

FIRST IMPRESSIONS

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

Delta Dental of Arizona
FALL 2022



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DENTIST SPOTLIGHT

Q&A with Dr. Kent Tuttle

with Dr. Kent Tuttle of Kent Dental in Scottsdale

Q: What made you decide to become a dentist?

A: I love to serve others and use my hands, and this combines the best of both worlds. I was in Ecuador on a mission for 2 years and saw humanitarian dentists come help the underserved and decided this is something I want to pursue.

Q: Which celebrity do you think has the best smile?

A: Tom Cruise because his midline is off by a long way, and he pulls it off without hardly anyone noticing.

Q: What's the best dental advice you've ever received?

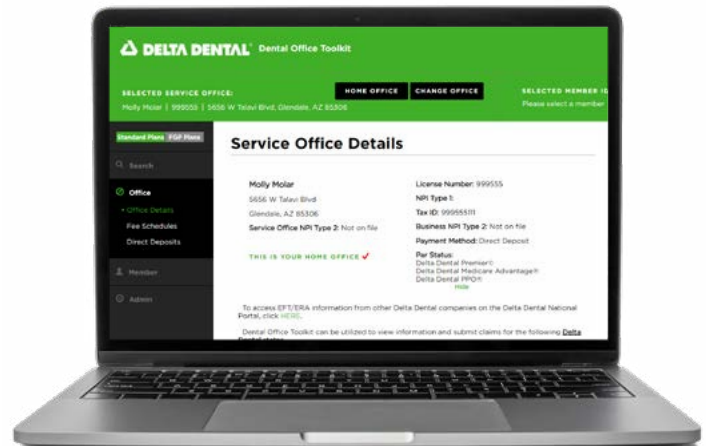
A: In thoroughness is satisfaction.

Save Time by Using the Dental Office Toolkit

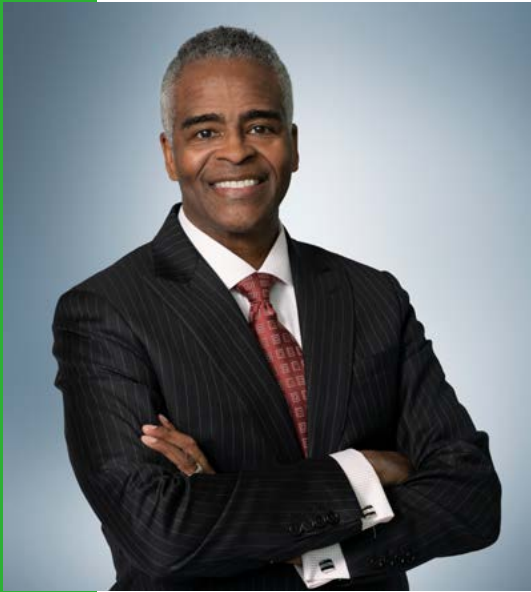
If you haven't tried out Dental Office Toolkit (DOT), now is the time! DOT empowers your staff to perform everyday tasks like submitting claims and looking up member benefits all without having to call customer service. This saves valuable time and lets your staff work more efficiently.

Here are a few reasons to explore in DOT:

- 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.



CEO's CORNER

A Forward Look at Exciting Opportunities

Protecting Arizonan's smiles. Improving lives. Together, that's what we've done for 50 years. And we're still going strong.

In October, the State of Arizona renewed their long-standing contract with us, ensuring that Delta Dental will continue to provide dental benefits to nearly 50,000 State employees and their families for another 5 years. What's made the State of Arizona choose Delta Dental for 30 years and counting? Our great customer service and claims processing efficiency—and the outstanding care that you, our network dentists, have provided to State employees are a few reasons.

It's also one of the reasons more health plans are choosing to partner with Delta Dental Member Companies for Medicare Advantage dental plans. In fact, Delta Dental Insurance Company recently announced that they're administering the Medicare Advantage dental plans for Devoted Health, including their members in Arizona, starting January 1, 2023. This presents a great opportunity for Delta Dental of Arizona Medicare Advantage network providers to continue caring for Devoted Health plan members or acquire new patients on the Devoted Health Medicare Advantage plans.

I am pleased to close out 2022 and our 50th anniversary celebrations with this exciting news.

Thank you for being a valued Delta Dental dentist!

Sincerely,

Michael Jones
President & CEO

ADA RECOMMENDATION ON FLUORIDE APPLICATION

Science supports that teeth benefit from consistent exposure to fluoride. Receiving one fluoride treatment per year falls below the standard for prevention in high-risk patients. The American Dental Association (ADA) recommends professional fluoride application every 3, 6, or 12 months, depending on your oral health. Be sure to encourage the use of preventive benefits for the well-being of your patients given the role that it plays in strengthening teeth and improving overall health. *Note: Delta Dental benefits vary by plan. Please verify benefits and eligibility before recommending a treatment plan.*

DOCUMENTING LOSS OF ATTACHMENT FOR SCALING & ROOT PLANING

Loss of attachment is an important piece of clinical data that must be included with scaling and root planing claims. If you cannot provide X-rays showing bone loss and documentation of clinical attachment loss, fees for scaling and root planing are not billable to the patient.

REMINDER: PROSTHETICS CLAIMS PAID ON SEAT DATE

We try to align processing policies with current CDT guidelines to simplify the claims process for dental offices and patients. To align with the industry standard, we pay crowns on seat date instead of prep date.

CLINICAL NOTES SPEED UP PROCESSING FOR CLAIMS INFORMATION REQUESTS

Want a quicker claims turnaround? When you answer a Delta Dental of Arizona information request for clinical notes, send us a copy of the treatment notes that were made at the time you treated the patient. You don't need to write a separate narrative of the dental services unless we specifically ask for that. Documents dated as "clinical notes" are considered legal documents, and they are usually what we need to get your claim processed.

CLARIFICATION ON SUBMISSION OF PRE-TREATMENT ESTIMATES

To ensure pre-treatment estimates are as accurate as possible, please submit separate pre-treatment estimates per treatment phase or treatment option. Often various codes will compete for frequency and while some combinations of codes within the same treatment plan are not benefitted on the same day, they may be benefitted on separate treatment dates. For example, when attempting to get an estimate to provide a patient the treatment options of an implant or bridge for the same missing tooth, these should be submitted on two separate pre-treatment estimates. Please remember all services are subject to the available maximums, applicable deductibles and clinical requirements as determined at the time the claim with the actual date of service is processed.

Get Claims Payments Faster, Save Money with Direct Deposit



Looking for a way to reduce your dental practice costs? Want to better manage your practice cash flow? Signing up to receive your Delta Dental payments via direct deposit (also known as electronic funds transfer) is the answer.

What is EFT?

An electronic funds transfer (EFT) is the immediate transfer of money from one bank account to another using computer-based systems. Dentists who sign up for EFT with Delta Dental of Arizona do not wait for checks to arrive in the office mail, nor do they wait for staff members to deposit the checks in the bank. Instead, the payments immediately move from Delta Dental's account directly into the dentist's account. Due to the electronic tracking mechanisms, those who use EFT also spend much less time reconciling accounts. Research shows both processes save time and money for dentists who choose to go paperless.

How much money will my practice save?

By leveraging the healthcare EFT standard via Automated Clearing House (ACH) for both claims payments and electronic remittance advice (ERA), a dental practice can save \$36,000 per year on average, according to the Council for Affordable Quality Healthcare (CAQH), a nonprofit collaborative alliance of the nation's leading health plans and networks.

Sign Up Today

Ready to make the switch? Sign up for direct deposit in 3 easy steps:

- Go to deltadentalaz.com/dentist and sign into the Dental Office Toolkit
- Click **direct deposits** in the left-hand menu
- Follow the prompts

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



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

TOP OF THE LIST

Groups acquired since
August 2022 with 75+ employees

Company	Number of Employees	Location	Plan
Liveops Agent Service LLC	255	Scottsdale	PPO Plus Premier
Anderson Auto Group	222	Lake Havasu City	PPO
Interface Force Measurement Solutions	199	Scottsdale	PPO
Tucson Airport Authority	191	Tucson	PPO Plus Premier
Chasse Building Team Inc.	139	Tempe	PPO
Cubex LLC	76	Scottsdale	PPO Plus Premier; PPO



DO NOT DELETE RECREDENTIALING EMAIL NOTICES

During the recredentialing process, you will receive an automated email from
AppCentral@CACTUSSoftware.com

This is not a spam message or a phishing attempt. Please do not delete this email. You will use the information in this email to sign into the Application Manager portal to begin your recredentialing process.

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



FOR YOUR PRACTICE

THE EVOLUTION OF DENTAL COVERAGE

Dental coverage has changed the way we take care of our mouths, and Delta Dental is proud to play a part as the nation's leading provider of dental benefits. What started as a way to give longshoreman's children access to dental care grew into a pioneering industry that revolutionized the way Americans think about oral health. See how it evolved in the U.S. since its origins in the 1950s.

Pre-

1954

Before dental plans became available, patients paid their full bill out-of-pocket for every service they received. As a result, they tended to only visit the dentist when something was wrong instead of seeking preventive care.

1954

The International Longshoreman's and Warehouseman's Union's Welfare Fund worked with local dentists to create a pre-paid dental care plan for their members' children. This drove the formation of the first dental service organizations in California, Oregon and Washington.

1966

As the popularity of dental coverage spread, multiple dental organizations came together to form the Delta Dental Plans Association. This national coordination of coverage meant companies could now provide high-quality dental benefits, even if they operated in multiple states.

1972

Delta Dental of Arizona is established and soon begins offering group dental benefits to companies across the state. As Arizona's workers gain access to employer-sponsored dental benefits, Arizona's dentists see more patients.

1980

Dental benefits become a standard element in employee benefits packages. In fact, more than half of Americans with dental benefits are covered by employer-sponsored plans.

1997

A statewide shortage of dental professionals made dental hygiene a priority, and the 501(c)3 Delta Dental of Arizona Foundation was created with the goal of increasing the dental workforce, particularly hygienists. Within a year, Delta Dental of Arizona Foundation partnered with the Arizona Dental Association and Rio Salado Community College to create the School of Dental Hygiene at Rio Salado and open an 8,200-square-foot-clinic in downtown Phoenix.

2006

Delta Dental of Arizona expands to provide dental benefits coverage to individuals and families who don't get coverage through work, increasing their access to affordable oral health care from Arizona's dentists.

2016

Approximately 77% of Americans have dental benefits, according to the National Association of Dental Plans. Coverage is provided through their employers, purchased individually or via public programs like Medicare and Medicaid.

TODAY

Delta Dental member companies provide coverage to more Americans than any other dental insurance company. In Arizona, Delta Dental covers more than 1.3 million smiles. Arizonans with dental coverage are more likely to visit the dentist, schedule appointments for their children and experience greater oral and overall health. Additionally, Delta Dental of Arizona, through its Foundation, has provided more than \$13 million to improve oral health among underserved and uninsured Arizonans. And in 2022, the Foundation expanded its reach to include nutritional access programs and adult dental programs.