



FIRST IMPRESSIONS

The Provider Pub: News, Trends and Insights
For You and About You

Delta Dental of Arizona
Fall 2025

DENTIST SPOTLIGHT

Q&A with Dr. Hiba Denkha

Of Denkha Dentistry in Glendale

Q: What is the best thing about being a Delta Dental dentist?

A: I love having someone just a phone call away to help with insurance questions or claims. Delta Dental of Arizona makes things so easy, and they're always supportive. It's like having a personal trainer to navigate the insurance world!

Q: How would you describe oral health's impact on your patients' overall health and well-being?

A: Oral health is closely tied to overall health, especially for patients with systemic conditions like diabetes or cardiovascular disease. Gum disease is an inflammatory process, and it can affect the entire body. Educating patients about this connection is really important.

Q: Any funny stories from the dental chair?

A: Oh, so many! One I'll never forget involved a little boy whose grandma brought him in. We had to remove a baby tooth to make room for a permanent tooth that wasn't in the right position. Afterward, he shouted, 'She pulled the wrong tooth!' Everyone in the office stopped and stared. His grandma, a former dental assistant, was in tears laughing. Moments like that make this job memorable.

If you'd like to be featured in First Impressions or the Delta Dental of Arizona Blog, email marketing@deltadentalaz.com

NEW FACES, SAME MISSION



You might notice some new voices or faces when you connect with our team. We're adding more representatives to our department to better support you and your office!

More hands mean more resources, faster answers and even better service for you and your patients. It's our way of showing up bigger and brighter so you can focus on what you do best: taking care of your patients.

We can't wait for you to meet the new team members. In the meantime, feel free to reach out to us anytime by email prelations@deltadentalaz.com or by phone at 866-746-1834.



CEO's CORNER

CEO Serve at St. Vincent de Paul

Each year, I'm reminded that the power of oral and vision care extends far beyond the exam room. On October 1, our team rolled up our sleeves for our annual CEO Serve event at St. Vincent de Paul in Phoenix. Together, 50 of our staff and their families served 418 meals and spent time with the children and families who rely on these vital services.

But at the heart of the day is what connects us all: oral health.

Volunteers also got involved, volunteering their time to the Delta Dental of Arizona Oral Health Center at the Virginia G. Piper Medical and Dental Clinic at St. Vincent de Paul. The screening and fluoride clinic helped provide 77 children with the preventive care they need to smile, learn and thrive. It's a simple reminder that access to care can be life-changing, and that even small interventions—like a fluoride varnish—can have a lasting impact.

As providers, you live this mission every day in your practices. CEO Serve is one of the ways we stand shoulder-to-shoulder with you, showing up for our community in meaningful ways. We believe that oral and vision health are essential to overall well-being, and this event allows us to put that belief into action.

Thank you for the work you do every day to make Arizona a healthier, brighter place. We're proud to partner with you in service—and proud to serve alongside you in spirit at St. Vincent de Paul.

Sincerely,

Michael Jones
President & CEO

OCTOBER 1, 2025



Reminder: Special Health Care Needs Benefit

When treating patients with special health care needs, please include **both the narrative (including the special health need condition of the patient) and code D9997** (dental case management: patient with special health care needs).

We often receive one without the other, which delays processing. Submitting both together helps your patients receive their benefit and ensures your office is paid on time.

For a quick refresher, [view or download the dentist instructions flyer](#).

CLAIMS REMINDER: ADD PRIMARY PAYMENT DATA

Please **include the primary payment amount in your electronic claim data**, even when attaching the EOB via NEA#. This ensures accurate and timely claim processing.



Multi-factor authentication will be required starting October 20, 2025.

Protect your practice and patient data with multi-factor authentication. On October 20, 2025, all Dental Office Toolkit (DOT) and PACT users will need their password and an additional way to confirm their identity to log in to their Delta Dental DOT and PACT accounts.

What you need to do:

- Enroll in MFA immediately to protect your practice and patient data with an extra layer of security.
- Ensure each user has a unique sign-in (no shared accounts).
- Share this information with all team members who have Delta Dental provider accounts.

Explore additional MFA resources and **information [on our website](#)**.

STILL FAXING YOUR CLAIMS?

There's a faster, easier way! **Submit them electronically through the Dental Office Toolkit (DOT)**. DOT automatically fills in your provider and patient info, lets you add attachments and sends claims directly to our system. Skip the fax—go digital and avoid errors, poor image quality and processing delays.

If you do send a claim by fax, send to 602-588-3636. No other fax numbers apply.



DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



Delta Dental of Arizona
14850 N. Scottsdale Rd., Suite 400
Scottsdale, AZ 85254

TOP OF THE LIST

New groups welcomed since
July 1, 2025
with 75+ employees

Company	Number of Employees	Location	Plan
Marana Health Center	306	Marana, AZ	PPO Plus Premier

▶ SERVING YOU AT OUR BEST



For the eleventh year in a row, Delta Dental of Arizona has earned the **Center of Excellence certification from BenchmarkPortal**. In addition, our contact center was ranked **#1 in the small-size category** in BenchmarkPortal's 2025 Top Contact Centers Contest. This internationally recognized competition evaluates centers of all sizes using best-practice metrics for efficiency, effectiveness and performance.

These honors reflect our ongoing commitment to fast, reliable service and support for your office. [Read More](#)

ANNUAL MEETING RAFFLE WINNERS

Congrats to the following Delta Dental of Arizona dentist, each of whom won \$200 American Express gift cards—one for themselves and one to share with a member of their team—in the 2025 Annual raffle:

- Dr. Jacquelyn Mathews, Midwestern University Dental Institute
- Dr. Jeffrey Greene, Plaza Waterfront Dental, LLC
- Dr. Bart Stears, Spanish Trail Dental Group, LLC