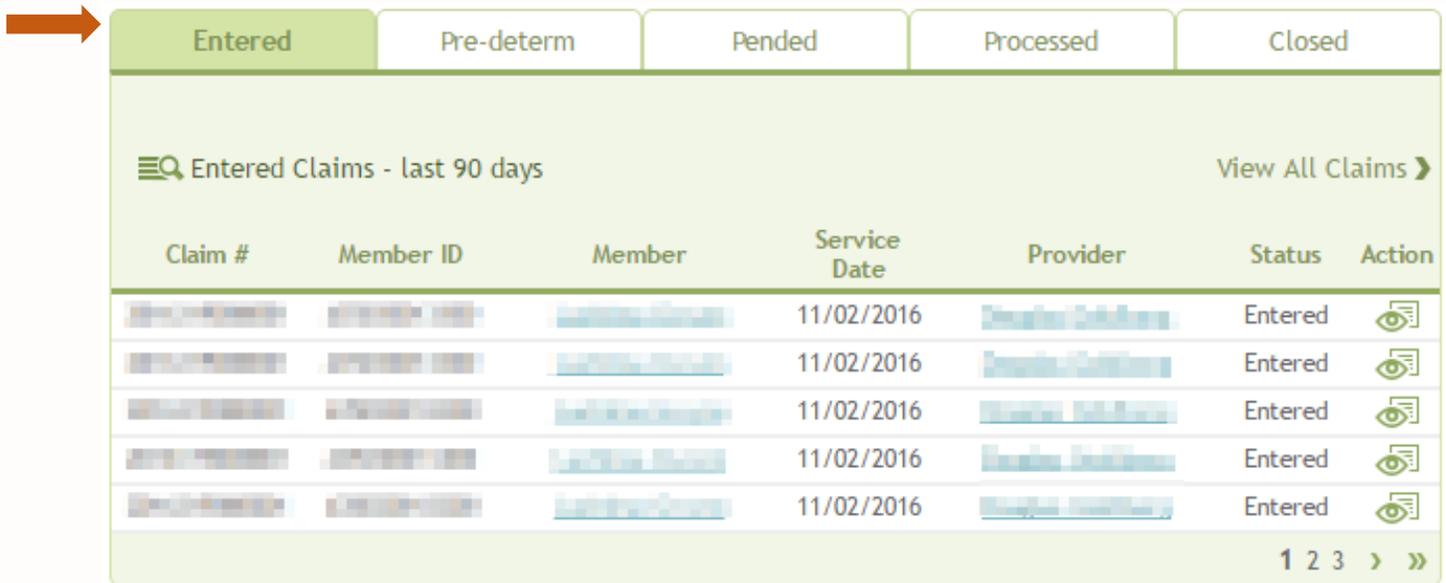
Each tab displays the following claim details:
- Claim number
- Member ID
- Member name
- Service date
- Provider name
- Claim status (Entered/Completed/Pended/Processed/Closed/Held)
- Action/View Icon 👁, which you can use to view an Explanation of Benefits (EOBs) once the claim is closed

2. Select the member or provider name to view claims information. The claims that have been entered for either the member or under the provider will be displayed.

3. The information below shows the claims under a particular provider.

Entered Claims for Provider ▓▓▓▓▓ ▓▓▓▓▓▓

Claim #	Member ID	Member	Service Date / Received Date (Pre-D)	Status	Action
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	10/31/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	09/26/2016	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	09/19/2016	Entered	👁

1 2

OK

View All Claims

The initial view on your dashboard on your dashboard shows the last 90 days of claims. To view an even more comprehensive history, click on "View All Claims"; this will display the last two years of claims.

Entered	Pre-determ	Pended	Processed	Closed

≡🔍 Entered Claims - last 90 days   ➜ View All Claims ❯

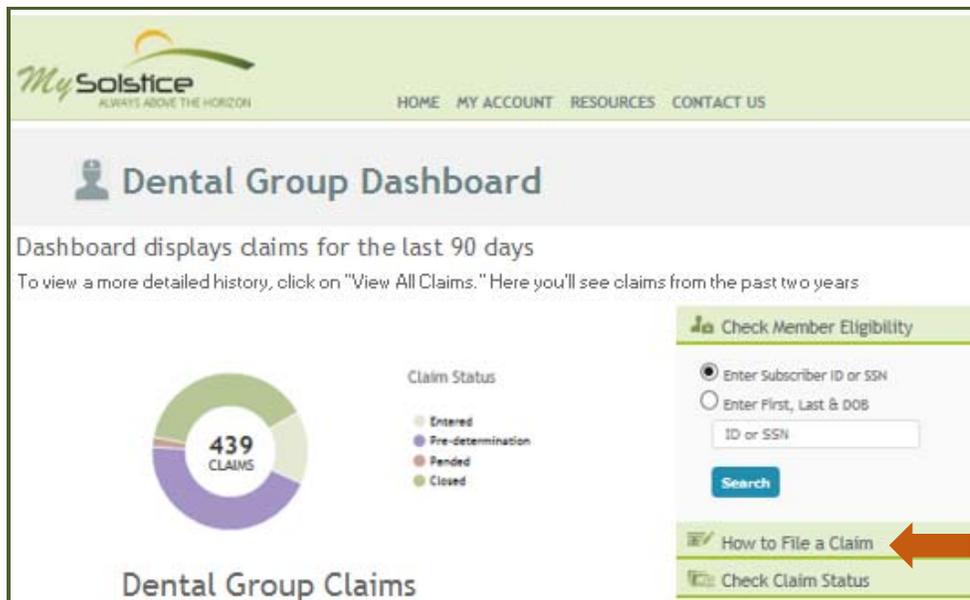| Claim #	Member ID	Member	Service Date	Provider	Status	Action
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	▓▓▓▓▓	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	▓▓▓▓▓	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	▓▓▓▓▓	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	▓▓▓▓▓	Entered	👁
▓▓▓▓▓	▓▓▓▓▓	▓▓▓▓▓	11/02/2016	▓▓▓▓▓	Entered	👁

1 2 3 ❯ ❯❯

You can export the claims history to an Excel or PDF document. Simply click on the Excel or PDF link, based on the type of document you need. Once your document opens or downloads, you may view and save to view at a later time and date.
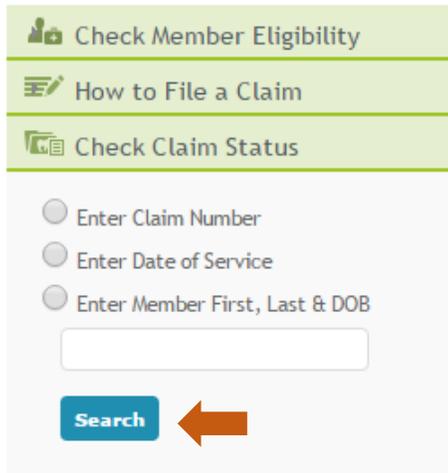

Check Claim Status

Want to check the status of a claim? Follow these steps:

1. On the right side of your provider dashboard, select **Check Claim Status.** Your portal will expand to provide you with three options for searching for a claim.

2. Then, make a selection, enter the required information and click **Search**. *Please note that if you choose to enter a claim number, dashes are not necessary.*

The portal will show the status of the claim in question.

View Explanation of Benefits (EOB)

You can view EOBs for claims that are pending or that have been processed. To view, do the following:

1. From your dashboard, click on the **Closed** tab.

2. Then select the member's name.

The member's information will then be displayed.

3. Click on the Action icon ⬚ on the right to view the member's EOB.

This EOB will display the services the member received along with any patient responsibility and insurance payment. A copy of this document is mailed out to both the member and the provider.

MySolstice
ALWAYS ABOVE THE HORIZON

SUBSCRIBER

Provider TIN:
Provider Name

EXPLANATION OF BENEFITS

Paid Date: 10/8/2016   Check No:

CLAIM SUMMARY

| Patient | | ID # | | Total Amount Covered | |
Insured		Claim #		Paid by Other Insurance Co.	$0.00
Group		Group #		Total Plan Benefit	
				Patient Responsibility	

| Procedure Code	Type of Service	Service Date	Total Charge	Not Covered	Discount	Eligible Expense	Remark Code	Deductible Applied	Paid At %	Benefits Paid	Patient Responsibility
D2331	Resin-based composite - two surfaces, anterior		$99.00	$0.00	$34.00	$0.00	43	$0.00	0	$65.00	$0.00
D2392	Resin-based composite - two surfaces, posterior		$195.00	$0.00	$115.00	$0.00		$0.00	0	$80.00	$0.00
D2393	Resin-based composite - three surfaces, posterior		$195.00	$0.00	$48.75	$0.00	10	$0.00	0	$0.00	$146.25
D5213	Maxillary partial denture - cast metal framework w		$1,000.00	$0.00	$345.00	$0.00		$0.00	0	$655.00	$0.00
D5214	Mandibular partial denture - cast metal framework		$1,000.00	$0.00	$345.00	$0.00		$0.00	0	$655.00	$0.00
D7210	Extraction, erupted tooth requiring removal of bon		$295.00	$0.00	$175.00	$0.00		$0.00	0	$120.00	$0.00
	TOTALS		$2,784.00	$0.00	$1,062.75	$0.00		$0.00		$1,575.00	$146.25

How to File a Claim

Your provider portal allows you to take care of various daily tasks without picking up the phone or leaving your desk. Filing a claim has never been easier.

1. On the right portion of your provider dashboard, select, **How to File a Claim**.
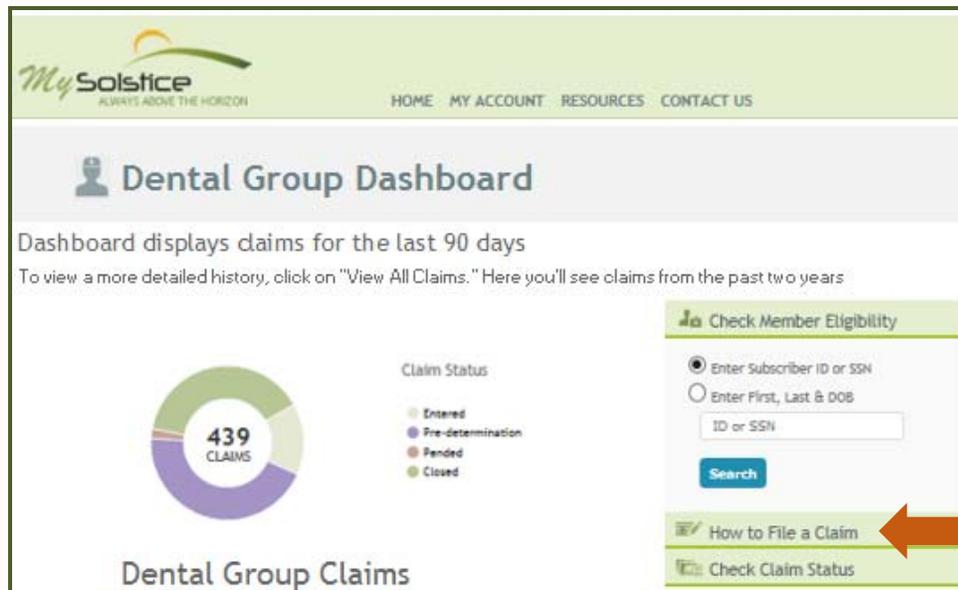

2. Then, click on ClaimConnect. You will be taken to DentalXchange.com, a payer portal.
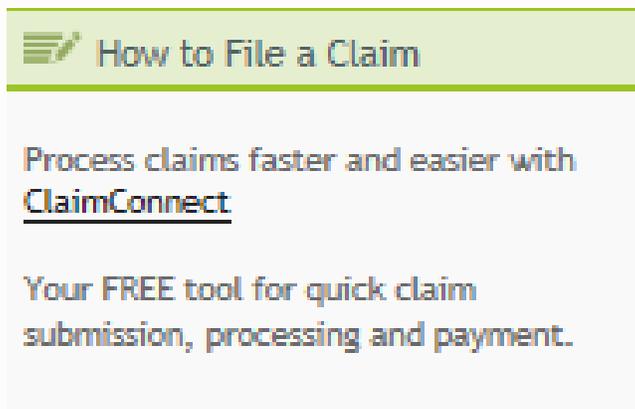
Using this convenient resource, Solstice providers are able to submit their claims and get paid faster. DentalXChange also offers a comprehensive suite of Electronic Data Interchange (EDI) services, specifically designed for dental providers to help lower costs, improve efficiency and increase revenue.
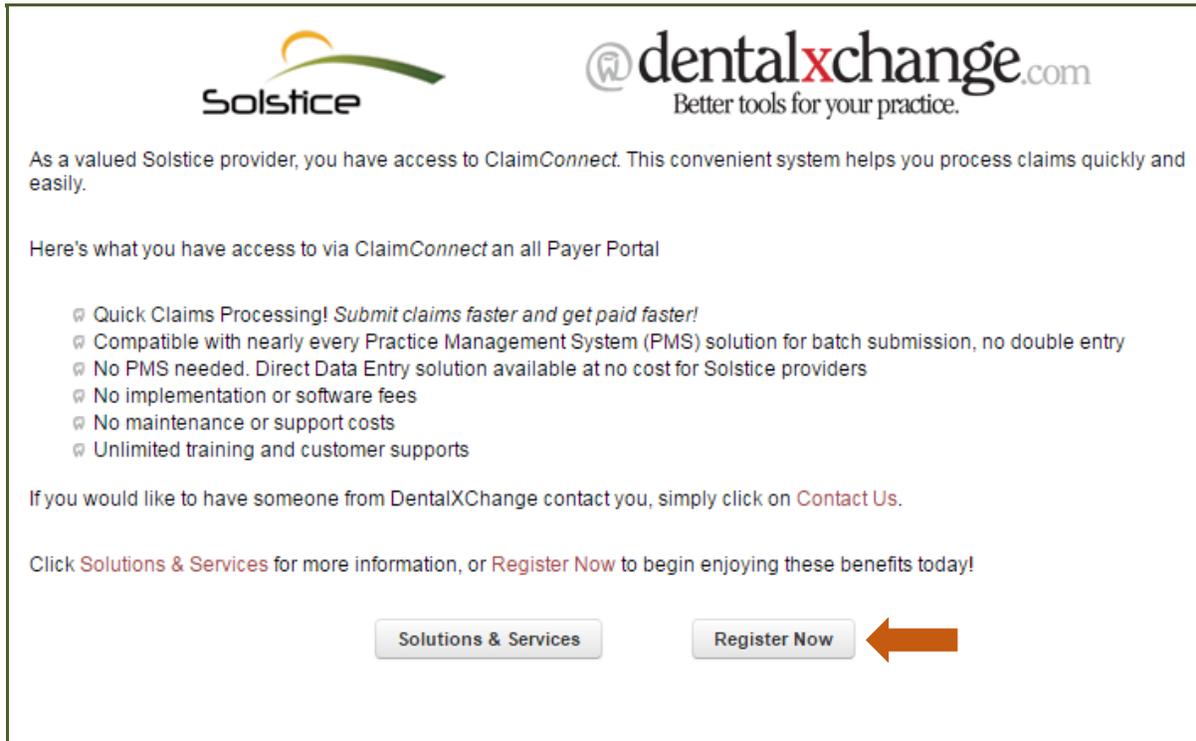
As a valued Solstice provider, you have access to Claim*Connect*. This convenient system helps you process claims quickly and easily.

Here's what you have access to via Claim*Connect* an all Payer Portal

- Quick Claims Processing! *Submit claims faster and get paid faster!*
- Compatible with nearly every Practice Management System (PMS) solution for batch submission, no double entry
- No PMS needed. Direct Data Entry solution available at no cost for Solstice providers
- No implementation or software fees
- No maintenance or support costs
- Unlimited training and customer supports

If you would like to have someone from DentalXChange contact you, simply click on Contact Us.

Click Solutions & Services for more information, or Register Now to begin enjoying these benefits today!

Solutions & Services   Register Now

3. Select **Register Now** and start experiencing a pain-free claims submission process.

Check Member Eligibility

One of the other tasks your new portal allows you to do quickly is to verify a member's eligibility.

1. Navigate to the right portion of your provider dashboard, under **Check Member Eligibility** and search for a member using his or her **Subscriber ID** or **SSN**. You may also search by the member's **First** and **Last** name plus his or her date of birth **(DOB)**.

2. Once you've decided how to locate the member, click **Search**. This will then take you to the Subscriber information page (below).

3. Click on **Eligibility Claims**, located to the left of each name.

This will display detailed information on the subscriber.

At the base of your provider portal, there are a number helpful resources, created especially for you. You can catch up on the latest topics in healthcare, as well as those specific to the dental insurance industry, by accessing our latest **Provider Newsletter** or subscribing to the **Solstice Provider Blog**. You can also find out what's new at Solstice by clicking on **Solstice News**.

Access Resources

The **Resources** page gives you access to helpful information, such as this Provider Portal Guide, ADA claim forms, preauthorization guidelines, Solstice Schedules of Benefits and much more. Here's how to access this page:

1. From the menu, located at the very top of your provider portal home page, select Resources.

2. Click on View/Download in order to access the document. You can then choose to view or save it.

View Schedules of Benefits

Your **Resources** page has a variety of Solstice Schedules of Benefits to choose from. Simply click to view or download the desired document.

Solstice Prepaid Plans Effective August 1, 2015	
300B-SHP Dental Plan Schedule of Benefits	View / Download
500B-SHP Dental Plan Schedule of Benefits	View / Download
800B-SHP Dental Plan Schedule of Benefits	View / Download
S100B-SHP Dental Plan Schedule of Benefits	View / Download
S200B-SHP Dental Plan Schedule of Benefits	View / Download
S500B-SHP Dental Plan Schedule of Benefits	View / Download
S700B-SHP Dental Plan Schedule of Benefits	View / Download
S800B-SHP Dental Plan Schedule of Benefits	View / Download

View Affordable Care Act (ACA) Schedules of Benefits: The Affordable Care Act (ACA) Schedules of Benefits are provided with the Certified Qualifying Dental (QDP) Plans.

Additionally, we have made it easy for you to access both the Florida and New York Schedules of Benefits for 2015 ACA/Certified QDP.

Schedule of Benefits for 2015 ACA/Certified QDP Plans	
Florida Plans:	
Family PLHSO (EssentialSmile 211)	View / Download
Pediatric PPO (EssentialSmile PED 221)	View / Download
Family PPO (EssentialSmile 221)	View / Download
Family PLHSO (EssentialSmile 212)	View / Download
Family PPO (EssentialSmile 222)	View / Download
New York Plans:	
Pediatric EPO (EssentialSmile PED 111)	View / Download
Family EPO (EssentialSmile 111)	View / Download
Pediatric EPO (EssentialSmile PED 112)	View / Download
Family EPO (EssentialSmile 112)	View / Download
Family PPO (EssentialSmile 122)	View / Download

Search for a Provider

Your Solstice portal also gives you access to an electronic directory that allows you to quickly pull up other network providers.

1. To search for a network dentist or specialist, click the link located below the **Resources** window.

Resources	
2015 A Dental Service Providers Guide	View / Download
7-15 SHP Provider Communication	View / Download
ADA Claim Form	View / Download
Dental Attachment Guidelines	View / Download
Dental Claims Information and Address Guide	View / Download
FL 2014-2015 Essential Smile Quick Reference Guide	View / Download
FL Allowable Lab Fees for Commercial & Marketplace Prepaid Plans	View / Download
FL Dental Office Reference Guide	View / Download
MySolstice Provider User Guide	View / Download
NY 2014-2015 Essential Smile Quick Reference Guide	View / Download
NY Allowable Lab Fees & Limitations to EPO & FFS Plans	View / Download
Plan Selection Form and Implant Rider Member Fee Schedule	View / Download
Pre-Auth Guidelines - Endodontist	View / Download
Pre-Auth Guidelines - Oral Surgeon	View / Download
Pre-Auth Guidelines - Orthodontia	View / Download
Pre-Auth Guidelines - Pediatric	View / Download
Pre-Auth Guidelines - Periodontics	View / Download
SARASOTA - PPO-ASO Crosswalk	View / Download
Specialty Provider Plan Guide	View / Download
UHC Product ID Legend (Florida only)	View / Download

Provider Search (opens in new window)

Doing so will take you to a **Provider Search** page, allowing you to search for network vision and dental providers.

2. Fill in the required fields.
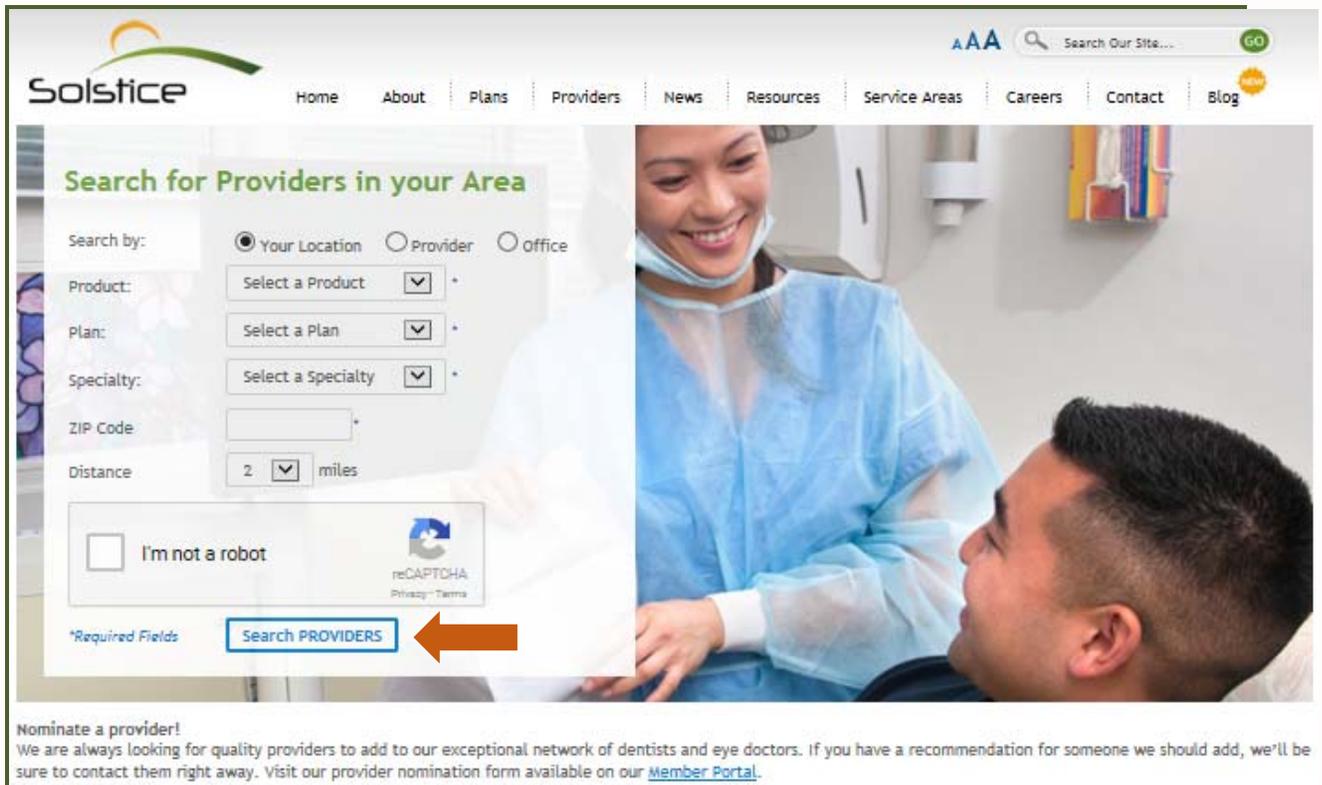
3. Once you are finished, select **Search Providers.** Providers will be listed based on your specifications, along with their contact information.

Create a New Password

We know that you and your staff have a lot of information to keep track of, including usernames and passwords. So, if you have forgotten your password for your portal, no worries. With just a few steps, we can quickly help you create a new password.

1. Click on your Internet Explorer icon or an alternate internet browser to access *My*Solstice.

2. In the address line, enter https://www.mysolstice.net/. This will bring you to the *My*Solstice user Log in page.

3. Click on **Forgot your password.**

4. Enter either your original username OR email address and click **Submit**. You only need to enter either your username or your email address; you do not need to enter both.

If you have forgotten your password, enter the username or email address that you used for the signup process.

Your password will be sent to this email address.

Forgot Password?

Username:

OR

Email:

Cancel   Submit

5. Once you click **Submit**, you will be taken to the Security Question page where you will be able to select and answer one of your security questions.

HOME   CONTACT US

Security Question

What was your favorite childhood toy?

Continue

6. Provide the correct answer to the question and click **Continue**. (Remember, these are the questions and answers you selected when you first registered).
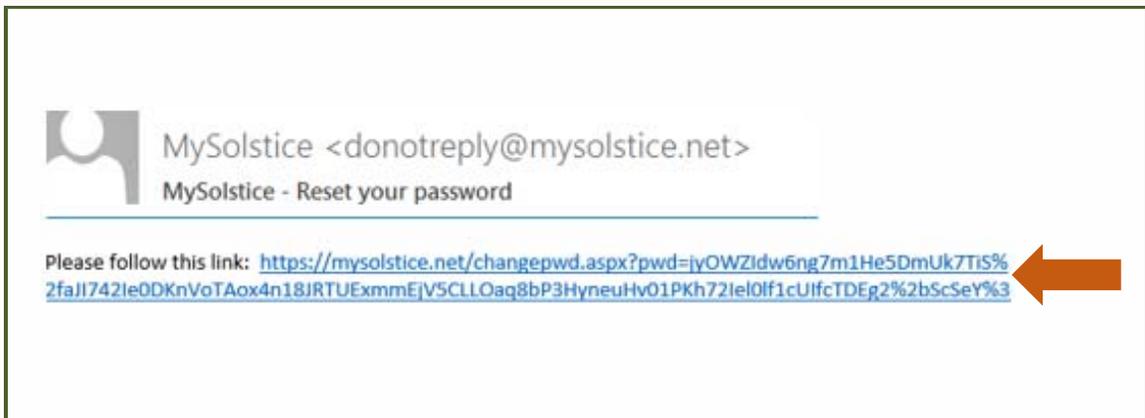
You will receive a notification, letting you know that an email with instructions was sent to you. The email will be sent to the email address we have on file.
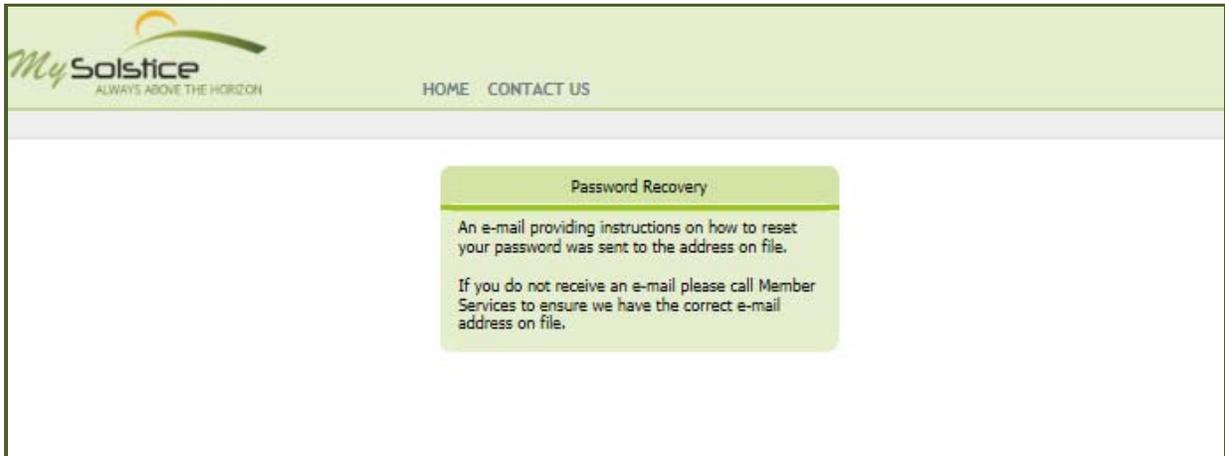
7. Once you receive the email, open it and click on the link provided. *(Be sure to check your inbox for the email. If you are unable to locate in your inbox, check your SPAM folder).*

Clicking on the link in the email will take you to a page that allows you to change your password.

Please review the listed guidelines to create your new password. Also, keep in mind that your entry is case sensitive.

8. Then, enter and confirm your new **Password** and then select **Change Password.**

Remember to keep this information in a safe place in case you forget. You will receive another email confirming that you have changed your password.

Keep in mind that you have the ability to change your password at any time. If you simply want to change your password for greater security, you can do so by selecting **My Account** from the top navigation panel of the dashboard and then the option to change your password. You will be prompted to enter and confirm your new password.

We're here to help.

If you have questions or concerns, please contact us at:

Solstice
PO Box 19199
Plantation, FL 33318
Phone: 1.877.760.2247
Email: providerrelations@solsticebenefits.com

Our representatives are standing by and ready to answer any questions you may have about our members, plans, claims and much more.