



# FIRST IMPRESSIONS

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

Delta Dental of Arizona  
SUMMER 2020



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. Brooklyn Hagerman of Warren & Hagerman Family Dentistry

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

**A:** Yes! I practice what I preach. I am also an avid Waterpik user!

**Q:** Which celebrities have the best smiles and why?

**A:** Adam Levine and 50 Cent. The first thing you notice about them is their smiles.

**Q:** If you could tell patients to stop doing one thing, what would it be?

**A:** I would ask patients to stop putting off treatment because the issue will only continue to get worse.

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

**A:** My office enjoys working with a group of professionals who allow us to provide high-quality dental care to patients. Delta Dental offers patients exceptional benefits.

## New Authentication Process When Calling DDAZ

As part of our security protocols to protect patient health information, we've implemented a provider authentication process prior to connecting with a customer service associate. When you call Delta Dental of Arizona, you will be asked for the following information:

- Your tax ID number (TIN)
- Your provider license number - When prompted, only enter the numbers listed in your license number (do not include letters). If your license number has leading zeros, do not include them.

As a reminder, Delta Dental of Arizona's automated faxback and IVR services are the quickest way to check your patient's benefits or the status of pending claims. Here is the information you'll need handy to use these services:

- Faxback
  - Primary subscriber's ID number (if the ID number is under 9 digits, include leading zeros)
  - Patient's date of birth
- Automated claims information
  - Primary subscriber's ID number (if the ID number is under 9 digits, include leading zeros)
  - Patient's date of birth
  - Patient's date of service





# CEO's CORNER

## Supporting You Through the Pandemic

We are watching and feeling, along with you and the world, how COVID-19 is changing the way we all live and work. As Delta Dental of Arizona (DDAZ) has responded to those changes, we've recognized that ensuring that our members receive the dental care and services they need, in safe and healthy environments, starts with ensuring our network dentists are supported during this trying time:

- In March, we compiled a resource document for network dentists with important updates from Delta Dental of Arizona, local COVID-19 resources, small business resources, information on best practices in working through the pandemic and dealing with exposure in your practice. We posted this resource on our website at [deltadentalaz.com/dentist](http://deltadentalaz.com/dentist) and continue to keep it updated.
- In April, we introduced the Advance Claim Payment Program, an opt-in program that offered contracted dental practices an interest-free advance payment of up to \$50,000 from Delta Dental of Arizona.
- In June, we announced the Interim PPE Support Program, which allocated \$3 million to help offset the cost of PPE supplies, equipment and technology needed to safely reopen and scale up your practice in April, May, June and July.
- In July, we announced that a collaboration between Delta Dental Plans Association and the U.S. Department of Health and Human Services made federal relief funding available to dentists harmed by the COVID-19 pandemic.
- During this time, we also implemented several programs to help members retain their coverage and ensure access to dental care, which ultimately provides our network dentists with greater access to patients.

By all accounts, the COVID-19 pandemic will continue to be a force to reckon with, but I hope that our efforts have helped alleviate some of the burden brought on by the virus. You are an important business partner to us and you play an important role in improving the health of your patients and communities. Thank you for all you do.

Warmest Regards,

R. Allan Allford  
President & CEO

## 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 address
- Phone or fax number
- Email address
- NPI number
- Office hours
- Website URL



**TIP:** We email important or time-sensitive information, so it's a good idea to make sure your email address on file is current and accurate!

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 Provider Office Attribute Change Form on the Delta Dental of Arizona website at [deltadentalaz.com/dentist](http://deltadentalaz.com/dentist).

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

# Working Interviews May Create Contracting Issues

While working interviews may help dental offices determine whether a candidate is a good fit or not, they have the potential to create contracting and claims processing issues for your practice.

**The Issue:** A dentist is scheduled for a working interview.

**The Fix:** All providers within a practice location must be contracted with Delta Dental of Arizona, even if they are only working for the dental office temporarily. Prior to allowing the provider to treat patients, contact Delta Dental of Arizona to add the dentist to your practice location.

**The Issue:** Dentists on working interviews are not contracted at the location, so claims are processed as out-of-network.

**The Fix:** If a dentist performs services on a Delta Dental patient, claims are processed based on the dentist's network status as of the date of service. If the dentist was not contracted at the location when the service was provided, the claim will be processed as out-of-network and payment issued to the patient. This may be frustrating for your patient and a hassle for your staff. The best fix is a proactive solution: avoid this issue by contacting Delta Dental of Arizona to add the dentist to your practice location before the working interview takes place.

**The Issue:** A working interview did not result in a permanent hire.

**The Fix:** Contact Delta Dental of Arizona to remove the dentist from your location.

If your practice uses working interviews as part of its hiring process, you can always contact our professional relations team for guidance on how to move forward in accordance with your participating provider agreement. Call 866.746.1834 or email [prelations@deltadentalaz.com](mailto:prelations@deltadentalaz.com).

## REMINDER: USE DDS ENROLL TO RECREDENTIAL YOUR PRACTICE

We partnered with DDS Enroll by DentalXChange to make the recredentialing and network enrollment process easier than ever. DDS Enroll by DentalXChange is a FREE service for our dentists and allows you to upload all your documents in one place. Plus, you can check your status at any time!

Per national insurance guidelines, we ask our dentists to recredential with us every 3 years. When it's time to recredential, your office will receive a letter in the mail and an email from [credentialing@dentalxchange.com](mailto:credentialing@dentalxchange.com) with instructions on how to complete the process.

The following documents are required to recredential:

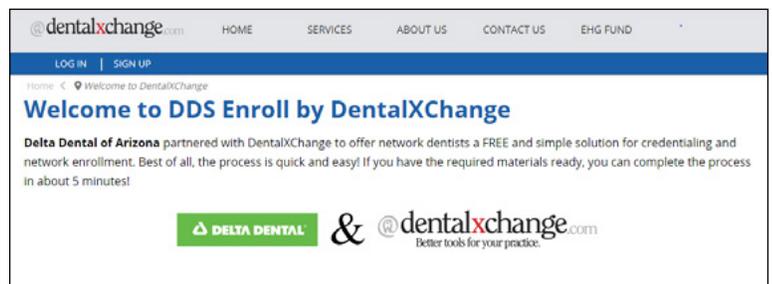
- Arizona Health Care Professional Credentials Application
- Arizona Dental License
- Specialty Certification and/or Anesthesia Permit, if applicable
- Drug Enforcement Administration (DEA) and (BNDD) Registration, if applicable
- Current Malpractice Insurance Declaration Page for your dental liability coverage

If you have all these documents when you log in to DDS Enroll, the whole process takes less than 5 minutes!

As a reminder, recredentialing is part of your participating provider agreement with Delta Dental of Arizona. If you have questions about this process, please contact our professional relations team at [prelations@deltadentalaz.com](mailto:prelations@deltadentalaz.com).

### TIP:

Be sure to add [credentialing@dentalxchange.com](mailto:credentialing@dentalxchange.com) to your dental office's safe sender email list so you never miss a recredentialing notification.



# Dentist Direct Phone Numbers

Toll-free: 866.746.1834 | Local: 602.588.3982

- press **1** Faxback of eligibility & benefit information
- press **2** Automated claim information
- press **3** Customer Service - Benefits & eligibility
- press **4** Customer Service - Claims
- press **5** Professional Relations - DDS contracts/credentialing



- [facebook.com/deltadentalaz](https://facebook.com/deltadentalaz)
- [@deltadentalaz](https://twitter.com/deltadentalaz)
- [pinterest.com/deltadentalaz](https://pinterest.com/deltadentalaz)
- [youtube.com/deltadentalaz](https://youtube.com/deltadentalaz)
- [@deltadentalaz](https://instagram.com/deltadentalaz)
- [deltadentalazblog.com](https://deltadentalazblog.com)



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## ANNUAL MEMBERS' MEETING RESCHEDULED FOR 8/21/20

Mark your calendar for the Annual Meeting for DDAZ member dentists. This year's meeting is 8:30 a.m. on August 21 at the Black Canyon Conference Center, 9440 N. 25th Ave., in Phoenix. To accommodate physical distancing related to COVID-19, attendees must RSVP by August 14.

## TOP OF THE LIST

Groups acquired since  
February 2020 with 75+ employees

Company	Number of Employees	Location	Plan
<a href="#">Pima County</a>	3,252 employees	Tucson	PPO Plus Premier
<a href="#">Cavco Industries Inc.</a>	2,432 employees	Phoenix	PPO Plus Premier
<a href="#">City of Peoria</a>	1,143 employees	Peoria	PPO
<a href="#">Douglas Unified School District #27</a>	598 employees	Douglas	PPO Plus Premier
<a href="#">Footprint, LLC</a>	213 employees	Gilbert	PPO Plus Premier
<a href="#">Town of Payson</a>	200 employees	Phoenix	PPO Plus Premier
<a href="#">Utah Navajo Health System (UNHS)</a>	180 employees	Montezuma Creek	PPO Plus Premier
<a href="#">ESDEC Inc.</a>	149 employees	Phoenix	PPO Plus Premier
<a href="#">Driggs Title Agency</a>	147 employees	Peoria	PPO Plus Premier; PPO
<a href="#">Crest Insurance Group LLC</a>	144 employees	Phoenix	PPO



## GETTING BACK TO BUSINESS: REOPENING AMID COVID-19

As dental offices reopen for routine care, it's not exactly business as usual. Practice owners are struggling with how to protect dental personnel returning to work while the COVID-19 pandemic continues to spread. To help them navigate the process, the U.S. Centers for Disease Control (CDC) and American Dental Association (ADA) released guidelines to help dental offices reopen safely and allow patients to access essential dental care.

Some of the CDC and ADA recommendations include:

- Asking patients about their current health status prior to appointments
- Limiting the number of people who accompany a patient to their appointment
- Taking a patient's temperature upon arrival
- Removing waiting room items, such as toys or magazines
- Advising dental staff to wear PPE, including surgical or N95 masks and full-face shields
- Reducing aerosols
- Increasing time between patients

The ADA created several toolkits and resources to help you navigate this unprecedented time, including patient education materials, a COVID-19 hazard assessment and checklist, and a return to work toolkit. Visit [ada.org/virus](https://ada.org/virus) for more information on these resources.

In addition, the CDC recognizes that dental settings have unique characteristics that warrant specific infection control considerations. Interim infection prevention and control guidance prioritizes the most critical dental services and advises practice owners to provide care in a way that minimizes harm to patients from delaying care and harm to personnel from potential exposure to COVID-19.

Visit [cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html](https://cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html) to review the CDC's Interim Infection Prevention and Control Guidance for Dental Settings During COVID-19.

It's important to note that the CDC and ADA have provided science-based recommendations, but not regulations. Each state controls what procedures can be performed, so you should consult with the Arizona State Dental Board of Examiners and Arizona Department of Health Services for the latest local protocols. ■

### CODING AND BILLING FOR TELEDENTISTRY, PPE

Delta Dental of Arizona expects that offices may continue to provide limited treatment, particularly emergency examinations via some form of teledentistry. No additional teledentistry codes will be required for these claims. Submit "D0140: Limited Oral Evaluation – Problem-Focused" (the same code you would submit if you were performing an in-person emergency examination) and it will be paid, providing the patient has coverage/benefits available.

PPE claims for CDT code "D1999: Unspecific Preventive Procedure By Report" will be denied as not billable to patient. Please note it is a violation of your participating provider agreement to charge patients an infection control or PPE fee.

However, Delta Dental of Arizona created the Interim PPE Support Program to help offset the cost of PPE supplies, equipment and technology needed to safely reopen and scale up your practice. Read more about the program on the backside of this insert.



## INTERIM PPE SUPPORT PROGRAM FOR DELTA DENTAL OF ARIZONA DENTISTS

As the novel coronavirus (COVID-19) pandemic continues to affect our community, Delta Dental of Arizona understands that you are facing increased costs due to new health and safety protocols aimed at protecting you, your staff and your patients. To support you, our partners in improving Arizonans' oral health, we are committing \$3 million for an Interim PPE Support Program.

Delta Dental of Arizona's Interim PPE Support Program is designed to help offset the cost of PPE supplies, equipment and technology needed to safely reopen and scale up your practice to provide dental services to Delta Dental of Arizona members amid COVID-19.

Here's a quick overview of the program:

- The Interim PPE Support Program is available to all Delta Dental of Arizona contracted dental offices, which includes any dentists working under the same Tax ID Number (TIN).
- A \$10 PPE support payment will be calculated for all Delta Dental of Arizona member claims paid to your dental office from April 1 through July 31, 2020, with a maximum of one PPE support payment per patient per day.
- PPE support payments will be made as separate, monthly lump-sum payments that reflect the total number of Delta Dental of Arizona paid patient claims made to the dental office for the period. Claims paid during the timeframe of the program are the only claims eligible for this PPE support payment.
- The final lump-sum payment for July paid claims will be issued by mid-August.

**You do not need to submit claims or procedure codes for PPE; those will be denied as not billable to the patient and will delay payment.** Interim PPE Support Program payments will be based on paid claims and there is no need to submit a claim or application to receive your PPE support payment.

For more information, visit [deltadentalaz.com/dentist/PPE](https://deltadentalaz.com/dentist/PPE). The webpage includes detailed program specifics and a list of FAQs about the program. ■

## DELTA DENTAL, HHS COLLABORATION PROVIDES FEDERAL FUNDING FOR DENTISTS

On July 11, the U.S. Department of Health and Human Services (HHS) made federal relief funding available to dentists harmed by the COVID-19 pandemic. Eligible dentists will receive a reimbursement of 2% of their annual reported patient revenue and have until August 3 to apply for funding through the Enhanced Provider Relief Fund Payment Portal at <https://cares.linkhealth.com>.

This relief funding can be used to cover any number of practice-related costs including, but not limited to:

- Office lease or rent payments
- Staff salaries
- Structural office enhancements
- Personal protective equipment (PPE)

Delta Dental's collaboration and partnership with HHS was integral in ensuring dentists were included in the list of providers eligible to receive these much-needed funds. The comprehensive data set Delta Dental provided HHS proved instrumental in their decision to include dentists in the group of providers eligible for this funding.