

FIRST IMPRESSIONS

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

Delta Dental of Arizona
FALL 2021



DENTIST SPOTLIGHT

Q&A with Dr. Kevin Schade of Foothills Family Dentistry

Q: What made you decide to become a dentist?

A: The biggest factor for me was being able to provide a service that helped people get better. I also enjoy developing relationships with patients throughout the community.

Q: What is your specialty/area of interest?

A: I specialize in general dentistry, or as some might call it, "bread and butter dentistry." My favorite area of general dentistry is aesthetic dental crowns.

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

A: Not having to worry about patients being covered by insurance. If they have Delta Dental, I can feel confident that the patient will have help with the cost of the dental treatments they receive at my office.

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

Get Paid Daily With Direct Deposit

The U.S. Postal Service began changing first-class mail delivery time frames in October. This could affect the speed at which claims are received and paid. With direct deposit, you can avoid mail delays and enjoy these advantages:

- Get paid daily!
- Receive payments directly into your account—no more driving to the bank!
- Safe and secure method of payment—no lost or stolen mail.
- View your Explanations of Payment (EOPs) online 24/7.
- Easily track payments.

To sign up, go to deltadentalaz.com/dentist and sign into the Dental Office Toolkit. Under the "Office" section in the left menu, click **Direct Deposits** and follow the instructions.

DELTA DENTAL Dental Office Toolkit Welcome, Molly [LOGOUT](#)

SELECTED SERVICE OFFICE: [HOME OFFICE](#) [CHANGE OFFICE](#) SELECTED MEMBER ID: [CHANGE MEMBER](#)

Molly Molar | 999555 | 5656 W Talavi Blvd, Glendale, AZ 85306 Please select a member

Direct Deposit Details [Register for Direct Deposit](#)

To view additional direct deposit information, please select a different office and license combination above.

Displaying the Direct Deposit details for the selected service office: 5656 W Talavi Blvd, Glendale, AZ 85306

| Name On Account | Financial Institution | Account Type | Routing Number | Account Number | Status |
|-----------------|-----------------------|--------------|----------------|----------------|---|
| NA | - | Checking | xxxxx9021 | xx5511 | ACTIVE INACTIVATE |

IMPORTANT UPDATES TO CLAIMS PROCESSING POLICIES

We have updated several key processing policies to align with current CDT guidelines and simplify the claims process for dental offices and patients. Many of these important updates are outlined below. If you would like more information on our processing policies, please refer to the Delta Dental of Arizona Dentist Manual or the Delta Dental Plans Association Processing Policy Handbook in the Dental Office Toolkit (DOT).

Crowns

To align with the industry standard, we will now pay crowns on seat date instead of prep date.

Orthodontics

Orthodontic records will now count toward a patient's standard lifetime maximum instead of orthodontic lifetime maximum. The only procedures that will count toward the orthodontic maximum will be banded cases. This leaves patients with more money to use toward banded treatments.

Initial payment for orthodontic procedures will be made at the time of banding or insertion date. The second payment is based on group contract and treatment type and is paid between 8 and 12 months after the banding or insertion date. The patient must have current eligibility and available lifetime maximum on final payment due date.

X-Rays

To streamline the way X-rays are processed, we have changed how we bundle them. Rather than bundle when the aggregate individual X-rays allowed amount exceeds the FMX allowed amount, X-rays will be combined and paid under D0210 when there are 7 or more individual X-rays submitted for a patient on the same date of service.

Explanations of Payment (EOPs)

In effort to increase privacy and security for our members, we removed the patient's date of birth from EOPs. In addition, the new EOPs give guidance on whole dollar coordination of benefits at the claim level. This change is due to the variations in how practice management systems post coordination of benefits payments.

Frequencies

To help patients make the most of their benefits, frequencies will now be based on the last benefited date for the procedure. This differs from our historical approach of benefitting based on the last date the procedure was performed.

Validation Requirements

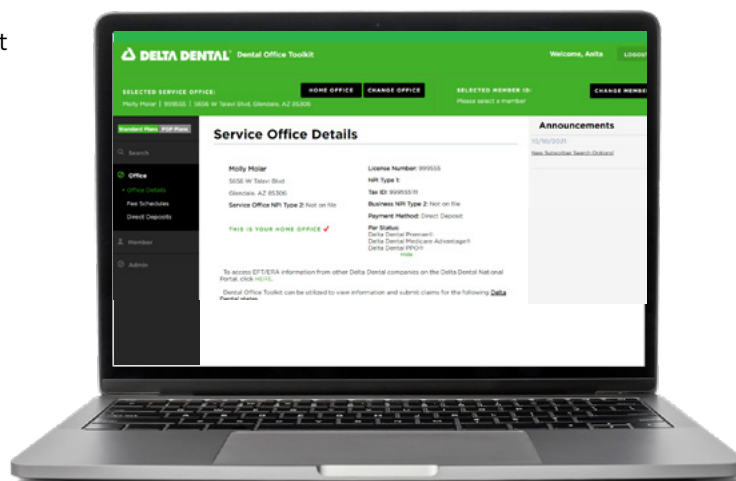
With the addition of CDT codes for certain procedures, we will now only require the most comprehensive piece of information. For example, for D4342 - scaling and root planing for one to three teeth per quadrant, we will only require tooth numbers, not quadrant numbers. Partial dentures will only require the arch and no tooth numbers. Full maxillary and mandibular dentures will be tied to the actual current CDT code rather than requiring an arch.

Save Time by Using the Dental Office Toolkit

If you haven't tried out Dental Office Toolkit (DOT), now is the time! The new dentist portal empowers your staff to perform everyday tasks like submitting claims and looking up member benefits all without having to call customer service. This saves valuable time and lets your staff work more efficiently.

Here are a few enhancements to explore:

- You can look up any Delta Dental of Arizona patient in DOT, regardless of whether their coverage is through an employer-sponsored plan or an individual and family plan.
- Claims and pre-treatment estimates submitted through DOT are processed in real-time.
- Our popular processing policy lookup tool is embedded into the DOT experience when you view Delta Dental of Arizona members. Access the tool via a link in the left menu.
- You can upload an X-ray or other supporting documentation for a Delta Dental of Arizona patient claim all within the portal.
- View and download your fee schedule in DOT.



For on-demand training webinars and a full DOT how-to guide, visit deltadentalaz.com/dentist/forms.

Get to Know Our New Credentialing Platform: AppCentral

Delta Dental of Arizona now uses AppCentral for dentist credentialing and recredentialing. AppCentral is an easy-to-use tool that allows your dental office to submit credentialing requirements quickly and efficiently. Plus, you no longer need to submit a full contract when recredentialing.

You will receive an email from evalAppCentral@CACTUSSoftware.com when you are due for recredentialing. This email will contain information about AppCentral, plus instructions for creating an account and completing your recredentialing paperwork.

AppCentral benefits include:

- Forms and applications that auto-populate with existing provider information
- The ability to easily upload required documentation
- Automatic email notifications when you're due for recredentialing
- Real-time application status updates



Add evalAppCentral@CACTUSSoftware.com to your safe senders list in your email program and/or security software. This will ensure that credentialing/recredentialing notices are delivered to your inbox instead of being marked as spam.

Notify DDAZ of Changes to Your Practice

To ensure proper claims processing and accuracy of your dentist directory listing, it's important to keep us informed about any changes to your practice. That's why we made it easier than ever to update your dental office details! Simply visit deltadentalaz.com/dentist/forms and complete the Dental Office Profile Update form. You can use this form when:

- You need to update general information about your office hours, languages, website, phone or fax numbers
- Your office's physical or billing address changed
- Your office's general or billing email changed
- You need to report a change to your NPI number
- You had providers leave the practice location
- You hired new dentists at the practice location and they are already contracted at another location
- Your tax ID number changed
- You purchased or opened a new dental office

You may be asked to complete credentialing paperwork when:

- You are joining the network for the first time
- You hired new dentists at your office that have never been contracted with Delta Dental of Arizona

PATIENT INFORMATION MUST EXACTLY MATCH WHAT IS IN OUR SYSTEM

It is good practice to always verify your patient's information before submitting a claim. Submitted claims must include the patient's correct first and last name, member ID and date of birth. If any of these items do not match what's in our system, you will experience claims processing delays.

As a reminder, you can check a patient's member ID in the Dental Office Toolkit. Simply sign in, search for your patient and look for the Member Alternate ID.

The screenshot shows the Delta Dental Dental Office Toolkit interface. The top navigation bar includes 'DELTA DENTAL Dental Office Toolkit', 'Welcome', and 'LOGOUT'. Below the navigation bar, there are buttons for 'HOME OFFICE', 'CHANGE OFFICE', 'SELECTED MEMBER ID:', and 'CHANGE MEMBER'. The main content area is titled 'Member Details & Benefits' and features a table for 'All Family Members'. The table has columns for Patient Name, Birthdate, Relationship, Eligibility, and Effective Date. A red box highlights the 'Member Alternate ID: 123456789' in the top right corner of the table. The table contains two rows of data: one for a Subscriber and one for a Dependent. A 'PRINT ALL' button is located at the bottom right of the table.

| Patient Name | Birthdate | Relationship | Eligibility | Effective Date |
|--------------|-----------|--------------|-------------|----------------|
| | | Subscriber | Active | 01/01/2021 |
| | | Dependent | Active | 01/01/2021 |

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



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- BLOG** deltadentalazblog.com



Delta Dental of Arizona
5656 W. Talavi Blvd.
Glendale, AZ 85306

DONATE

RECEIVE

REPEAT

Make a donation to Delta Dental of Arizona Foundation in any amount. 100% of your donation benefits oral health programs helping our community! Qualifying Charitable Organization code: 20261

File your AZ tax return, attach Form 321 to receive a dollar-for-dollar credit on our taxes for your donation up to \$400 (filing single return) or \$800 (filing joint return).

Donate today at deltadentalaz.com/foundation/tax-credit-donation

