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## DENTIST SPOTLIGHT

### Q&A with Dr. Bobby Raber

of Dr. Bobby L Raber Pediatric Dentistry in Prescott

**Q:** Do you floss as much as you recommend?

**A:** Yes! I brush almost too often and floss every time I eat. I carry a pouch with a flosser everywhere I go. I think I'm a little obsessive about it.

**Q:** What made you decide to become a dentist?

**A:** In 8<sup>th</sup> grade, my dad asked me what I wanted to be when I grew up. I told him I thought I should be a mechanic because I liked helping people and I liked tools. He told me I should be a dentist instead. Crazy as it may seem, I decided then to work towards becoming a dentist.

**Q:** Why is it so important to educate kids about good oral hygiene?

**A:** Teaching children at an early age the importance of good oral hygiene is vital because we all know how difficult it is to get them to do something they don't want to once they are old enough to have an opinion about things. Those simple lessons frame the future and can result in a lifetime of good oral habits.

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

**A:** The best thing about being a Delta Dental dentist is the number of my patients that have Delta Dental insurance.

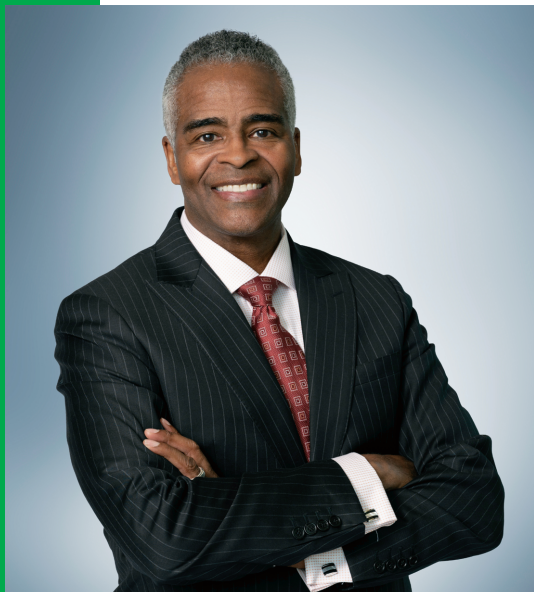
## FEE SCHEDULE INCREASE EFFECTIVE MARCH 1, 2022

Good news! In an effort to begin addressing our participating providers' concerns regarding reimbursement rates and rising economic conditions, we're making a moderate increase to reimbursement rates. The updated fee schedules will be available in the Dental Office Toolkit (DOT) starting March 1.

Based on your feedback, we identified and targeted several highly used codes to increase. Changes will take effect based on your patient's date of service.

Be sure to download your new fee schedule and update your practice management system to reflect the new fees! *Note: If your office has more than one specialty, you'll need to download a fee schedule for each specialty.* As a reminder, it's important to always include your UCR fees on claim submissions to ensure you receive future reimbursement increases.

We appreciate the partnership with each of you. We will continue to solicit your feedback, monitor market conditions, and assess Delta Dental of Arizona's competitive position regularly to determine the need for future action. Thank you for being a Delta Dental dentist!



# CEO's CORNER

## A Commitment to Strengthening Our Partnership

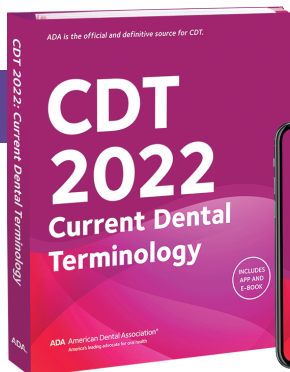
I am extremely excited to join Delta Dental of Arizona as CEO! It's been a few months since I started, and I've had the privilege to meet with some of our provider partners. One of the strongest impressions thus far has been the dedication our network dentists and their staff have for their patients' oral health and well-being. That's a passion that we deeply share—and that shared passion gives us a sturdy foundation on which to strengthen and cultivate our partnership.

During my meetings with dentists, the topic of reimbursement has been a discussion item. I want you to know that I hear you. I understand your concerns and I am making a moderate increase to reimbursement rates, effective March 1. You'll find more information on the fee schedule changes on page 1 of this newsletter. Rest assured, I will continue to obtain your feedback, monitor market conditions and assess Delta Dental of Arizona's competitive position regularly to determine the need for future action.

I recognize that this is a small step in addressing your concerns, but small steps can lead to big changes. Thank you for being valued Delta Dental dentists!

Sincerely,

Michael Jones  
President & CEO



## 2022 CDT Code Changes

The CDT 2022: Dental Procedure Codes (commonly known as CDT) is updated annually to reflect changes in dental procedures accepted by the dental community. The CDT 2022 incorporates a significant number of procedure code changes with 16 new codes, 14 revised codes and 6 deleted codes. This manual also includes the 8 codes adopted in March 2021 regarding vaccine administration and molecular testing for a public health related pathogen.

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](http://www.adacatalog.org). You can also purchase the CDT 2022 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.

# Delta Dental of Arizona Foundation Awards More Than \$750,000 in Local Grants

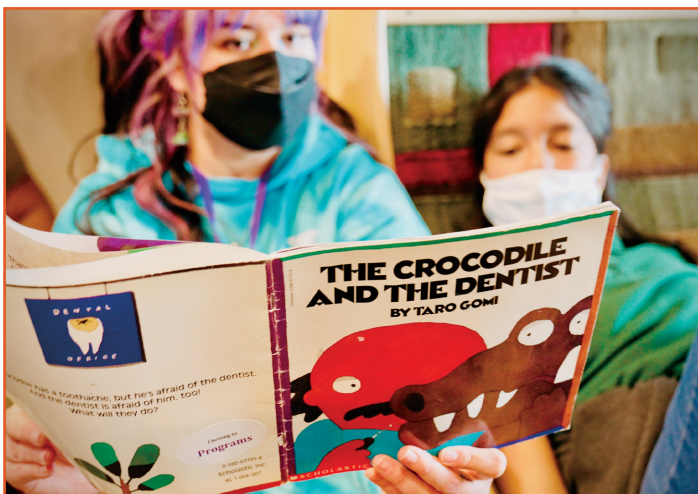
Delta Dental of Arizona, through its Foundation, selected 29 non-profit organizations across the state as recipients of grants and dental supplies to improve the oral health of Arizonans. These funds, totaling \$752,423, were awarded to support projects and services promoting good oral health practices and increasing access to dental care among underserved children, pregnant women and seniors throughout 2022.

Community grants ranging from \$5,000 to \$30,000, as well as dental supplies as needed, were presented to 26 Arizona nonprofits, including:

- A New Leaf
- Arizona Dental Foundation
- Boys & Girls Clubs of the Valley
- Children's Museum of Phoenix
- Coconino County Cooperative Extension
- Dental Lifeline Network
- Desert Senita Dental Center
- Dignity Health Foundation – East Valley
- Flagstaff Medical Center Children's Health Center
- Gila County Health & Emergency Management
- Great Arizona Puppet Theater
- Live & Learn Program
- Marana Healthcare
- Mountain Park Health Center
- National Kidney Foundation of Arizona
- North Country Healthcare
- Northern Arizona Council of Governments
- Phoenix Rescue Mission
- River Cities United Way
- Senior Citizens of Patagonia
- Southwest Human Development
- Sun Life Family Health Center
- Sunset Community Health Center
- United Community Health Center
- Valleywise Health Foundation
- Verde Valley Medical Center

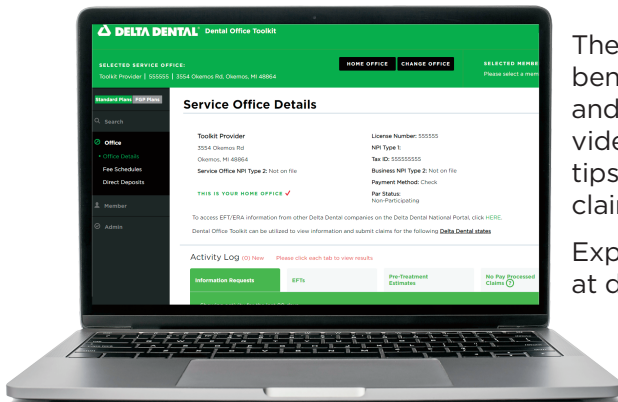
In 2020, Delta Dental launched its IMPACT Grant program awarding organizations 2-year grants totaling \$100,000 each, with \$50,000 awarded each year. The 2022-2023 IMPACT recipients are:

- Esperanza's Arizona Oral Health Education Program, which educates children in Title I schools and various day care centers across the Valley about the importance of proper daily hygiene practices, proper brushing/flossing techniques and the need for routine dental visits. Each child receives a Smile Bag with a toothbrush, toothpaste, and dental floss, as well as referrals to dental providers who offer dental care at reduced/no cost.
- Tooth BUDDS, which serves the children of Graham and Greenlee counties by providing dental screenings, dental cleanings, sealants, fluoride varnish, Silver Diamine Fluoride applications at no cost at the school location.
- El Rio Health Center's Pediatric Dental Integration Program, expands direct dental screening, varnish and oral health education during children's medical well visits by embedding dental hygiene teams in 5 clinic locations throughout Tucson.



The Delta Dental of Arizona Foundation partners with nonprofits all across the state to support educational outreach programs that work to reduce the rate of caries in Arizona.

# DENTAL OFFICE TOOLKIT TRAINING RESOURCES AVAILABLE FOR YOUR STAFF



The Dental Office Toolkit (DOT) makes it easy to view patient benefits, check claims, download the Dentist Manual, view EOPs and more! If you're new to using DOT, we've created a series of videos to walk you through how to navigate the portal. You'll learn tips and tricks to help you perform everyday tasks like submitting claims, looking up member benefits and managing your EFT.

Explore all of the Dental Office Toolkit videos and resources at [deltadentalaz.com/dentist/forms](https://deltadentalaz.com/dentist/forms).

## Tip: Enable Pop-ups When Using The Dental Office Toolkit

To use all functionality in the Dental Office Toolkit (DOT), ensure browser pop-ups are enabled. Pop-ups are used to display a printable format of benefits, routine procedures, etc. Additionally, if pop-ups are blocked, you might not be able to download important documents, like fee schedules.

### FOLLOW THESE STEPS TO ALLOW POP-UPS IN GOOGLE CHROME

1. From the DOT sign-in page, click the **lock icon** next to the address bar.
2. A small settings box will display. Click **Site settings**.
3. Under the **Security and Privacy settings** tab, scroll down to the **Pop-ups and redirects** section.
4. In the drop down box to the right, select **Allow**.

### FOLLOW THESE STEPS TO ALLOW POP-UPS IN FIREFOX

1. From the DOT sign-in page, click the **shield icon** next to the address bar.
2. A small settings box will display. Click on **Protection settings**.
3. Scroll down to the **Permissions** section.
4. You can either uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether. Or, click on **Exceptions** box to open a dialog box with a list of sites you want to allow to display pop-ups.

### FOLLOW THESE STEPS TO ALLOW POP-UPS IN EDGE

1. From the DOT sign-in page, click the **lock icon** next to the address bar.
2. A small settings box will display. Click on **Permissions for this site**.
3. Scroll down to the **Pop-ups and redirects** section.
4. In the drop down box to the right, select **Allow**.

# Time to Update Your Address Book!

If you submit paper claims, please note the change in the claims mailing address for both employer-sponsored/group plans and individual plans:

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

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

In addition, the payer ID for both group and individual plan claims is 86027. Please update your records accordingly.

Our appeals addresses are also changing. Please update your records to reflect our new appeals addresses:

Delta Dental of Arizona  
Attn: Group Plan Appeals  
PO Box 9219  
Farmington Hills, MI 48333-9219

Delta Dental of Arizona  
Attn: Individual Plan Appeals  
PO Box 1950  
Indianapolis, IN 46206

## ID Numbers Must Exactly Match What Is In Our System

As a reminder, the member ID in your patient management software and submitted on claims must *exactly match* the member ID listed on your patient's ID card or in the Alternate ID field when viewing the patient's benefits in the Dental Office Toolkit.

We also recommend verifying your patient's date of birth. In our upgraded system, submitted claims must include the patient's correct first name, 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.

The screenshot shows the Delta Dental Dental Office Toolkit interface. At the top, there's a green header with the Delta Dental logo and 'Dental Office Toolkit'. Below this, there's a navigation bar with 'HOME OFFICE' and 'CHANGE OFFICE' buttons. The main content area is titled 'Member Details & Benefits'. It includes a search bar, a sidebar with navigation links like 'Standard Plans', 'FGP Plans', 'Search', 'Office', 'Member', 'Member Details & Benefits', 'Enter Claim / Pre-treatment Estimate', 'Family Claims History', 'Processing Policies', 'Claim Attachments', and 'Admin'. The 'Member Details & Benefits' section shows 'All Family Members' with a table listing members. A red box highlights the 'Member Alternate ID: 123456789'. The table has columns for Patient Name, Birthdate, Relationship, Eligibility, and Effective Date. Below the table, there's a 'Networks' section with a 'PRINT ALL' button.

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

## TIP: Use Primary Subscriber's Name to Look Up Spouse, Dependents in DOT

When looking up a spouse or dependent by name in the Dental Office Toolkit (DOT), you need to use the primary subscriber's name. Additionally, claims information—including narratives, X-rays and periodontal charts—needs to include the primary subscriber's name and member ID in addition to the patient's identifying information.

# 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 7-9, at the Renaissance Glendale Hotel and Spa. Stop by booth #419 in the exhibit hall and say hi. For more information or to register for WRDE, visit [www.westernregional.org](http://www.westernregional.org).



## D2950 CROWN BUILD-UP COVERAGE DEPENDENT UPON PATIENT'S PLAN

In recent years, we've seen an increase in submissions for crown build-ups (D2950) included with nearly every crown submission. To ensure that benefits are applied appropriately, we are reviewing these claims more closely. While its popular for insurance carriers to consider build-ups inclusive of crowns (unless being billed for after a root canal), Delta Dental of Arizona may benefit D2950 as a separate procedure if it meets the criteria elected by the employer or included in the individual plan. Currently, the standard election for coverage states that build-ups are considered a benefit if necessary due to the extensive loss of tooth structure (defined as, more than one-half of the coronal tooth is gone and less than 2-3mm of sound tooth structure is remaining around the gingival margin).

We encourage providers to talk with patients about the necessity of care outside of what any given insurance company may or may not benefit. Benefits are not based on clinical necessity; they are based on criteria elected by subscribers and employers. When Delta Dental of Arizona is not considering a build-up a benefit, we are not telling a provider or a patient that the buildup is not needed. Often it means the insurance plan that this patient's employer elected for them only covers build-ups in certain circumstances, and we must base our determinations on those circumstances according to contractual criteria for their plan benefits. As always, submit all procedures performed, regardless of whether they are covered services or not.

When submitting claims for D2950, be sure to attach a diagnostic pre-operative X-ray showing caries or fracture, as well as a film showing the apical health of the tooth. It is also helpful to attach intraoral photos (especially for cases that are not straightforward in an X-ray), such as pre-operative images showing decay or fracture; intra-operative images showing all margins after decay/compromised restorative material are removed and/or any fractures are removed; or post-operative photos showing the final prep with buildup material in place.

## CLARIFICATION ON WHEN TO USE D7250: REMOVAL OF RESIDUAL TOOTH ROOTS

There is some confusion over the definition and usage of procedure code D7250, especially by general practitioners. The American Dental Association's CDT manual defines code D7250 as "surgical removal of residual roots (cutting procedure), includes cutting of soft tissue and bone, removal of tooth structure and closure."

"Residual roots" do not represent a current extraction of a tooth, but of root remnants left from a previous extraction. If such roots exist, then a surgical flap, removal of bone, and removal of the root remnants should be documented in the clinical record.

If the crown of the tooth has been fractured or destroyed by caries, and the removal of the root is performed, the appropriate ADA code is D7140 (extraction, erupted tooth or exposed root) inclusive of elevation and forceps removal. If, in addition to any flap, bone removal or sectioning of the tooth/roots was required, the appropriate code would be D7210 (surgical extraction code).

# NOTIFY DDAZ OF CHANGES TO YOUR PRACTICE

To ensure proper claims processing and accuracy of your dentist directory listing, it's important to keep Delta Dental of Arizona informed about any changes to your practice. Some of these changes require a 30-day advance notice per your participating provider agreement.

These may include changes to your:

- Physical or billing address
- Phone or fax number
- Email address(es)
- NPI number
- Office Hours
- Website URL

In addition, you need to notify Delta Dental of Arizona if your practice:

- Adds or removes providers from a location
- Is closing
- Is being sold

The easiest way to update information about your practice is to use the Dental Office Profile Update Form on the Delta Dental of Arizona website at [deltadentalaz.com/dentist](https://deltadentalaz.com/dentist).

Questions? Contact our professional relations team at [prelations@deltadentalaz.com](mailto:prelations@deltadentalaz.com).

The screenshot shows the 'Dental Office Profile Update' form on the Delta Dental of Arizona website. The form is titled 'Dental Office Profile Update' and includes a sub-header: 'Use this form to update specific information regarding your dental office. This information is used to accurately process and pay claims. In addition, it may be used in your provider directory listing. Note: You'll need to fill out a separate form for each office location that has changes or updates.' The form is divided into several sections: 'Who should we respond to?' with fields for First Name, Last Name, Phone, and Email; 'Which dental office do you represent?' with fields for Company Name, Tax ID Number, Office Street Address, City, State (a dropdown menu with 'Click Here' to expand), and Zip Code; 'What information about your office needs updating?' with an 'Information to Update' dropdown menu and a checkbox for 'I'm not a robot'; and a 'Submit' button. On the right side, there is a 'Tips For Using This Tool' section with bullet points: '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', and 'You purchased or opened a new dental office'. Below the tips, there is a 'Questions?' section and 'Professional Relations Hours: Monday - Friday 7:30 A.M. - 4:30 P.M. Toll-free Dentist Direct Line: 888.746.1834'.

## DOUBLE-CHECK ROUTING AND ACCOUNT NUMBERS WHEN ENROLLING IN OR UPDATING EFT

When providing routing and account numbers for EFT enrollment, it's crucial to double-check your entries because errors can lead to failed payments or send your money to the wrong account. The routing number and your bank account number can both be found on the bottom of the checks issued by your bank.

- **Routing Number:** A 9-digit identification number used by financial institutions to identify where a bank account is located. In this regard it is similar in nature and function to how a zip code works for residential and commercial addresses.
- **Account Number:** The account number is typically found next to your routing number. The account number is the unique identifier for your bank account.

If you use online banking services, these numbers also may be available when viewing your banking account details or by calling your bank.



# DENTIST DIRECT PHONE NUMBERS

**Toll-free:** 866.746.1834

**Local:** 602.588.3982

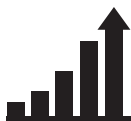


Delta Dental of Arizona  
5656 W. Talavi Blvd.  
Glendale, AZ 85306



## ANNUAL MEMBERS MEETING 4/15/22

Mark your calendar for the Annual Meeting for DDAZ Member Dentists. This year's meeting is 8:30 a.m. on April 15 at Venue8600, 8600 E. Anderson Dr., in Scottsdale. You'll receive a packet with information closer to the scheduled meeting date.



## TOP OF THE LIST

Groups acquired since  
September 2021 with 75+ employees

Company	Number of Employees	Location	Plan
Insight Enterprises	4,461	Tempe	PPO Plus Premier
DriveTime Automotive	3,160	Tempe	PPO Plus Premier
Offerpad LLC	580	Chandler	PPO Plus Premier
Cooperstate Farms Management LLC	502	Phoenix	PPO Plus Premier
Tessenderlo Kerley Inc.	466	Phoenix	PPO Plus Premier
North Country Healthcare	451	Flagstaff	PPO Plus Premier
SmartRent.com Inc.	423	Scottsdale	PPO Plus Premier
Neighborhood Outreach Access to Health (NOAH)	247	Phoenix	PPO Plus Premier
Fann Contracting Inc.	203	Prescott	PPO
Beatitudes Campus	198	Phoenix	PPO
AZ Partsmaster	194	Phoenix	PPO Plus Premier
Molded Devices Inc.	193	Phoenix	PPO Plus Premier
Arizona Center for Nature Conservation	178	Tempe	PPO Plus Premier
The Country Club at DC Ranch	110	Scottsdale	PPO
First Financial Equity Corporation	80	Scottsdale	PPO Plus Premier



# FOR YOUR PRACTICE

## ATTRACT MORE PATIENTS WITH DELTA DENTAL PATIENT DIRECT®

We know not all patients can foot the bill for dental insurance. That's why we've launched Delta Dental Patient Direct to give your patients another way to manage the cost of dental care. Delta Dental Patient Direct is not an insurance plan; it's a discount buying program that gives patients 20% off dental services when they visit your office.

### How does Delta Dental Patient Direct work?

By participating in the Patient Direct network, you agree to discount your usual and customary rates for services performed in your office by 20%.

Because the Patient Direct program is not an insurance plan, there are no limitations or exclusions for participating members. Dentists are empowered to work with their patients to decide the best course of treatment for their patients' oral health needs.

### What's in it for you?

Here are 4 reasons to join the Patient Direct network:

- Attract new patients and grow your practice
- No claim forms to submit
- No annual maximum or frequency limits
- Immediate payments (patients pay you—on your terms)

### Download and submit your contract today

Joining the Delta Dental Patient Direct network couldn't be easier. Simply follow these steps:

1. Download the program agreement at [deltadentalaz.com/patientdirectnetwork](https://deltadentalaz.com/patientdirectnetwork)
2. Email a completed copy of the program agreement to [patientdirectprovider@deltadentalaz.com](mailto:patientdirectprovider@deltadentalaz.com) or fax it to 602.548.5013

## WHAT SERVICES WILL DELTA DENTAL PATIENT DIRECT CARD HOLDERS USE MOST

Based on a 2021 survey by Mindspot Research, Arizonans are interested in using a dental discount on a broad range of services, including:

- |                                |                     |
|--------------------------------|---------------------|
| • Oral exam and teeth cleaning | • Root canals       |
| • X-rays                       | • Dentures          |
| • Fillings                     | • Teeth whitening   |
| • Crowns                       | • Orthodontics      |
| • Tooth extractions            | • Mouthguards       |
| • Emergency care               | • Cosmetic services |
| • Periodontal treatment        |                     |



# FOR YOUR PRACTICE

## FREQUENTLY ASKED QUESTIONS ABOUT PATIENT DIRECT

### **Will joining the Patient Direct network affect my current PPO or Premier contract?**

You must be a participating provider with Delta Dental of Arizona to join the Patient Direct network. However, joining the Patient Direct network will not affect any existing contracts you may have in place with Delta Dental of Arizona.

### **Do I have to give Patient Direct members a discount on all services?**

As a Delta Dental Patient Direct provider, you agree to give Patient Direct members 20% off all dental treatments and services that are performed in your office. It is up to you and your office how you'd like to collect payment.

### **Do I have to give Patient Direct members a discount on products sold through my office?**

Per the program agreement, you do not have to give Patient Direct members 20% off products sold at your office. Products such as toothbrushes, toothpaste and electric flossers are not required to be included in the Patient Direct discount.

### **How will I verify patient eligibility at the time of service?**

There are two easy ways to verify patient eligibility. First, you can ask your patient to present their active Patient Direct member ID card. If the patient does not have an ID card handy, then you may call customer service to verify their eligibility at 800.894.2961.

### **Are there limitations or exclusions to abide by?**

The Patient Direct plan is not an insurance program; therefore, there are no limitations or exclusions for participating members. You are empowered to work with your patients to decide the best course of treatment for the patient's oral health needs.

### **Can dental procedures be performed as needed?**

Yes. The Patient Direct program has no time limitations or frequencies! You and your patient can decide how soon the next dental visit should be.

### **How will my patients benefit from the Patient Direct program?**

Delta Dental is a trusted name in the dental industry and is known throughout Arizona. By purchasing the Patient Direct program, members get the convenience of having an easy-to-understand, affordable dental discount program that offers discounts on traditional dental services, as well as services that are not typically covered by traditional dental programs. The Delta Dental Patient Direct program has no frequency limitations, no denied claims and no annual maximums.

### **How much will the Patient Direct program cost the member?**

The Patient Direct program will cost less than \$10 per month per enrollee.