

First Impressions

Delta Dental of Arizona (DDAZ) Provider Newsletter

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Q&A

Dr. Todd Mabry

of Todd Mabry, DDS, PC in Scottsdale

We are excited to feature another of our Delta Dental contracted dentists in this issue. Meet Dr. Todd Mabry who uses his skills and expertise to help others and sets volunteerism as a priority in his life.

Q: If you could educate your patients about one aspect of preventive dental care what would it be?

Actually, I was just on a few morning shows with Delta Dental of Arizona speaking about the acidity of sports drinks, soda and energy drinks. The amount of sugar, paired with the acid levels of some of these drinks is stripping the enamel off our teeth. I would tell patients that if they must consume these sugary and acidic beverages to drink water on both the front and back end of consumption. Don't forget to look at labels; it will give you a jolt when you see what you're putting in your mouth. But as a rule of thumb, drink water, we live in a desert!

Q: What made you decide to come back to Arizona after graduating from Marquette University School of Dentistry in Wisconsin and then completing your cosmetic and reconstructive residency in California?

I grew up in the desert and always knew that I'd be back. My family really enjoys taking advantage of all the great outdoor activities that we have here. On the weekends you can find me golfing, road biking, mountain biking, running, swimming, hiking, skiing or generally just enjoying the outdoors!

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2012 Annual Report Celebrates 40 Years of Providing Dental Benefits to Arizonans

You're invited to help Delta Dental of Arizona celebrate the work that went into making 2012 one of the best and brightest years in our 40-year history.

Download a copy of Delta Dental of Arizona's 2012 Annual Report today at deltadentalaz.com/annualreport/2012



CEO CORNER

Ordinary people accomplishing extraordinary things; this is truly the definition of a hero. People like Dr. John Chen, who serves as the director of dental services for Maricopa Integrated Health Systems and provides medical and dental services to underserved populations in Arizona and abroad; Dr. Todd Mabry, featured in this issue of First Impressions, providing full mouth restoration to a woman without teeth, a consequence of domestic violence; or the Central Arizona Dental Society Board of Trustees honored for organizing the first Arizona Dental Mission of Mercy and delivering over \$1.2 million of care for the uninsured. It is the sacrifice and generosity of dental professionals like these that inspires us and strengthens the fabric of our state.

At Delta Dental of Arizona giving back to the community is one of

our core values. We demonstrate it by encouraging our employees and leadership team to volunteer in the community, serve on the boards of nonprofit organizations and give of their time for the causes they strongly care about. Our Foundation has focused its growing resources on providing grants for preventive dental care across the state from Page to Nogales and Yuma to Show Low. Every year we strive to become a stronger, more responsive and significant corporate citizen.

We are grateful for the extraordinary accomplishments of the so-called “ordinary” people working amongst us. Thank you for your compassion, commitment to the importance of oral health, dedication to patient care, and to serving as role models in the dental care industry. On behalf of Delta Dental of Arizona, thank you.



R. Allan Allford
President & CEO



Confirm your Delta Dental PPO Network Status

Are you participating in the PPO network? Before you say “yes,” you may want to call your Professional Relations representative to confirm. It turns out that many of our dentists who think they’re already participating in the PPO network aren’t!

Already more than 49% of Premier dentists in Arizona have joined the PPO network. For more information on how you can maximize your access to PPO patients, please call the Professional Relations team at 866-746-1834, option 5.

Manage your benefits anytime, anywhere

Delta Dental’s **FREE** Mobile App

Access to dentist search, claims, coverage and your ID card



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Q: How are you involved in giving back to the community?

I am a volunteer dentist at the John C. Lincoln/Desert Mission Children’s Dental Clinic, where my father has been a practicing physician for more than 30 years. I am also involved in the Give Kids a Smile® program through the Arizona Dental Foundation that provides dental care to underserved children.

Q: What was your most recent venture in volunteering?

I just finished assisting *Smiles Beyond the Bars*, a local nonprofit, by performing a complete restorative dental procedure including dental implants and an upper and lower prosthetic on a woman who had just finished serving time for a felony. The 55-year-old patient had a mouth of broken teeth, which were a result of physical abuse that she suffered at the hands of her husband.

If you would like to be featured in First Impressions or the Delta Dental AZ blog, email us at: marketing@deltadentalaz.com

Make Sure Your Office is Ready!

Delta Dental may occasionally request notes and records to verify and substantiate treatment, or when a request has been made to change treatment information already submitted to Delta Dental for claims processing. During a scheduled Contract Compliance Review (CCR),

treatment records may be reviewed for accuracy of the claims submissions. This is in accordance with the State of Arizona Statute* that governs the maintenance of records. Please see the definition below as to the scope and required contents of the records so your office is prepared.

The Arizona Revised Statute 32-1264* **Maintenance of records**

A. A person licensed or certified pursuant to this chapter shall make and maintain legible written records concerning all diagnosis, evaluation and treatment of each patient of record. A licensee or certificate holder shall maintain records stored or produced electronically in retrievable paper form.

These records shall include:

- 1 All treatment notes, including current health history and clinical examinations.
- 2 Prescription and dispensing information, including all drugs, medicaments and dental materials used for patient care.
- 3 Diagnosis and treatment planning.
- 4 Dental and periodontal charting. Specialist charting must include areas of requested care and notation of visual oral examination describing any areas of potential pathology or radiographic irregularities.
- 5 All radiographs.

In all cases, group contract provisions, limitations and exclusions take precedence.

Code 4341/4342 Periodontal Scaling and Root Planing

Scaling and Root Planing are only a benefit when periodontal involved teeth have radiographic bone loss and pockets of 4mm or more with bleeding on probing. Benefits will be disallowed in the absence of bone loss and the benefit will be limited to that of a prophylaxis D1110. Please note that periodontal irrigation is considered part of the definitive procedure and is disallowed. **Supporting documentation including a narrative with quadrant identification, periodontal charting, and diagnostic films/pre-operative radiographs are required.**

Codes 7200-7259 Surgical Extractions

The reimbursement for all oral and maxillofacial surgery includes local anesthesia, suturing (if needed), and routine postoperative care, including the treatment of dry sockets. Surgical extractions require cutting and removal of bone, and or sectioning of the tooth to facilitate removal of a mucoperiosteal flap if indicated. Impaction codes are based on the anatomical position of the tooth, rather than the surgical procedure necessary for removal. **Supporting documentation including a narrative accurately describing the procedure along with tooth identification, diagnostic films/photographic films are required.**

Code D2950 Core Build-up including pins

Substructures are only a benefit when it is necessary to retain a cast restoration due to extensive loss of the tooth structure from caries or fracture. Core build-ups should rebuild the internal anatomy of the tooth structure, and should not be reported when the procedure only involves a filler to eliminate any undercut, box form or concave irregularity in the preparation. **Supporting documentation including a narrative, tooth identification, pre-operative periapical/bitewing radiographs are required.**

Faxback, Website Enhancements Improve Dentist Access to Patient Benefits

Dentists asked for faster, more effective delivery of vital benefit information. Delta Dental of Arizona listened!

We've improved our website and Faxback information by including NDEDIC's top 50 most requested information elements. This means that dentists will no longer need to call Customer Service to ask common benefit questions.

The Faxback service and the Dentist Connection are the most efficient and quickest means of obtaining your patients' benefit and eligibility information. In fact, our automated system faxes patient information to dental offices in less than five minutes. But don't take our word for it:

Connect to Faxback at 602.588.3982 or 866.746.1834 and try the new features for yourself!



NEW ITEMS INCLUDE

Covered procedures by a representative procedure code for 11 of 12 categories of service

An expanded Frequency, Age and other Benefit Limitations section

Required diagnostics, if applicable

Delta Dental of Arizona Expands Individual and Family Plans

In response to changes enacted by the Affordable Care Act and in an effort to keep our dental plans cost-effective while leveraging efficient customer service, Delta Dental of Arizona has expanded its Individual and Family dental plan offerings.

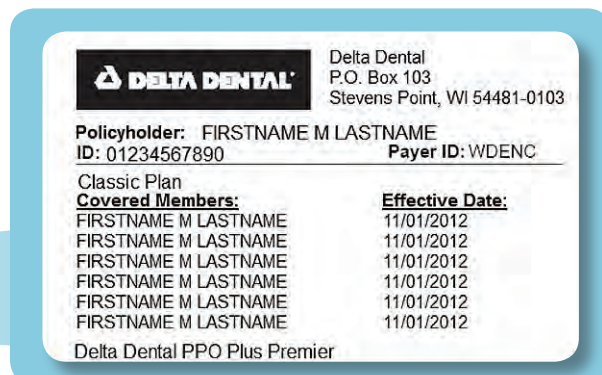
What does this mean for our participating dental offices?

While you'll continue to see patients on our legacy Individual and Family Plans, you'll also start to see patients whose benefits are provided via our new plan offerings. Covered benefits vary and claims processing and benefits verification for patients enrolled in the new Individual and Family Plans is administered by a coalition of Delta Dental member companies. Legacy plan benefits are still administered by Delta Dental of Arizona.


How do I know if patients are covered by the new Individual and Family Plan?

ID cards for legacy Individual and Family Plan members will say **"Delta Dental of Arizona."**

ID cards for the new plans offered at www.deltadentalcoversme.com will just say **"Delta Dental"** and you'll need to call 888.899.3734 for Faxback and other benefits information.



DELTA DENTAL OF ARIZONA FOUNDATION

Giving people a reason to smile 

Help Make Big Smiles Possible for Children

The Delta Dental of Arizona Foundation, a 501(c)3 non-profit organization, enjoys helping create bigger and brighter smiles for children in Arizona by funding preventive oral health programs throughout the state. We would truly appreciate your help to accomplish our mission. Currently, there are many options available for you to show your support!

deltadentalaz.com/foundation



Working Poor Tax Credit Donations

You can make a \$200 (\$400 for married couples filing jointly) tax-deductible donation to DDAZ Foundation and receive a dollar for dollar credit on your AZ state tax return. It costs you nothing and makes you smile by helping others! You can download a form from the Foundation website at deltadentalaz.com/foundation to make your donation or contact Barb Kozuh in the Foundation offices at bkozuh@deltadentalaz.com or 602-588-3935.



Birdies for Charity Pledges

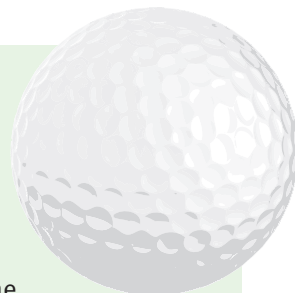
The Waste Management Phoenix Open offers golf fans a way to root for their favorite golfers and support DDAZ Foundation through the Thunderbird Charities "Birdies for Charity" program. Simply go online to birdiesforcharityaz.com and make a pledge toward the number of birdies made by PGA Tour players during the event (average is 1500). A 10 cent pledge will result in approximately a \$150 donation to the Foundation. Make sure you include DDAZF's identification number of **227** on your pledge form. Monies are collected by Thunderbird Charities and are turned over to DDPaz Foundation and matched at 10% by Thunderbird Charities to support preventive care programs throughout Arizona. Please consider making a pledge and smile!



Golf4Smiles Tournament

For the 9th consecutive year, DDAZ Foundation will hold the Golf4Smiles Golf Tournament. The 2014 outing will be held on Friday, May 16 at Grayhawk Golf Club to raise funds to support educational and preventive dental programs for underserved and uninsured children in Arizona. You can make a difference in many children's lives by participating in this event – and if you're a golfer, we guarantee you will have fun and feel good about your day away from the office.

Check the Golf4Smiles.org website for more information.





MEDICAL GAS

Airgas Puritan is offering to reduce the current expense of medical gas for a dental practice by seven percent across the board - guaranteed. Your new price will be locked in for 12 months and future increases will be capped at four percent. All costs are reduced – gas, tank rental, and delivery fees!

CELLULAR SERVICE

Obtain significant discounts of 22-24 percent on monthly cellular phone costs with AT&T and Verizon. Discounts are available to direct dental practitioners and their employees, even if you are using their service now.

OFFICE SUPPLIES

Every dental office purchases office supplies. Reduce this expense by more than 40 percent with two of the leading companies – OfficeMax and Staples. With access to hundreds of products and online ordering, overhead expense, purchase time and inconvenience can be reduced.

PAYROLL SERVICES

Calculating payroll is a time consuming process which offers many opportunities for errors. We have two of the premier service providers of payroll service – ADP and Paychex – both of which offer a 20 percent discount from standard rates. Consider the peace of mind they offer and the opportunity to focus on direct patient care!

SHIPPING

FedEx is offering steep discounts for overnight shipping (52 percent) and ground service (35 to 47 percent). Convert your existing account or open a new account. Discounts like these are normally available to only high volume shippers!

WATER DELIVERY

Nestle Waters is offering commercial water service to dental practices at a 60 percent discount! All three water products – Spring Water, Purified Water and Distilled Water – are available plus coolers. Make the highest quality water available to your patients and staff.

For more information, contact your Delta Dental representative or visit the Delta Dental website, www.deltadental.com, and **login through the dentist portal**. Select the link for Dental Office Deals at the bottom of the right hand column for more information.



\$ Dental Office DEALS

Dental Office Deals is an exclusive benefit for Delta Dental network dentists. We are excited to offer our participating dentists the opportunity to save on everyday expenses.

How to obtain more information or to ENROLL:

Visit the Delta Dental website www.deltadental.com and **login to your account through the Dentist portal on the top bar**. Select Dental Office Deals at the bottom of the right hand column. Select the REGISTER FOR FREE button on the top bar and complete the registration form. After submission, you will be given access to the Staples section to enroll for this service. If you have any questions, call 1-800-768-2715, x101 for assistance.

Applauding our Dental Health Care Heroes

On August 29th at the Camelback Inn, the Phoenix Business Journal proudly recognized the CADS Foundation Board of Trustees for their role in organizing the inaugural Arizona Dental Mission of Mission event at the Veterans Memorial Coliseum at the State Fairgrounds last December. During the two days of this charitable

event, over \$1,280,000 of donated dental care was provided to more than 1,600 individuals. The services included extractions, fillings, root canals, partial dentures and hygiene procedures. Thanks to the 1,500 volunteers that generously gave of their time and expertise to care for the less fortunate in Maricopa County.



Sign Up For Direct Deposit

Faster access to claims payments

Stop stressing about mail delays or getting to the bank before 5 p.m. With direct deposit, you'll know exactly when payments from Delta Dental of Arizona are deposited into your bank account.

Improved Explanations of Payment

Direct deposit participants can access their EOPs online and can sort information a variety of ways.

Reduced risk of theft or fraud

Arizona ranks first in mail theft and surveys show that 35% of your colleagues have been the victims of embezzling. Direct deposit provides greater protection from mail theft or embezzlement.

Is your dental office participating in the Direct Deposit Program? If not, you're missing out on a variety of benefits.

Cindy is the office manager for Dr. Rubin in Tucson, a participating dental office that has participated in our Direct Deposit Program for years.

"We've tried other insurance companies' direct deposit, but they couldn't compare to Delta Dental of Arizona's, so it's the only one we use. We love it and would never change!"

To sign up your dental office on direct deposit, log in to the Dentist Connection and complete the direct deposit authorization form.

Questions? Call 866.746.1834, select option 5.

Reminder: Contracting and Credentialing

Every dentist must be contracted at every location where he/she works. If you work at multiple locations, you must be contracted with Delta Dental at each individual office location. Dentists working under the same corporate or tax identification number must all be participating with Delta Dental. This also applies to the dentists with a PPO contract. Establishing an additional business record for every practice with Delta Dental ensures that payments are issued and mailed to the proper office.

To add a dentist to an existing practice, change tax ID information or to add a

new additional location, it is necessary to complete a new dentist agreement and the following information must be included: the IRS EIN confirmation page, documentation of current malpractice insurance with minimum limits of \$1 million / \$3 million and NPI documents. This form is available from Professional Relations or from our website, www.deltadentalaz.com, in the Dentist Connection's Forms & Documents section.

Contracts must be filed with Delta Dental 30 business days prior to their implementation in the office. This 30-day period is required so that Delta

Dental can create and complete the necessary records and due diligence process. Services rendered before this process is completed will result in claims paid at a non-participating rate, and the payments will be sent to the member (patient). This is considered non-compliance of your provider agreement. All Delta Dental members are guaranteed that when they visit a participating office, they are being treated by a contracted provider thus providing them their plan benefit.

TOP OF THE LIST

Groups acquired
since May 2013 with
75+ employees

1

**Chicanos Por La
Causa, Inc.**

488 Employees

Location: Phoenix
Plan: PPO

2

**Sunnyside Unified
School District #12**

455 Employees

Location: Tucson
Plan: PPO plus Premier

3

CFE Management Group

301 Employees

Location: Chandler
Plan: PPO plus Premier

4

AzMT - City of El Mirage

143 Employees

Location: Kingman
Plan: PPO plus Premier

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BLOG

deltadentalazblog.com

Dentist Direct Phone Numbers

Toll free: 866-746-1834 | Local: 602-588-3982

press **1**

Fax back of eligibility & benefit information

press **2**

Automated claim information

press **5**

Professional Relations - DDS contracts/appeals

press **6**

Customer Service - Claims status/benefits/eligibility