

DENTAL PROVIDER RESOURCES

Convenient Ways to Access Member Eligibility and Benefits

As a Mutual of Omaha dental provider, we recognize the lasting difference you can make with our members. We also understand that you need access to tools to manage administration and work efficiently.

Access Member Information You Need — When You Need It

With our member benefits and eligibility tool, plus our interactive voice response (IVR) phone system, you can easily and quickly access member benefit information. Our self-service tools are quick and easy to use so you can focus on what you do best — caring for our members.



Online Member Eligibility and Benefits Lookup

1. Go to www.mutualofomaha.com/dental-eligibility.
2. Fill out the required information:
 - i. Individual NPI number
 - ii. Dental Member ID
 - iii. Patient Name (Member)
 - iv. Date of Birth
 - v. Fax number or Email address to send the documents to
3. Click submit. You will receive a breakdown of benefits via email or fax within minutes.



Self-Service IVR Phone System

To use the self-service phone system, call **1-800-927-9197** and follow the prompts.

1. Say your Individual NPI number to verify credentials.
2. Say the member ID and date of birth.
3. Once the member has been located, you will be prompted to say a fax number to send the benefits and eligibility document to. Your document will arrive within minutes.

Our dedicated service representatives are available Monday through Friday, 7 am - 7 pm CST.

Mutually Preferred® Network



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