



# FIRST IMPRESSIONS

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

Delta Dental of Arizona  
SPRING 2025



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

## DENTIST SPOTLIGHT

### Q&A with Dr. Jose Gonzales

of G Dental Studio in Goodyear

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

**A:** Delta Dental advocates for their patients, allowing me to focus on what's best for the patient rather than getting caught up in insurance restrictions. I really appreciate how they support me in providing the best care possible.

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

**A:** A healthy mouth isn't just about teeth; it impacts your whole body, and maintaining good oral health is essential for living a long, healthy life. Poor hygiene can lead to gum disease, which is linked to heart disease and other serious issues. My mom always told me to chew my food 21 times before swallowing it, and I didn't think much of it back then. But she was right—proper chewing helps break food down, making it easier for the body to metabolize.

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

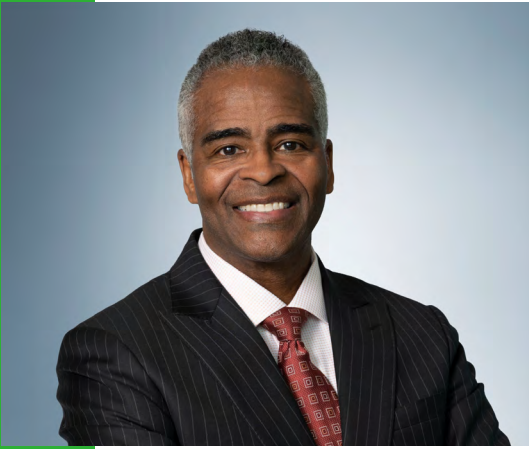
**A:** The best advice I ever received was from my own dentist growing up: "Go to the dentist regularly because it's easier to fix problems when they're small." This is something I always tell my patients—early detection is key to a more comfortable and less expensive treatment.

## REMINDER:

### Credentialing and Recredentialing Requirements

To ensure uninterrupted service to you and to your patients, please keep your credentialing and recredentialing documents up to date. This includes your IRS EIN confirmation, DEA certificate and proof of current malpractice insurance. Remember, **recredentialing is required every three years**. Submitting on time helps avoid any hiccups in claims payments. We know you're busy, and we truly appreciate your cooperation!

For more information, please review the dentist manual or contact us directly at 602.588.3982.



# CEO's CORNER

## Strengthening Our Commitment To You

At Delta Dental of Arizona, we are committed to providing you with the exceptional support and service you deserve. Your dedication to patient care inspires us, and we are honored to partner with you in advancing oral health across our communities.

We are proud to share that in 2024, we achieved our highest provider satisfaction score to date—an impressive **96.7%**. This milestone reflects our continued efforts to enhance your experience with us. Additionally, **99.8% of claims** were processed **within 15 days**, further improving on our 2023 performance. Our focus remains on efficiency, responsiveness and making your interactions with us as seamless as possible.

Beyond operational improvements, we are also strengthening connections between patients and the care they need. Our new automated email outreach proactively engages our members who haven't had a cleaning or exam in the past eight months, as well as those without claims in the past year. These efforts encourage preventive care, reinforcing the vital link between oral health and overall well-being. This is just one of the many ways we are working to support both you and your patients.

Thank you for your partnership and for the exceptional care you provide to our members every day. We deeply appreciate the trust you place in us and remain committed to delivering the service, resources and innovations that help you provide the best possible care.

Sincerely,

Michael Jones  
President & CEO

## Providing Greater Access To Affordable Dental Care

We are on a mission to create a better path to health and wellness by providing greater access to affordable dental care for all Arizonans. To support these efforts, we are expanding our services through a Delta Dental Medicaid™ network that will service Arizona Health Care Cost Containment System (AHCCCS) beneficiaries.

Like everything we do, we are striving to serve Medicaid members with the same high quality and expert care that you provide to our members in your office every day. To explore opportunities for expanding your services with us, we are reaching out via phone and email. Together, we can ensure dental benefits become more accessible while helping you grow your practice.

# Claim Submission Reminders & Updates

Submit claims promptly and accurately to get paid quickly and avoid delays.

## ■ Timely Claims:

Submit claims within a week of service for timely processing; use the Dental Office Toolkit (DOT) for real-time submission.

## ■ Submit Claims On Delivery Date:

Procedures for fixed and removable prosthetics are benefited based on the delivery/cementation date. It may be necessary to submit a correct claim reflecting the correct delivery/cementation date with a claim remark indicating this is a corrected claim.

## ■ Submit Procedure Codes By Date:

Submit all procedure codes for treatments that happen on the same day in one claim, unless there are different providers involved. If the treatments occur on different days, make sure to submit these on separate claims, even if it's the same provider.

## ■ Attach Files To The Claim:

Use the attachment feature in DOT for X-rays, remarks or notes when [submitting new claims](#). Need help with this new feature? Check out our video on [how to add claim attachments!](#)

 [Watch Video For Claims Reminders](#)

## Orthodontic CDT Code Clarification

We understand that some of the orthodontic CDT codes might be a bit confusing. We're here to help clear things up and make sure you have all the information you need to use them correctly!

- **D8680:** This code is for the removal of orthodontic devices once treatment is complete, including the initial creation of a retainer or retainers to keep the teeth stable. It is not a per arch code and includes both upper and lower retainers. It can only be coded once per patient and is considered inclusive of the completed ortho case.
- **D8703:** This code is for replacing a lost or broken retainer for the top teeth.
- **D8704:** Similar to D8703, but for the bottom teeth.

Even though these codes seem similar, they have distinct purposes. We know that D8703 and D8704 being introduced much later than D8680 might add to the confusion. Hope this clears things up!

**NEW!**

## PORCELAIN CROWN BENEFIT FOR SPECIFIC EMPLOYERS

- Please be advised that more employer groups including ASRS, FreePort and SRP are opting to benefit all porcelain crowns with no alternate benefit to PFM/PFG. As a reminder, contracted rates are applied to all services covered by the plan. Refer to your patient's benefit book for plan details and any special conditions as they vary across contracts.



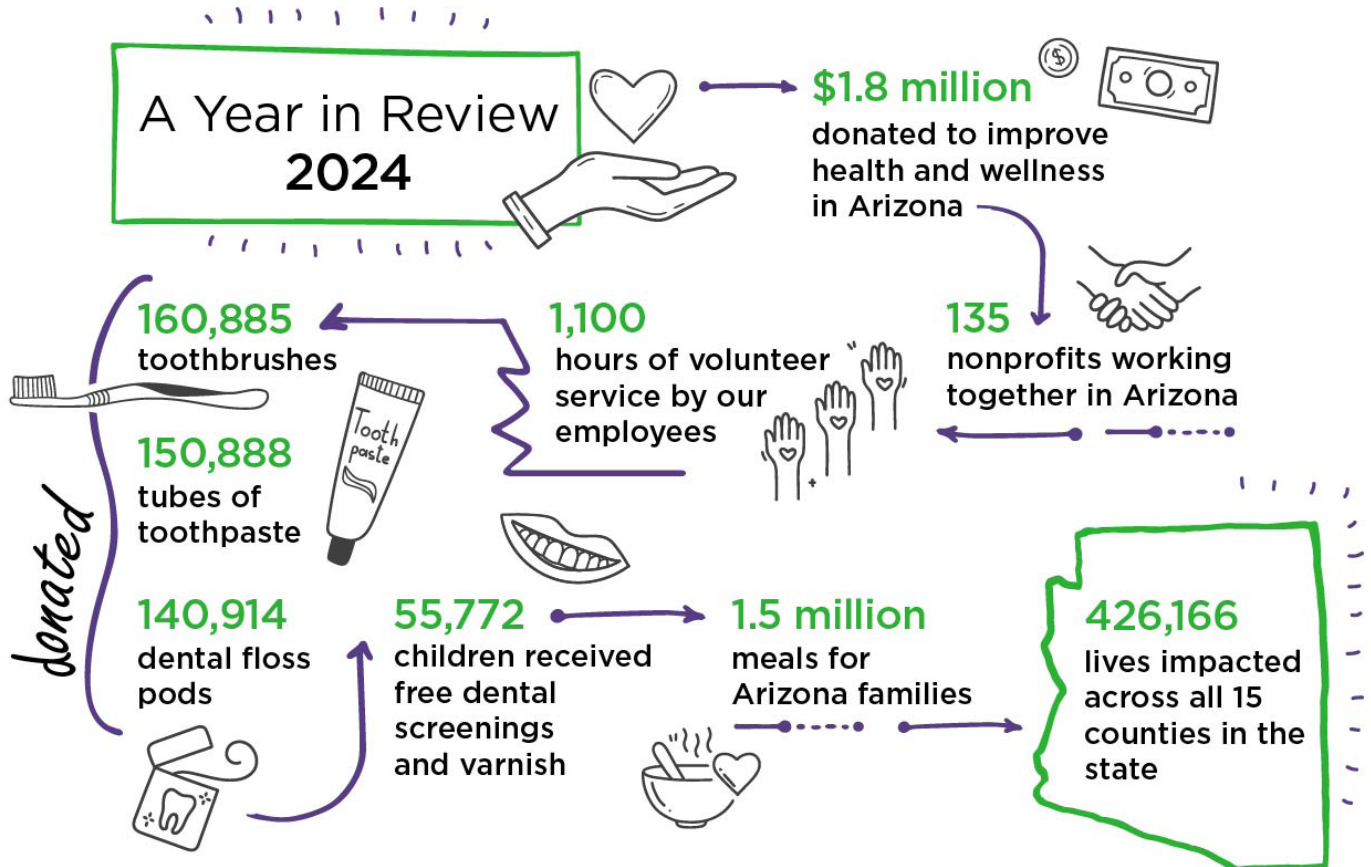
**EXPERT VOICES**

We have recently launched our Expert Voices series, hosted by the Delta Dental of Arizona Foundation. This initiative brings healthcare leaders together to tackle critical issues and drive innovation.

Our first event united nursing and education leaders to explore [integrating medical and dental care](#) in training and practice, emphasizing collaboration for a more connected healthcare system. The second focused on [expanding care access for AHCCCS members](#), highlighting workforce challenges, preventive care and cost concerns. A key takeaway: deeper collaboration between medical and dental providers is essential. You play a vital role in bridging this gap!

By working together, we can enhance patient outcomes and reduce disparities. We look forward to continuing these conversations and partnering with you to build a healthier future. For more information about Expert Voices, contact Barb Kozuh at [bkozuh@deltadentalaz.com](mailto:bkozuh@deltadentalaz.com).

## Community Impact



# DENTIST DIRECT PHONE NUMBERS

**Toll-free:** 866.746.1834

**Local:** 602.588.3982



## TOP OF THE LIST Groups acquired February 1, 2025 - April 1, 2025 with 75+ employees

Company	Number of Employees	Location	Plan
PCRK Group dba Massage Envoy	2691		PPO; PPO plus Premier
Imagine Learning LLC	1625	Tempe	PPO
Yuma County	432	Yuma	PPO plus Premier
Cafe Valley, Inc.	277	Phoenix	PPO plus Premier
Rise48 AM, LLC	188	Scottsdale	PPO plus Premier
Circle The City	160	Phoenix	PPO
Pitchfork Partners, LLC. dba Sonoran Roots	150	Tempe	PPO plus Premier
Gowan Companies	147	Yuma	PPO plus Premier
Millennium Vision, PC	146	Phoenix	PPO plus Premier
Van Marcke Trade Supply	120	Phoenix	PPO
SmartHealth, Inc.	105	Phoenix	PPO plus Premier
Accelerate Diagnostics, Inc.	84	Tucson	PPO plus Premier
Dillon Precision Products, Inc.	75	Scottsdale	PPO



### ANNUAL MEETING UPDATE FOR OUR DDAZ MEMBER DENTISTS

The annual meeting, which usually takes place in May, will be held in August this year. The official date is **August 15, 2025 at 8:30 am at Venue8600** in Scottsdale. Stay tuned for your meeting materials coming in early July.



**Brace yourself!** This is a friendly reminder to **brush up** on your skills with our **FREE, virtual continuing education (CE) courses**. Open to participating dentists, hygienists and dental office staff.

Visit [deltadentalaz.com/dentist/ce](https://deltadentalaz.com/dentist/ce) to get started.