



FIRST IMPRESSIONS

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

DENTIST SPOTLIGHT

Q&A with Dr. Dian Wells

of Wells Dental in Tucson

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

A: We take the time to help our patients understand the connection between oral health and overall health. By scheduling follow-up appointments and looking at the whole picture, we see firsthand how much of a difference that approach makes. Our patients become ambassadors for total health through oral health.

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

A: The best thing about being a Delta Dental dentist is being able to provide care for patients with intellectual and developmental disabilities, knowing that Delta Dental and the Foundation understand the unique challenges they face and are committed to supporting their care.

Q: Anything else you'd like to add?

A: Advocate for quality care for people with intellectual and developmental disabilities. Treat every patient with compassion and lead with love for all humanity because everyone deserves a healthy smile.



Dr. Dian Wells

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

SUPPORT THAT WORKS THE WAY YOUR OFFICE DOES

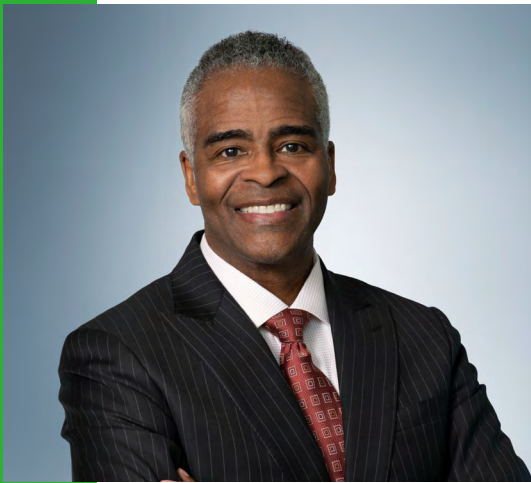
Your time matters. That is why we make it easy to get help in the way that works best for you.

Get personalized help through our Dentist Direct line at **866.746.1834**, or save time by using our self-service tools at deltadentalaz.com/dentist.

Online, you can download forms and office resources, watch helpful videos and **sign in to the Dental Office Toolkit** to verify benefits, view EOPs, access the Dentist Manual and more.

This balance of live support and easy self-service helps your office stay efficient and focused on patient care. It is also why **Delta Dental of Arizona has earned the Center of Excellence certification from BenchmarkPortal** for 12 consecutive years, recognizing fast, reliable and great service for providers like you.





CEO's CORNER

Strengthening Our Commitment To You

As dental professionals, you see every day how closely oral health and overall health are connected. That connection is exactly why community investment matters to the work you do in practice.

In 2025, Delta Dental Member Companies invested more than \$131 million in community impact efforts nationwide, reaching over 24 million people. Delta Dental of Arizona contributed more than \$2 million locally, positively impacting 724,544 individuals across all 15 counties.

These are not abstract investments. They support prevention, expand access to care and help people get into the dental system earlier—often before conditions become more complex and harder to treat.

For you, that matters in practical terms. Stronger prevention and earlier intervention mean:

- Healthier patients showing up in your chairs
- More predictable care needs
- Better long-term outcomes

Investments in workforce and community programs also help strengthen the pipeline of future dental professionals and the systems that support your work.

This is why I share these results with you: because community impact and clinical care are deeply connected. What happens outside the operator directly influences what happens inside it.

I'm proud of the role Arizona plays in this national effort and grateful for the work you do every day to improve health in the communities we serve.

To learn more: [Arizona community impact report](#) [National community impact report](#)

Sincerely,

Michael Jones
President & CEO

ANNUAL MEMBERS MEETING



Join us for this year's Annual Meeting for Delta Dental of Arizona Member Dentists.

The meeting is **8:30 a.m. on Friday, August 28 at Venue8600**, 8600 E. Anderson Dr., in Scottsdale. You'll receive a packet with information soon, so keep an eye on your email and physical mailbox. Please email annualmeeting@deltadentalaz.com with any questions.

CREDENTIALING REMINDER: THANK YOU FOR PLANNING AHEAD

To help keep claims running smoothly and avoid delays, please make sure credentialing and recredentialing are completed on time.

A few helpful reminders:

- Recredentialing is required every 3 years
- Please allow up to 30 days once all documents are received for updates to be processed
- New providers are considered in network only after credentialing is fully complete
- Claims submitted before approval will process as out-of-network
- Contract updates cannot be backdated

If you're planning changes such as adding or removing providers, updating office details or selling a practice, submitting early helps everything go more smoothly for you and your patients.

Please submit updates through the [Dental Office Profile Update form](#) on our website.

Keep ortho claims aligned

Let's keep those orthodontia claims *straightened out* from the start. A few quick details now help everything *line up* for faster processing later.

Use the banding date, not the effective date

For takeover cases, attach explanation of benefits (EOBs) from the prior carrier



New in DOT: smarter, faster claims conversations

You can now respond to claims-related Information Requests (IRs) in the Dental Office Toolkit (DOT)! When you use electronic submission, you can enjoy:

- One place for all messages about submitted electronic claims
- Better tracking of outreach to provider offices about claims
- Faster claims processing

To get started, [view the user guide](#) and [sign in to DOT](#).

What's new in dentistry? There's a course for that.



Keeping your skills current should be easy and free. That's why Delta Dental Continuing Education - Virtual Courses are available at no cost to our in-network dentists, hygienists, dental assistants and office staff.

With more than a dozen on-demand courses, your whole team can learn what matters most, on your schedule, without the time or expense of in-person training.

Start learning for free



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Local: 602.588.3982



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TOP OF THE LIST

Groups acquired May 1, 2026 – July 1, 2026 with 75+ employees

Company	Number of Employees	Location	Plan
Kairos Health Arizona, Inc.	1,547	Phoenix, AZ	PPO plus Premier
Washington Elementary School District	633	Phoenix, AZ	PPO
Buckeye Union High School District	410	Phoenix, AZ	PPO
Buckeye Elementary School District	400	Phoenix, AZ	PPO
Litchfield Elementary School District	300	Phoenix, AZ	PPO
Fowler Elementary School District	200	Phoenix, AZ	PPO

You’re invited to a free
dementia-focused dental training

Join us for a collaborative workshop sponsored by Delta Dental in partnership with the Banner Alzheimer’s Dementia ECHO Program. This program is designed to enhance care for patients living with dementia through interdisciplinary learning.

This one-day, in-person program features expert-led presentations, real-world case studies and interactive discussion. You will gain practical skills and confidence to deliver safe, high-quality oral care for patients with Alzheimer’s disease and related dementias.

Who:

Dentists, hygienists and dental assistants

Cost:

Free with registration

Registration:

[Click here to save your spot](#)

Dates and locations:

Dentist Cohort 1: Banner Sun Health | Friday, September 25

Dentist Cohort 2: Banner Desert Mesa | Friday, October 2