

FIRST IMPRESSIONS

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

Delta Dental of Arizona
Fall 2026

DENTIST SPOTLIGHT

Q&A with Dr. Matthew Ford

of Legends Family Dental in Glendale



Dr. Matthew Ford

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

Q: What is the best dental advice you like to give to your patients?

A: The dirty little secret is this: decay doesn't happen overnight. If you want to put a dentist out of business, get your teeth cleaned every three months. There's not going to be enough time for decay to set in, because you're going to get that stuff off there. If you get your teeth cleaned every three months, chances are you're probably never going to have any decay. If you do, it's going to be minor.

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

A: With Delta Dental, everything's pretty straight forward. They're almost the gold standard. They're easy to work with and I've never had any issues with Delta Dental.

Q: What are some things that a diabetic patient should be thinking about or that you think about when treating a patient with diabetes?

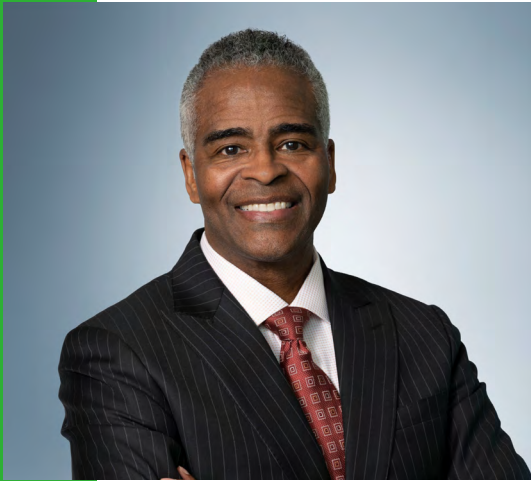
A: Diabetic patients can get infections quickly, even if they've done everything right. I always want to look at pathology sooner. We might also take x-rays more often. Ideally, diabetic patients would get their teeth cleaned more often, so we can catch things before they become a bigger issue.

WRAP UP THE YEAR, SKILL UP FOR THE NEXT

Before the calendar flips, check continuing education credits off your year-end list. Delta Dental's free virtual courses let you learn anytime, at your own pace. Wrap up your requirements—or get a head start—and ring in the new year with sharper skills.

[Start learning](https://deltadentalaz.com/dentist/ce/) at deltadentalaz.com/dentist/ce/





CEO's CORNER

Ready for What's Next

As we discussed at this year's Annual Meeting, the dental benefits landscape is changing, and quickly. Employers are looking for simpler, more well-rounded benefits solutions, and the organizations that can adapt to those needs will be best positioned to keep patients connected to care.

That's why we're taking steps to make Delta Dental of Arizona nimbler and better equipped to compete in this changing market. **For you, that means a stronger organization focused on helping preserve patients' access to care, supporting your practice and continuing to invest in oral and overall health.**

As we move forward, our commitment to dentists remains steadfast. Dental remains at the center of our work, and your expertise and perspective remain essential to how we move forward. Through Board and Dental Policy Committee representation, the Dentist Advisory Council and ongoing engagement with our Professional Relations team, we'll continue listening to what you need and using that insight to shape how we work with you.

Ultimately, this is about being ready for what's next. **A strong, competitive Delta Dental of Arizona helps keep patients in your chairs, supports a strong provider network and gives us the ability to continue improving oral health in Arizona.**

Thank you for being an essential part of that future!

Sincerely,

Michael Jones
President & CEO



CEO SERVE

On September 24, the Delta Dental of Arizona team rolled up their sleeves for the annual CEO Serve event at St. Vincent de Paul in Phoenix. Together, **55 staff and their families served 347 meals. Volunteers also helped 124 children receive screenings** at the Delta Dental of Arizona Oral Health Center at the Virginia G. Piper Medical and Dental Clinic at St. Vincent de Paul.

TOOTH BE TOLD: FRIENDLY REMINDERS

01



DENIED? LET'S GET TO THE ROOT OF IT.

A claim denial is not a statement that the treatment was unnecessary or inappropriate. It simply means the service does not meet the patient's specific benefit plan requirements for payment, as elected by the member or their employer group.

02



DON'T SLEEP ON SEDATION BILLING.

Sedation services must be billed under the provider who administered it. If a different provider performed the treatment, submit separate claims for each provider using their Tax Identification Number (TIN).

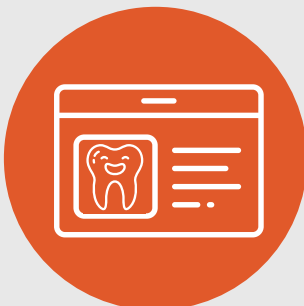
03



EVERY CODE HAS A STORY.

When submitting D4910 - Periodontal Maintenance, please include a narrative highlighting the date of the patient's most recent SRP. Providing a history of D4910 and/or D4355 services does not qualify as supporting periodontal history for D4910 review.

04



THE NAME GAME: MATCH IT TO THE PLAN.

When submitting claims, please use the member's legal first and last name or the name they used when enrolling in benefits. Nicknames or alternate names can make it harder to match a claim to coverage. Using the member's enrolled name helps keep claims moving.

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



TOP OF THE LIST

Groups acquired August 1, –
October 1, 2026 with 75+ employees

Company	Number of Employees	Location	Plan
Arizona Center for Cancer Care	194	Glendale	PPO plus Premier
Outlier LLC	169	Phoenix	PPO plus Premier
Smart Customer Solutions	141	Mesa	PPO
Shared Practices	134	Phoenix	PPO plus Premier
P.B. Bell Asset Management, Inc.	117	Scottsdale	PPO

▶ SERVING YOU AT OUR BEST



For the 12th year in a row, Delta Dental of Arizona has earned BenchmarkPortal's Center of Excellence certification. Our contact center also ranked No. 1 in the small-center category in BenchmarkPortal's 2026 Top Contact Centers Contest for the second year in a row. This international competition measures contact centers on efficiency, effectiveness and performance.

These honors show our continued commitment to providing your office with fast, dependable service and support. [Read More](#)

ANNUAL MEETING RAFFLE WINNERS

Congratulations to the following Delta Dental of Arizona dentists, each of whom won \$200 American Express gift cards—one for themselves and one to share with a member of their team—in the 2026 Annual Meeting raffle:

- Dr. Michael McDougal, Dentists of Gilbert Crossroads
- Dr. Royce Milgrim, Prescott Modern Dentistry, LLP
- Dr. William Daggett, William H. Daggett DDS

