



FIRST IMPRESSIONS

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

Delta Dental of Arizona
SPRING 2024

DENTIST SPOTLIGHT

Q&A with Dr. Kayla Erps

with Dr. Kayla Erps of PDS® Foundation Dentists for Special Needs in Phoenix, Arizona

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

A: I love taking care of patients, so with being in network, patients have less of a financial barrier to care and are more open to getting the care they need!

Q: Can you explain why Delta Dental of Arizona's Special Health Care Needs benefit is important and how it will impact your patients?

A: The Delta Dental of Arizona's Special Health Care Needs benefit helps my patients receive their care. There are already so many barriers to care for individuals with special health care needs. This benefit helps us doctors create healthier mouths for those that are medically compromised.

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

A: The impact of oral health on whole body health is sometimes overlooked. It is important to remember that oral conditions can impact major organs and systems in your body, such as your brain, heart and GI, for example.

Q: What is your favorite tooth-healthy snack and what makes it so good for your smile?

A: I love fresh fruits and veggies! Apples, carrots and celery are great snacks that are not only nutritious but can help clean the teeth a little when you bite into them.

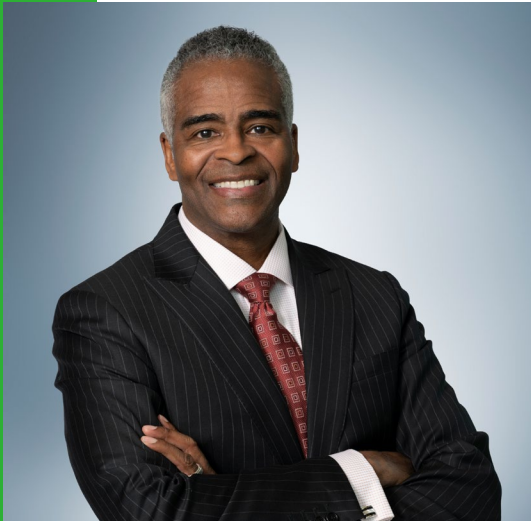
If you'd like to be featured in First Impressions or the Delta Dental of Arizona Blog, email marketing@deltadentalaz.com

OUR COMMITMENT TO PROVIDING SIGNATURE SERVICE TO NETWORK DENTISTS AND STAFF

We are committed to providing you with helpful, caring and responsive customer service. In 2023:

- Our customer service team received a customer satisfaction score of 96.6% from our providers.
- It took an average of 16 seconds for our customer service team to answer a call from our providers.

Did you know there is more than one way you can get the help you need? In addition to our toll-free dentist direct line (866.746.1834), you can visit our website at deltadentalaz.com/dentist. Here you can chat with a customer service representative, access resources like flyers, forms and videos, and sign in to the Dental Office Toolkit (DOT).



CEO's CORNER

Improving Patients Outcomes Via Medical and Dental Integration

As a part of our mission to create a path to better health and wellness, we are deeply focused on the importance of medical and dental integration (MDI). Studies continue to show that MDI improves positive health outcomes for everyone, especially those in vulnerable populations, such as seniors and those in need of chronic disease management.

In July 2023, we proudly announced the expansion of the **Hospital Oral Care and Periodontal Disease Education (HOPE) program** protocol to Banner's 28 acute-care hospitals across six states. The expansion empowers all Banner medical centers to collaborate with nursing staff and therapists, proactively identifying barriers to dental care and facilitating access to proper oral health routines such as brushing and flossing.

We have also partnered with the University of Arizona College of Medicine - Phoenix (UACOM-P) to create the **Oral Health In Medicine Initiative**. This partnership will increase oral health education for all medical students at the UACOM-P and is expected to launch in the 2024-2025 academic year which commences in July.

Through these partnerships and initiatives, we can directly support our vision of healthier lives for everyone. We are breaking down silos between healthcare specialties, improving patient outcomes and promoting a more comprehensive approach to health and wellness.

Sincerely,

Michael Jones
President & CEO

We're Moving To The Epicenter Of Wellness



We are excited to announce that we are moving to a new office space. As of May 6, our new address will be 14850 N. Scottsdale Rd. Ste 400, Scottsdale, AZ 85254.

The address for submitting claims will stay the same:

Delta Dental of Arizona
Attn: Claims Department
PO Box 9092
Farmington Hills, MI 48333-9092

Our mission is to create a path to better health and wellness, and this move is a strategic step towards that goal by putting us at the vibrant epicenter of wellness. Rest assured, our dedication to providing excellent services and products remains unchanged. We appreciate your continued partnership and look forward to serving you and our community from our new location. Thank you for being part of this journey with us!

30 DAY Turnaround for Processing Provider and Office Changes

If you are requesting a change to your office details or adding/removing dentists to your office, it takes 30 days from the time we confirm receipt of all the documentation necessary to process the request. For this reason, we recommend notifying us at least 30 days prior to your desired effective date of any changes.

Adding a provider to a new or existing service location? These providers will only be considered in-network on the date their credentialing is finalized. Claims submitted before this date will be processed as out-of-network. The contract will not retroactively apply to work performed prior to the effective date. Delta Dental members should be made aware that the dentist is still in the contracting phase, and claims will be processed as out-of-network.

Easily submit office changes online. You can use the [Dental Office Profile Update](#) form on our website to submit changes to your physical/billing address, phone/fax number, email address(es), NPI number, office hours, website URL. You can also use this form to notify us if your practice adds or removes providers from a location, is closing or is being sold.

Please contact your Professional Relations representative if you have any questions.

**NOW!
AVAILABLE**

SPECIAL HEALTHCARE NEEDS DENTAL BENEFITS

Delta Dental of Arizona's Special Health Care Needs dental benefit went into effect on April 1. Here are a couple of reminders:

- People with any physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or a limiting condition requiring medical management, health care intervention, and/or the use of specialized services or programs may be eligible for additional services. Anxiety, depression, or a fear of dentists or dental treatment (odontophobia) do not qualify as a special health care need.
- *The qualifying condition needs to be included on the claim form*—either within the remarks section or as an attached narrative—which will be verified by Delta Dental upon review.

If you would like additional information about the Special Health Care Needs benefit, view the on-demand training at deltadentalaz.com/dentist/forms.



JOIN DELTA DENTAL AT THE WESTERN REGIONAL DENTAL EXPERIENCE

We will be attending the Western Regional Dental Experience (WRDE) at the Renaissance Phoenix Glendale Hotel and Spa April 11-13. Visit us at booth 505 (to the right of the exhibit hall entry) to meet our Professional Relations team, ask a question or grab some swag. We can't wait to see you there!

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



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

A YEAR IN REVIEW: 2023



\$2 MILLION

DONATED TO IMPROVE ORAL HEALTH IN ARIZONA



178,352

TOOTHBRUSHES



169,790

TUBES OF
TOOTHPASTE



112,354

DENTAL FLOSS
PODS



252,094

ARIZONANS IN ALL 15
COUNTIES RECEIVING
ORAL HEALTH
EDUCATION/SERVICES



33,081

ARIZONANS RECEIVING
FOOD INSECURITY &
NUTRITION EDUCATION
PROGRAMS

1.5 MILLION

SMILES IN ARIZONA
COVERED BY DELTA DENTAL



946

HOURS OF
VOLUNTEER SERVICE
BY OUR EMPLOYEES



ANNUAL MEMBERS MEETING 5/17/24

Mark your calendar for the Annual Meeting for DDAZ Member Dentists. This year's meeting is at **8:30 a.m. on Friday, May 17 at Venue8600** - 8600 E. Anderson, Dr., Scottsdale, AZ 85255. You'll receive a packet with information soon, so keep an eye on your email and physical mailbox.