



FIRST IMPRESSIONS

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

Delta Dental of Arizona
WINTER 2024



DENTIST SPOTLIGHT

Q&A with Dr. Julia E. Carlson

with Dr. Julia E. Carlson in Lake Havasu City.

Q: Electric or manual toothbrush?

A: Manual-POH #4 tufted soft toothbrush is a great transitional brush for patients accustomed to using a firm brush. This particular brush provides enamel protection.

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

A: Give your mouth a break for a couple of hours, limit the number of good/bad sugar exposures. Try to just drink water for a couple of hours as often as possible.

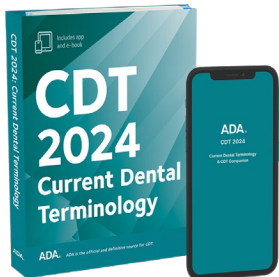
Q: What is the best thing about being a Delta Dental dentist?

A: I've been a dentist for 30 years and Delta Dental really is the best! Delta Dental sets a good example for other carriers through the service provided to the members and the providers.

Q: Any funny stories from the dental chair?

A: One of my older patients came in and his teeth were in terrible shape and he said it was because he only brushed his teeth on Saturdays. I asked about Sunday and he said, "That's my golf day." About 3 weeks passed by since the last time I had seen him in the office. When he did return, his mouth was in horrible shape. I asked where he had been; he responded he had been playing golf for the last 3 weeks.

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

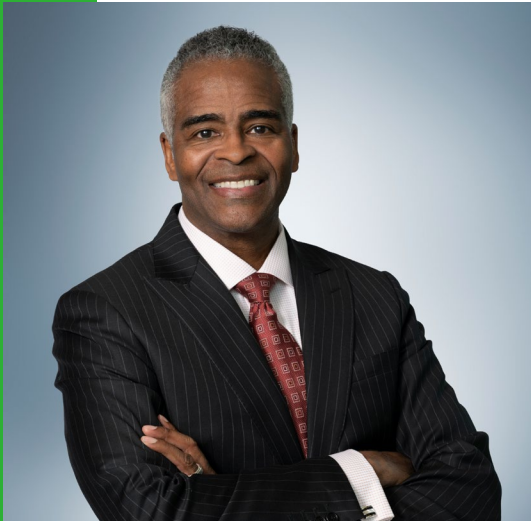


2024 CDT Code Changes

The American Dental Association's CDT procedure codes and nomenclature have been updated for 2024. The CDT updates include 14 new codes (including a new category of service for sleep apnea services), 2 revisions and no deleted codes.

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.engage.ada.org/page/storehome. You can also purchase the CDT 2024 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.



CEO's CORNER

2023 Year In Review

In 2023, Delta Dental of Arizona achieved exceptional results across various metrics. We remained steadfast in our commitment to creating a path to better health and wellness, fulfilling our mission through a patient-centric business model as well as community outreach and support initiatives. Simultaneously, we were proactive in enhancing relationships with, and services to, our participating dentists.

Highlights from 2023 include:

- Increased enrollment by over 28,500 primary dental subscribers (47,200 members) despite a progressively competitive environment
- Adjusted reimbursement rates to mitigate the impact of rising economic conditions
- Collaborated with Banner Health Foundation to implement oral health protocols in 28 acute-care hospitals across 6 states
- Advanced public awareness on the impact of oral health on overall health
- Earned Center of Excellence award for customer service for the 9th straight year

The collaborative efforts of Delta Dental of Arizona staff, our dentists, brokers, and the oral health community are pivotal to maintaining our position as the top-ranked dental benefits carrier in the state. It is a privilege to partner with this dedicated team, and I am looking forward to our continued success in 2024.

Sincerely,

Michael Jones
President & CEO

Claim Attachments for Dental Office Toolkit

We have made the claims submission process even easier! The Dental Office Toolkit (DOT) now allows you to attach files to new claims submissions. This attachment feature can be used for X-rays, remarks or notes to go along with a new claim.

When filing a new claim, this feature will automatically be available. **To successfully add an attachment to a new claim the file must meet certain criteria:**

- Maximum file size: 5MB per file
- Maximum files user can attach per claim: 10 files
- Accepted file types: PNG, JPEG, TIFF, GIF, PDF

Files can only be added to new claims and cannot be updated or deleted once submitted.

Note: You should use the [Supporting Claims Documentation Tool](#) on our website when you receive a request for additional information to process a claim or need to submit additional documentation after the initial claim submission.

SPECIAL HEALTH CARE NEEDS BENEFIT

Effective April 1, 2024, most Delta Dental of Arizona dental plans will give children and adults with special health care needs access to increased benefits. Check out the benefit flyer at deltadentalaz.com/dentist under the Forms & Documents section for more information.

You probably have many questions about this benefit, and we're here to help! Attend one of our informational webinars where you will have the opportunity to speak with our dental director, Dr. Heather Schneider, and members of our Professional Relations and Claims teams.

- Monday, February 5 | 11 A.M.-Noon
- Tuesday, February 13 | 2:30-3:30 P.M.
- Friday, February 23 | 12:30-1:30 P.M.

Register to attend at <https://bit.ly/ddazdentistweb>.



Delta Dental of Arizona is raising public awareness of the special health care needs population and oral care. Check out our [latest video](#) to learn more.

DONATE

RECEIVE

REPEAT

Make a donation to Delta Dental of Arizona Foundation in any amount. 100% of your donation benefits oral health programs helping our community! Qualifying Charitable Organization code: 20261

File your AZ tax return, attach Form 321 to receive a dollar-for-dollar credit on your taxes for your donation up to \$421 (filing single return) or \$841 (filing joint return).

Donate today at deltadentalaz.com/taxcredit

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982

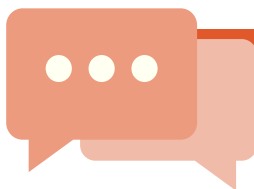


Delta Dental of Arizona
5656 W. Talavi Blvd.
Glendale, AZ 85306

TOP OF THE LIST

Groups acquired since
November 2023 with 75+ employees

Company	Number of Employees	Location	Plan
Swift Transportation Co of AZ, LLC	8618	Phoenix	PPO plus Premier
PetSmart, LLC	5000	Phoenix	PPO plus Premier
Community Bridges, Inc.	1210	Mesa	PPO plus Premier; PPO
Nikola Corporation	600	Phoenix	PPO plus Premier; PPO
NOVA Home Loans	370	Tucson	PPO plus Premier; PPO
LightRidge Solutions Holdings, LLC	296	Tucson	PPO plus Premier
CNA National Warranty Corporation	277	Scottsdale	PPO plus Premier
Lumina Vision Partners	158	Phoenix	PPO
Center for Biological Diversity, Inc.	154	Tucson	PPO plus Premier
Canyonlands Community Healthcare	149	Page	PPO
Bookmans	137	Tucson	PPO plus Premier; PPO
Valley ENT, PC	124	Scottsdale	PPO plus Premier
Fulton Homes Corporation	98	Tempe	PPO plus Premier
Freestar	94	Scottsdale	PPO plus Premier
AGM Container Controls Inc.	92	Tucson	PPO
Leisure World Community Association	79	Mesa	PPO plus Premier; PPO



NEW CHAT FEATURE

We launched a new chat feature on our website! Get quick answers to frequently asked questions around the clock or connect directly to a live Customer Service Representative during business hours.*

Simply visit our website at deltadentalaz.com. Scroll down until the orange chat button appears in the lower right-hand corner of the screen. Click the icon to start a new chat!

We welcome your feedback on this new feature. Please take the survey that will appear in a link above the chat once you have completed your inquiry.

**Business hours are Monday-Thursday, 7:30 A.M. – 5 P.M. and Friday, 7:30 A.M. – 4:30 P.M.*