



FIRST IMPRESSIONS

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

Delta Dental of Arizona
SPRING 2023



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DENTIST SPOTLIGHT

Q&A with Dr. Chris Olson

with Dr. Chris Olson of Olson Orthodontics in Litchfield

Q: What is your favorite flavor toothpaste?

A: Vanilla mint, something a little lighter. Nothing too intense.

Q: Which celebrity has the best smile and why?

A: I've always thought Denzel Washington had a nice smile because it's wide and always seems genuine.

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

A: Focus on loving people, caring for people and putting their interests first and then business success will follow.

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

A: One of the best things is the confidence in the Delta Dental brand. There's confidence on the business side, we know that questions will be handled efficiently and effectively. It's a trusted brand that's well established and there's stability. Also, the patients are highly educated on what their benefits are, so they oftentimes know what they are getting into.



2023 CDT Code Changes

The American Dental Association's CDT procedure codes and nomenclature have been updated for 2023. The CDT updates include 29 new codes (including 7 post-publication inclusions in CDT 2022), 2 code deletions and 14 nomenclature and description revisions.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the CDT. To order a copy, call 800.947.4746 or visit www.adacatalog.org. You can also purchase the CDT 2023 mobile app for iOS via the Apple Store and Android via Google Play.

With all the code changes, dental offices are encouraged to verify covered services for patients before providing treatment.



FIRST IMPRESSIONS GOING DIGITAL

Please be advised this is your last printed issue of the First Impressions newsletter. Moving forward, these newsletters will only be available via email or online at deltadentalaz.com/dentist. Please make sure we have your current email on file!



CEO's CORNER

2022 Year In Review

By every measure, 2022 was an exceptional year for Delta Dental of Arizona. We stayed true to our mission of creating a path to better health and wellness through our dental benefits programs and our community benefit activities while taking steps to better serve our participating dentists.

Highlights from 2022 include:

- Adding more than 60,000 enrollees despite an increasingly competitive environment
- Launching the Patient Direct discount card to give Arizonans another choice for affordable dental care
- Making increases to reimbursement rates to address rising economic conditions
- Reaffirming our commitment to improve access to dental care for Arizona residents who cannot afford it

I am proud of the hard work of the Delta Dental of Arizona staff, our dentists, brokers and the oral health community. It is with your support that we continue to be the no. 1 ranked dental benefits carrier in the state year after year and I look forward to our continued success in 2023.

Sincerely,

Michael Jones
President & CEO

ST. VINCENT DE PAUL NEEDS YOUR SKILLS

The Delta Dental of Arizona Oral Health Center at the Virginia G. Piper Medical & Dental Clinic at St. Vincent de Paul (SVdP) provides the most underserved in our community with dental care. SVdP's Dental Director, Dr. Scott Myers, works closely with Delta Dental of Arizona's Foundation and is looking for volunteers to assist one day a month in the dental clinic treating patients and overseeing dental students. The clinic is located at 420 W. Watkins Rd., Phoenix. If you have a few hours a month and would like to support this important community clinic, please contact Dr. Myers at smyers@svdpaz.org or call 602.344.6550.



JOIN DELTA DENTAL AT THE WESTERN REGIONAL DENTAL EXPERIENCE

Representatives from our Professional Relations team are looking forward to meeting with attendees at the Western Regional Dental Experience (WRDE), April 20-22, at the Renaissance Glendale Hotel and Spa. Stop by booth #517 in the exhibit hall and say hi. For more information or to register for WRDE, visit www.westernregional.org.

Devoted Health Medicare Advantage Dental Plans Administered by DDIC

On January 1, Delta Dental Insurance Company (DDIC) began administering Devoted Health's Medicare Advantage dental plans for members in Arizona.

Delta Dental Insurance Company has contracted with Delta Dental of Arizona to use the Delta Dental Medicare Advantage network in Arizona. That means that if you are a Delta Dental of Arizona Medicare Advantage network provider, you get the opportunity to provide dental services to Devoted Health members.

Devoted Health Plans dental benefits vary based on their service area (or county) and plan design. In Arizona, annual maximums range \$1,000 to \$5,000 with most plans covering a wide variety of preventive, diagnostic and restorative services.

Here are Delta Dental Insurance Company's resources to assist you in providing quality care to Devoted Health members.

Provider Services:

Call 855.251.9742 or go to Delta Dental Insurance Company's Provider Tools Portal at www.deltadentalins.com to confirm Devoted Health member plan benefits and eligibility. (Please do not contact Delta Dental of Arizona).

Claims Submission By Mail:

Claims Department
Delta Dental Insurance Company
P.O. Box 1809
Alpharetta, GA 30023

Claims Submission Online:

www1.deltadentalins.com/dentists/provider-tools.html
Payor ID: 94276



SERVICES PERFORMED ON A SINGLE DATE OF SERVICE SHOULD BE SUBMITTED ON THE SAME CLAIM FORM

Please submit all services rendered on the same day, on the same claim. Separating same day services on multiple claims may slow down or delay the processing of your claim.



DOUGLAS PIMENTAL NAMED DIRECTOR OF PROFESSIONAL RELATIONS

In December 2022, Douglas Pimental took over as director of professional relations following his predecessor Kathy Morrow's retirement. In this role, he is responsible for overseeing network recruitment and retention, provider credentialing and fee schedules. His team also works closely with our dental director, Dr. Heather Schneider, on key components of Delta Dental of Arizona's fraud, waste and abuse program.

Doug began his career in 2001 as a certified Dental Assistant—experience that gives him intimate understanding of office dental procedures. He moved into dental office administration in 2003, serving in this capacity for both private and corporate-level practices that provided general dentistry, periodontics, oral surgery and orthodontics. He joined Delta Dental of Arizona in 2015 as claims manager, ensuring accurate and efficient processing of more than 1.2 million dental claims annually.

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
November 2022 with 75+ employees

Company	Number of Employees	Location	Plan
Benchmark Electronics, Inc.	2,751	Tempe	PPO plus Premier
Centauri Health Solutions	1,125	Phoenix	PPO plus Premier
Londen Insurance Group	586	Phoenix	PPO plus Premier
DBM Global Inc.	451	Phoenix	PPO plus Premier
TSMC Arizona Corporation	359	Phoenix	PPO plus Premier
Jewish Family & Children's Service - Phoenix	343	Phoenix	PPO plus Premier; PPO
Sante Operations, LLC dba Alumus	257	Scottsdale	PPO plus Premier; PPO
Copper State Bolt & Nut Co.	218	Phoenix	PPO plus Premier



ANNUAL MEMBERS MEETING 4/14/23

Mark your calendar for the Annual Meeting for DDAZ Member Dentists. This year's meeting is 8:30 a.m. on April 14 at Venue8600, 8600 E. Anderson Dr., in Scottsdale. You'll receive a packet with information around March 9, so keep an eye out!