



# FIRST IMPRESSIONS

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

Delta Dental of Arizona  
SUMMER 2021



## DENTIST SPOTLIGHT

### Q&A with Dr. Brock Boudreaux of Rincon Family Dentistry in Tucson

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

**A:** My love for helping people and working with my hands. I loved construction growing up and thought I would be a contractor but then I found dentistry and now I do construction on the micro level.

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

**A:** Waiting until it hurts to come see me! I see a lot of teeth that need a root canal or to be extracted when they could have been easily fixed or even prevented if the patient had come in to see me regularly.

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

**A:** The patients! I love meeting new people and building a lasting relationship.

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)

## New Administrator for Individual Plans

We are transitioning to a new dental plan administrator to handle the behind-the-scenes tasks of administering our individual and family policies. This transition will be effective September 13.

There will be a new phone number for dental offices to call when verifying benefits and eligibility for individual and family plan patients and a new payer ID for claims processing.

- **New Individual Plan Phone:** 800.894.2961
- **New Payer ID:** 86027

Plus, we're streamlining management of your Delta Dental of Arizona patients into a single portal experience. This means you'll be able to look up any Delta Dental of Arizona patient through our online portal at [deltadentalaz.com/dentist](http://deltadentalaz.com/dentist), regardless of whether their coverage is through an employer-sponsored plan or an individual and family plan.

## DOWNLOAD EXPLANATION OF PAYMENTS BY SEPTEMBER 8

Explanation of Payments (EOPs) for claims processed prior to September 1 will not be available for download or online viewing after we update our systems. For this reason, we recommend downloading your EOPs in the existing Dentist Connection portal by September 8. If you need access to a specific historical EOP after September 10, you will need to call customer service.

When we complete our system upgrades, EOPs will have a new look and feel. New EOPs will give a line-by-line service explanation for adjustments, making it easier to view each message for the associated service. Refer to the System Enhancements Guide for Dentists at [deltadentalaz.com/systemupgrade](http://deltadentalaz.com/systemupgrade) for more information.



# CEO's CORNER

## Business System Enhancements Are Coming Soon

Technology has changed, and we need to change with it. Effective September 13, 2021, we will go live with administrative system enhancements for all Delta Dental of Arizona business. We are excited about these upgrades, which will strengthen and modernize our systems, streamline the way we work with network dental offices and ultimately provide you with a higher level of service. Plus, they'll lay the groundwork for the creation of innovative benefit structures and new products that will bring more Delta Dental patients to your office.

Many of the upgrades will be behind-the-scenes and impact our administrative processes. However, there will be changes you'll notice, including a fresh design and new features in our dentist portal.

We're committed to making the transition to our updated system as smooth as possible, so we created a System Enhancements Guide for Dentists. It outlines everything you need to know about our upgrade and includes a checklist of action items you should take.

In addition, this issue of our First Impressions newsletter outlines some of the changes and exciting enhancements you can expect to see when we upgrade our system. For more detailed information, on-demand trainings and a copy of our system enhancements guide, visit [deltadentalaz.com/systemupgrade](https://deltadentalaz.com/systemupgrade).

And as always, if you have questions, our dedicated customer service and professional relations teams are here to help.

Warmest Regards,

R. Allan Allford  
President & CEO

## SYSTEM UPGRADE PERIOD: AUGUST 25 TO SEPTEMBER 12

We've identified August 25 to September 12 as our upgrade period. During this time, access to certain systems or functionality may be limited. This includes:

- **Submitting claims through the Dentist Connection** - Access to this feature will be unavailable starting August 25. However, you will still be able to submit claims electronically via your practice management software or via paper forms.
- **Evidence-based Integrated Care (EBIC) program enrollment** - The ability to enroll eligible patients with EBIC plan benefits for a third cleaning will not be available.
- **Benefits and eligibility verification for some new members** - It is possible that we will be unable to provide benefits verification for a small number of new Delta Dental of Arizona members during the upgrade period. This will only happen if the member joined a plan during the upgrade period and visits the dentist during the upgrade period.

Although we will receive and process claims during this period, claims payments may be delayed. However, all claims received during the upgrade period will be paid in accordance with statutory time frames. We recognize this may be an inconvenience, so we will be paying claims daily until the system upgrades start generating claims payments for all patients.

You will have access to the upgraded system and functionality enhancements starting September 13.



# TIME TO UPDATE YOUR ADDRESS BOOK!

When we upgrade our systems on September 13, some of our important addresses will change.

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

### Group Plan Claims

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

### Individual Plan Claims

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:

### Group Plan Appeals

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

### Individual Plan Appeals

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

You can also continue to submit appeals online at [deltadentalaz.com/appeals](https://deltadentalaz.com/appeals).

## We're Expanding Qualifying Conditions for Evidence-Based Dentistry Benefits (Third Cleaning)

Effective September 13, we are adding more qualifying conditions for plans with our Evidence-based Integrated Care (EBIC) plan benefits. Moving forward, you may see this plan feature referenced as evidence-based dentistry (EBD), enhanced preventive benefits or third cleaning benefit. Here is an updated list of the qualifying conditions for members with this plan feature:

- Diabetes
- Pregnancy
- Renal failure or dialysis
- Suppressed immune system due to chemotherapy/radiation, HIV positive, organ transplant or stem cell/bone marrow transplant
- Head and neck radiation
- Heart disease and defects
- Cancer
- Rheumatoid arthritis
- Periodontal disease



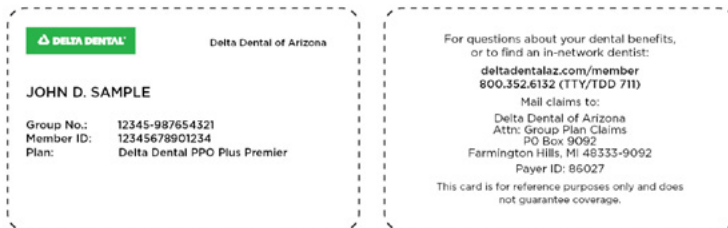
It's important to note that dentists won't be able to enroll eligible patients for this benefit. The patient will have to call customer service to enroll or ask their benefits manager to enroll them.

# PATIENTS ARE GETTING NEW GROUP AND MEMBER ID NUMBERS

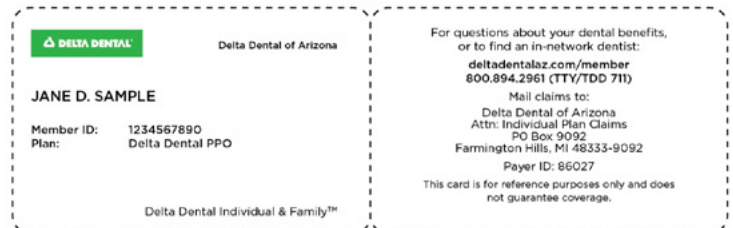
The group number and member ID for most of your Delta Dental of Arizona patients will change when we complete our system upgrades. As a courtesy, we're sending new ID cards to members the week of September 13.

Be sure to verify your patient's group number (if applicable), member ID, spelling of their full name and date of birth at the time of service and update your records to ensure quick and accurate claims processing.

## Here is a sample of the new ID card for employer-sponsored/group plans:



## Here is a sample of the new ID card for individual and family plans:



*Note: Some employers requested that we do not re-card their members. For these members, the Dental Office Toolkit (DOT) will have the most up-to-date member ID. For your reference, members of these groups are not receiving a new ID card:*

- Arizona State Retirement System/Public Safety Personnel Retirement System
- Atlas Healthcare Partners
- ASM America, Inc
- Cavco
- City of Avondale
- Freepport-McMoran
- HonorHealth
- Kitchell Corporation
- Knight Transportation
- Maricopa County
- Northern Arizona Healthcare
- Orion Health Insurance Pool
- Phoenix Children's Hospital
- Pinal County
- Salt River Project
- State of Arizona
- U-Haul International
- VSEBG - Cartwright School District
- VM Consolidated

## 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 will need to 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.

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

# Get to Know The New Dental Office Toolkit (DOT)

Delta Dental of Arizona's Dentist Connection is getting a new name, new layout and enhanced functionality! When it launches September 13, the new Dental Office Toolkit (DOT) will empower your staff to perform everyday tasks like submitting claims, looking up member benefits and updating office information all without having to call customer service. This saves valuable time and lets your staff work more efficiently.

## Upcoming Training Webinars

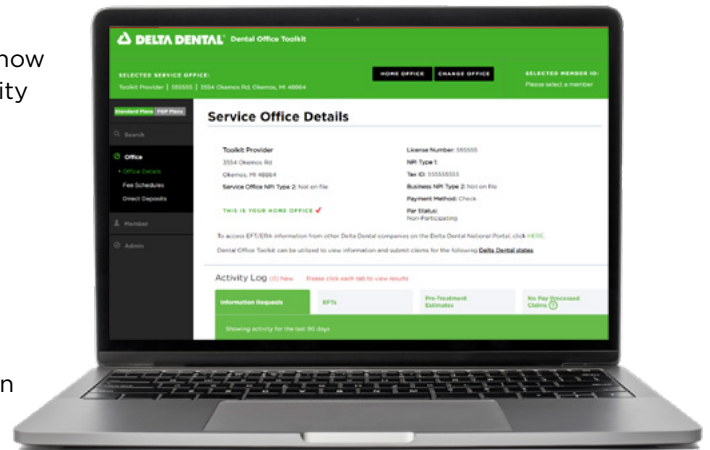
If you're new to DOT, you can attend a live training session to learn how to navigate the portal, perform key functions and have an opportunity to ask questions. Live webinars will be held:

- 9/17/21 at 9 a.m. MST
- 9/22/21 at 12 p.m. MST

Visit <https://bit.ly/ddaz-dot> to register today!

## On-Demand Training and Resources

If you can't attend the live training, we'll make an on-demand version available on our website that you can view anytime. Check out [deltadentalaz.com/dentist/forms](https://deltadentalaz.com/dentist/forms) for the latest trainings!



# Features and Enhancements of the New Dentist Portal

With a fresh look and streamlined functionality, the Dental Office Toolkit (DOT) will change how you manage day-to-day office operations. Check out a few of the enhancements we know you'll love!

## One Portal to Look Up Group and Individual Plan Patients

One of the biggest enhancements we're making is streamlining management of your Delta Dental of Arizona patients into a single portal experience. This means you'll be able to sign into DOT at [deltadentalaz.com/dentist](https://deltadentalaz.com/dentist) and look up any Delta Dental of Arizona patient, regardless of whether their coverage is through an employer-sponsored plan or an individual and family plan. *Note: At launch, you'll need to use your patient's member ID or social security number to look up your patient's benefits in DOT. Shortly thereafter, we'll be adding the ability to search for patients by name and date of birth.*

## Real-time Claims Processing

Claims and pre-treatment estimates submitted through the new portal are processed in real-time, allowing your office to immediately know the patient's responsibility, treatment plan more effectively and improve your experience working with us. *Note: If a procedure requires consultant review, the status may show as pending and will not process until review is complete.*

## Built-in Processing Policy by CDT Code Lookup

Our popular processing policy lookup tool is now embedded into the DOT experience when you view Delta Dental of Arizona members. Access the tool via a link in the left menu.

## Convenient Access to Our Supporting Claims Documentation Tool

Need to upload an X-ray or other supporting claims documentation for a Delta Dental of Arizona patient claim? Now you can do so without leaving the portal! Just look for the link in the left menu when viewing a Delta Dental of Arizona member or submitting a claim for a Delta Dental of Arizona member.

## Fee Schedules

Your fee schedule will be available in DOT. If your office has multiple specialties, you'll need to view each specialty provider in DOT and download their fee schedule.

## Additional Enhancements

Other new features of our revamped portal include the ability to:

- Set your home office as the default for each session
- Toggle between different offices and members
- Sign up for direct deposit and manage your direct deposit preferences
- Search comprehensive claims history for a patient, even if services were provided by another dentist
- Manage user roles and permissions for office staff

# CHANGES TO CREDENTIALING & RECREDENTIALING PROCESS

Delta Dental of Arizona no longer uses DDS Enroll by DentalXChange for dentist credentialing and recredentialing. Moving forward, you will receive an email from evalAppCentral@CACTUSSoftware.com when you are due for recredentialing. This email will contain information about our new electronic credentialing platform, AppCentral, plus instructions for creating an account and completing your recredentialing paperwork.

Be sure to add evalAppCentral@CACTUSSoftware.com to your safe senders list in your email program and/or security software. This will ensure that credentialing/recredentialing notices are delivered to your inbox instead of being marked as spam.

AppCentral benefits include:

- Forms and applications that auto-populate with existing provider information
- The ability to easily upload required documentation
- Automatic email notifications when you're due for recredentialing
- Real-time application status updates

Keep an eye on the dentist forms and documents page of our website for on-demand trainings and how-to videos to learn more about using AppCentral for credentialing and recredentialing.

## Adding/Removing Providers

If you want to add a provider who already participates with Delta Dental of Arizona to an office location, you no longer need to complete a new Participating Dentist Agreement. Just complete the dental office profile update form on our website and we'll reach out if we have questions and/or to confirm participation.

You can also use the dental office profile update form to add a provider who does not already participate with Delta Dental of Arizona. Since the provider is new to the network, they will need to go through the contracting and credentialing process. This means they will get an email from evalAppCentral@CACTUSSoftware.com to complete this process.

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 instructions: '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.' Below the instructions, there is a section 'Who should we respond to?' with input fields for First Name, Last Name, Phone, and Email. To the right of these fields is a 'Tips For Using This Tool' section. The tips include: 'Use this tool when: 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.' Below the tips is a section 'Submit a new Participating Provider Agreement when:' with bullet points: 'You hired new dentists at your office; Your tax ID number changed; You purchased or opened a new dental office.' At the bottom of the form, there is a section 'Which dental office do you represent?' and a 'Professional Relations Hour' section with contact information: 'Monday - Friday: 7:30 A.M. - 4:30 P.M. Toll-free Dentist Direct Line.'



## Adding New Locations

We've made it easier to add a new practice location! Simply complete the dental office profile update form on our website and we'll reach out if we have questions and/or to confirm the location is added. Have your IRS EIN confirmation handy, as you'll need to upload this required document when you submit the form.

## REPORTING A TAX ID NUMBER CHANGE

The process for reporting a tax ID number (TIN) change to us just got easier! Simply complete the dental office profile update form on our website and we'll reach out if we have questions and/or to confirm the TIN change. Have your IRS EIN confirmation handy, as you'll need to upload this required document when you submit the form.

# DDAZ Launches CAHPS Survey Program

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is a standardized survey tool used in the health care industry to evaluate patient satisfaction. The purpose of the survey is to assess a patient's experience with their dental carrier and provider.

Participating in the CAHPS Dental Plan Survey enables us to take meaningful steps in moving toward patient-centered care. With this feedback, we can improve our products and services to better serve customers. Once we've gathered enough data, we'll have the opportunity to share the insights we've learned with participating dentists to further enhance patient experience!

## IT'S NOT TOO LATE TO SUBMIT YOUR MEDICARE ADVANTAGE ATTESTATION

Today, nearly 1.2 million people nationwide have a Medicare Advantage plan through Delta Dental. And as Medicare Advantage plans continue to expand, your practice has a great opportunity to find new patients. If you haven't already signed your Medicare Advantage Compliance Attestation, don't worry—you still have time! The deadline for your dental office to submit the attestation has passed, but we'll accept late attestations until September 10.

If you're still on the fence, consider these advantages to joining our Medicare Advantage network:

- Your practice will be listed in our Medicare Advantage network directory.
- You'll retain current Medicare Advantage patients, whose fee-for-service plans require that they visit a Medicare Advantage dentist.
- You'll acquire new Medicare Advantage patients looking for an in-network dentist.

For a copy of the Medicare Advantage Compliance Attestation, visit [deltadentalaz.com/dentist/forms](https://deltadentalaz.com/dentist/forms).

## Delta Dental Companies Invested \$102.5 Million in Communities Across the U.S.

The Delta Dental Institute has released its 2020 Community Impact Report, highlighting the investments the Delta Dental companies and their foundations made in 2020 to advance oral health, respond to COVID-19, and address health inequities and disparities. Delta Dental of Arizona impacted the lives of 346,818 individuals in Arizona by investing nearly \$1.8 million in 54 community impact programs.

Nationwide, the Delta Dental companies together invested more than \$102.5 million in communities in 2020, supporting over 2,400 programs, impacting 24.7 million lives, and volunteering 20,000 hours—more than ever before in Delta Dental's 65-year history. In addition to their community impact engagement, Delta Dental companies across the country also committed \$1.1 billion.

The report highlights three main areas of giving in 2020: advancing oral health, responding to COVID-19, and addressing health inequities and disparities:

- Delta Dental companies served communities' oral health by supporting direct dental treatment in underserved communities; water fluoridation initiatives; and oral health education.
- Delta Dental companies responded to COVID-19 by delivering loans to safety net dental clinics; enabling dental offices to acquire PPE; and supporting local safety nets like food banks.
- Delta Dental companies reacted to the country's struggle with its long history of racial injustice by investing in organizations like the NAACP and the National Urban League; reaching underserved communities of color with oral health programs; and supporting scholarships and training for dentists of color.

To view the report, visit <http://2020cir.deltadental.com>.

# DENTIST DIRECT PHONE NUMBERS

**Toll-free:** 866.746.1834

**Local:** 602.588.3982



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

## TOP OF THE LIST

Groups acquired since  
May 2021 with 75+ employees

Company	Number of Employees	Location	Plan
<a href="#">Gilbert Public Schools</a>	2,169 employees	Gilbert	PPO Plus Premier
<a href="#">ARCH Precision Components</a>	648 employees	Tempe	PPO Plus Premier
<a href="#">Kairos - San Carlos Unified School District</a>	209 employees	Phoenix	PPO Plus Premier
<a href="#">Arcoro Holdings Corp</a>	151 employees	Scottsdale	PPO Plus Premier; PPO
<a href="#">Horsepower Automotive Group</a>	95 employees	Mesa	PPO
<a href="#">Senior Living Services, LLC</a>	77 employees	Scottsdale	PPO

## EXCLUSIVE SAVINGS FOR DDAZ DENTISTS WITH UNIFIED SMILES

Unified Smiles is a Practice Solutions Organization (PSO) uniquely designed to empower dental practices with the necessary support and tools they need to thrive. Delta Dental of Arizona has partnered with Unified Smiles to give you access to savings, solutions and support that can help reduce overhead and grow your practice.

Delta Dental of Arizona providers can save thousands on supplies and services with a credit of up to \$1,500\* on membership! Call 844.878.6483 to sign up today!

\*Unified Smiles offers 3 levels of membership. Delta Dental of Arizona Providers qualify for the following credits at each level of service: \$500 on Savings+, \$1000 on Solutions+, \$1500 on US Dental Consulting. Credit limited to one redemption per street address. Current clients eligible for consulting credit only. Call for details on each service level.

