



# FIRST IMPRESSIONS

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



## DENTIST SPOTLIGHT

### Q&A with Dr. Sabrina Dhanjal

with Dr. Sabrina Dhanjal of Goodyear Dental in Goodyear

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

**A:** I get to see patients from all types of professional fields and different demographics. It's great to help so many families and see them return over the years.

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

**A:** It's huge. People who take care of their oral health often take care of their overall health too. There's a connection—plaque buildup can enter your bloodstream and lead to other health issues, like high blood pressure and heart conditions. It's all related.

**Q:** Anything else you'd like to add?

**A:** I've been doing this for 20 years, and I still love it. It's amazing to see fearful patients come in, have a good experience and realize that the dentist isn't so bad. When they start coming in regularly, it makes a huge difference. That's what keeps me passionate about what I do!

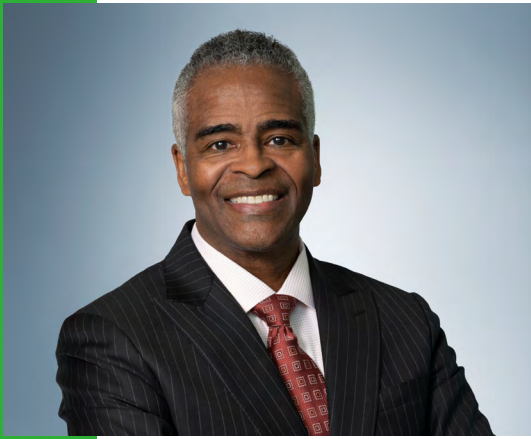
If you'd like to be featured in First Impressions or the Delta Dental of Arizona Blog, email [marketing@deltadentalaz.com](mailto:marketing@deltadentalaz.com)



## Reimbursement Rate Increase Effective 8/1/2025

We're pleased to announce another reimbursement rate increase effective August 1—our fifth in less than four years. While not all procedure codes are affected, the overall increase averages about 2%.

Updated fee schedules will be available August 1. Be sure to download your updated schedule(s) in the [Dental Office Toolkit \(DOT\)](#) and adjust your practice management system accordingly. If your office includes multiple specialties, you'll need a separate schedule for each one.



# CEO's CORNER

## Meeting the Needs of Arizona Families Together

One of the things I value most about our work at Delta Dental of Arizona is the partnership we have with you, our network dentists. Every day, you help us deliver on our mission to create a path to better health and wellness through excellent oral care.

As patients' needs evolve, so does the way they access benefits. Arizonans are turning to individual dental plans, with many opting for them for the first time. For our provider network, this growth represents something meaningful: new patients walking through your doors, often with a strong interest in preventive care and long-term oral health.

We've designed our Individual & Family plans with your practice in mind. These members value choice, trust their dentists and often seek continuity of care. And now, we're taking that a step further.

I'm excited to introduce the Palo Verde plan, our newest offering, available for enrollment today and effective starting September 1. It's the first Individual & Family plan from Delta Dental of Arizona to include orthodontic coverage, making it especially attractive to families looking for comprehensive care. Interested patients can visit [smilepoweraz.com](https://smilepoweraz.com) to learn more and enroll.

Thank you for the vital role you play in helping Arizona families live healthier lives. We value our partnership and look forward to continued growth together.

Sincerely,

Michael Jones  
President & CEO



## PROTECTING DATA WITH MULTI-FACTOR AUTHENTICATION

All Delta Dental provider portals, including Dental Office Toolkit, will require multi-factor authentication to log in later this year. You'll need a password and additional way to confirm your identity—either by email or text—to sign in to your account.

If your office currently shares login credentials, now is a good time to start planning for this change. Create individual user accounts for each team member and update their roles. [Watch the user management video](#) to learn how. And, stay tuned for more updates, coming soon.

# AVOID THESE COMMON CLAIM MISTAKES

Even small errors can delay, or even deny, your claims.  
Let's make sure your claims [get paid fast and accurately](#).

- **Don't Split Same-Day Procedures:** Submit all treatments done **on the same day** in **one claim**, unless different providers were involved. Splitting same-day codes across multiple claims can lead to delays or denials.
- **Don't Bill Before Delivery:** For crowns, dentures and other prosthetics, **only submit the claim once it's delivered or cemented**—not at prep. If you've submitted too early, send a corrected claim with the right delivery date and a note explaining the change.
- **Don't Wait To Submit Claims:** Submitting claims **within 7 days** of the service helps us process them faster. Use the [Dental Office Toolkit \(DOT\)](#) for real-time submissions and fewer revisions.
- **Don't Forget Attachments:** If your claim needs X-rays, narratives, or other documents, **attach them during submission** in DOT. Need help? Watch our [quick how-to video](#) and save time.
- **Submitting D9997? Don't Skip the Condition:** Claims for **code D9997** must include the **patient's qualifying condition** in the remarks or as an attached narrative. No condition = no payment. And don't forget to **bill your UCR fee**.
- **Don't Resubmit for Dual Coverage.** If your patient has secondary coverage with Delta Dental of Arizona, our system now automatically creates a second claim—no need to send one yourself. Submitting a duplicate can cause confusion or delays.



## New Grads, New Faces? Let's Get Them Set Up!

It's graduation season—and that means new providers are joining your practice! Just a quick reminder to keep everything running smoothly:

- **Office or provider updates take up to 30 days** from the time we get **all** required documents.
- **Plan ahead** and submit changes at least 30 days before your desired effective date.
- **New providers are only in network once credentialing is complete.** Any claims submitted before that will be processed as out-of-network claims.
- **Contracts can't be backdated**, so please inform your patients if a provider is still in the credentialing process.

Use our [Dental Office Profile Update form](#) to get started.

Questions? Email us at [prelations@deltadentalaz.com](mailto:prelations@deltadentalaz.com)!

# DENTIST DIRECT PHONE NUMBERS

**Toll-free:** 866.746.1834

**Local:** 602.588.3982

**CONNECT  
WITH US**



Delta Dental of Arizona  
14850 N. Scottsdale Rd., Suite 400  
Scottsdale, AZ 85254

## TOP OF THE LIST

Groups acquired since  
May 1, 2025 with 75+ employees

Company	Number of Employees	Location	Plan
Valley Schools Employee Benefits Group	2,446	Phoenix, AZ	PPO
Pima Community College	697	Tucson, AZ	PPO Plus Premier
Elevated Arizona Employee Benefits Trust	75	Mayer, AZ	PPO Plus Premier
SDB, Inc.	75	Tempe, AZ	PPO Plus Premier



### ANNUAL MEMBERS MEETING 8/15/2025

Join us for this year's Annual Meeting for DDAZ Member Dentists.

The meeting is at 8:30 a.m. on August 15 at Venue8600, 8600 E. Anderson Dr., in Scottsdale. Information packets are already in the mail and should be received this week! Please email [prelations@deltadentalaz.com](mailto:prelations@deltadentalaz.com) with any questions.

### Our EOBs Have a New Look!

**NEW**

Keep an eye out for our newly redesigned Explanation of Benefits (EOB)! We've updated the layout to make it cleaner, more organized and easier to read, so you can quickly find the information you need.



## THE HOPE PROGRAM: A NEW STANDARD FOR PATIENT CARE



The HOPE (Hospital Oral Care and Periodontal Disease Education) program is transforming patient care by integrating oral health into hospital protocols. Through a partnership between Delta Dental of Arizona Foundation and Banner Health, this initiative is reducing hospital-acquired pneumonia and improving outcomes for thousands of patients.

Watch the inspiring story of how a pilot program at one Phoenix hospital expanded to impact patients across 28 hospitals in 6 states—and why medical-dental integration is the future of whole-body health.