



FIRST IMPRESSIONS

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

DENTIST SPOTLIGHT

Q&A with Dr. Anthony Dicello

of A Glowing Smile Dental Care in Peoria

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

A: One of the things that I'm big on is sugar nutrition counseling. I think if we get the nutrition right, we help patients come in here who maybe have a lot of dental problems get their work done and then the work lasts if they're monitoring their sugar intake.

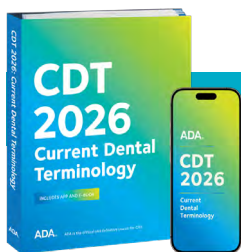
Q: What is the best dental advice you've ever received?

A: No one cares how much you know until they know how much you care. If your patients know that you care about them, they're going to listen to you. You can be the smartest guy in the world, but if you don't care about the patient, they can smell it a mile away. If you're not honest with them, they're going to know it, but when they know you care about them, they open right up to you and they're willing to work with you and form that relationship.

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

A: I think it's the patients. That's really why we're in this business—we enjoy working with patients and helping them navigate their dental care. It's about helping people understand dentistry, whether it's figuring out if they can afford it, finding a place they can visit regularly or managing their costs while getting the care they need.

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

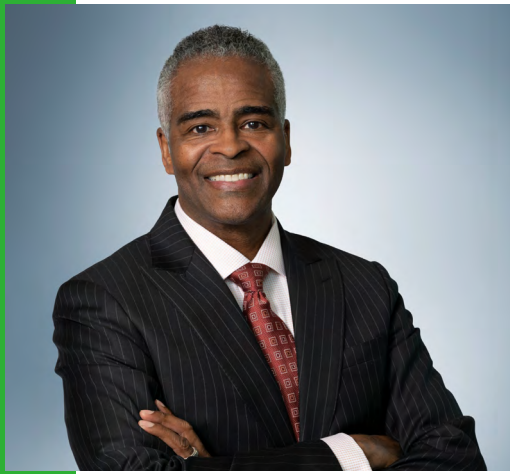


2026 CDT Code Changes

The American Dental Association's CDT procedure codes and nomenclature have been updated for 2026. The CDT updates include 31 new codes, 14 revisions, 6 deleted codes and 9 editorial changes.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office has a current copy of the CDT. To order resources from the CDT 2026 Collection which includes the Coding Companion, Current Dental Terminology, CDT app and Consumer-Friendly CDT, visit www.ada.org/publications/ada-store-products/cdt-books-and-more.

With all the code changes, dental offices are encouraged to verify the services covered for patients before providing treatment.



CEO's CORNER

2025 Year In Review

As we close out 2025, I want to extend my sincere gratitude for your unwavering commitment to your patients and for the trust you continue to place in Delta Dental of Arizona. Every year brings new challenges and new opportunities, and once again, your partnership has been at the heart of our progress. The strides we've made this year reflect a shared dedication to delivering exceptional care.

This year, we're proud to celebrate several achievements that were made possible through our collaboration:

- Increased enrollment by more than 12,500 primary dental subscribers (18,700 members).
- Updated reimbursement rates to better support your financial and long-term practice stability.
- Ranked the #1 Dental Insurance Co. in 2025 Ranking Arizona for the 25th year.
- Earned the **Center of Excellence** award for customer service for the 11th consecutive year.
- Recognized as the **#1 small-size center** for 2025.
- Honored with the **2025 Phoenix Business Journal Innovative Philanthropic Company** award.

These accomplishments are a testament not just to our organization, but to the strength of this network and what we can achieve when we move forward together with a shared purpose to improve the health and well-being of the communities we serve. Your expertise, compassion, and dedication continue to inspire us to raise the bar in how we support you and your patients.

As we look ahead to 2026, I am excited about what we will accomplish next. Thank you for your partnership, your trust and the essential role you play in this community. We remain committed to standing alongside you, supporting your practice and championing healthier lives—together.

Sincerely,

Michael Jones
President & CEO



Your Professional Growth, Made Simple

Dr. Heather Schneider, Dental Director of Delta Dental of Arizona, invites you and your team to take advantage of our free Delta Dental **Continuing Education (CE) virtual courses**. Our goal is to make CE convenient, accessible and easy to fit into your busy schedule—all from the comfort of your office or home.

Play Video

STOP! DON'T SUBMIT THAT CLAIM YET...

We want to make sure your claims are processed quickly and accurately. These reminders and updates will help you brush up on common mistakes and put a crown on your submissions for smooth, successful processing.

Attach Files: Use the attachment feature in DOT for X-rays, remarks or notes.

File Timely Claims: Submit claims within a week of service for timely processing; use the Dental Office Toolkit (DOT) for real-time submission.

Report Every Procedure: Make sure to include all procedure codes for every service provided. Omitting codes may violate fraud, waste and abuse policies.

Submit by Date: Submit all procedure codes for treatments that happen on the same day in one claim, unless there are different providers involved. If the treatments occur on different days, make sure to submit these on separate claims, even if it's the same provider.



GET PAID FASTER WITH DIRECT DEPOSIT

Skip the wait and get your payments straight to your account. Sign up for direct deposit in the **Dental Office Toolkit (DOT)** for quick, hassle-free payments as soon as claims are processed.

AVOID SURPRISES: CREDENTIALING REMINDERS FOR YOUR PRACTICE

Staying current with your recredentialing helps keep your practice running smoothly, especially since **office or provider updates may take up to 30 days after all required documents are received**. Up-to-date credentials make claim processing faster and more accurate, support timely payments and ensure patients can rely on accurate provider information.

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834
Local: 602.588.3982



facebook.com/deltadentalaz

pinterest.com/deltadentalaz

youtube.com/deltadentalaz

@deltadentalaz

delatadentalazblog.com



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

TOP OF THE LIST

Groups acquired since October 1,
2025 with 75+ employees

| Company | Number of Employees | Location | Plan |
|--------------------------------|---------------------|------------|------------------|
| Imagine Learning | 1625 | Tempe | PPO |
| Cafe Valley, Inc. | 277 | Phoenix | PPO plus Premier |
| Rise48 AM, LLC | 188 | Scottsdale | PPO plus Premier |
| Circle The City | 160 | Phoenix | PPO |
| Sonoran Roots | 150 | Tempe | PPO plus Premier |
| Gowan Companies | 147 | Yuma | PPO plus Premier |
| Millennium Vision | 146 | Phoenix | PPO plus Premier |
| Van Marcke Trade Supply | 120 | Phoenix | PPO |
| SmartHealth | 105 | Phoenix | PPO plus Premier |
| Accelerate Diagnostics | 84 | Tucson | PPO plus Premier |
| Dillon Precision Products, Inc | 75 | Scottsdale | PPO |

2025 ARIZONA ORAL HEALTH AND WELLNESS REPORT



Meet Laura from Mesa, a busy mom balancing work, family and daily life while keeping up with dental care—a story familiar to many Arizonans. Our 2025 Examining Oral Health and Wellness in Arizona Report highlights how access to care and good information help people take action: booking preventive visits, protecting their health and feeling better daily. This essential data provides insight into decisions that support oral health and overall wellness.

Download Report