

First Impressions

Delta Dental of Arizona Provider Newsletter

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Q&A Dr. Kirk Robertson

Round the Mountain Pediatric Dentistry in Flagstaff

Q: Do you floss and brush as much as you recommend?
Yes, I do!

Q: Electric or manual toothbrush?
Electric.

Q: Which celebrity has the best smile?
Kurt Warner.

Q: Did you always want to be a dentist?
I considered becoming a fighter pilot, but I was too big to fit in those small planes. I also wanted to be an emergency room doctor or a professor at Arizona State University, my alma mater. However, inspiration from some dentists in my life steered me toward the dental field.

Q: What is the best dental advice you've ever received?
"Do what you can to make a difference and the rest will follow." That advice was given to me by Dr. Turnbull, my mentor.

Q: At what age should a child see the dentist and why?
By age 1, a child should see the dentist.

About five years ago, our office participated in a grant-funded program with Head Start for a teledentistry program. The goal of the program was to create a dental home for young children enrolled in Head Start. That's when we realized that many patients were traveling from the White Mountains, along the Mogollon Rim from Pinetop to Show Low, to our office for dental care.

Since we began seeing AHCCCS-eligible children and have been able to treat them consistently and closer to their home, we've seen a significant improvement in these children's oral



health. The model Head Start uses of getting children into the dentist early and involving the parents in regular oral health instruction and education has reduced the number of children with significant decay and created a pattern of regular dental care for the families.

Q: How has your work with the teledentistry program affected your practice?
We recently opened a bricks-and-mortar office in Show Low as a result of the patient base we've built up over the

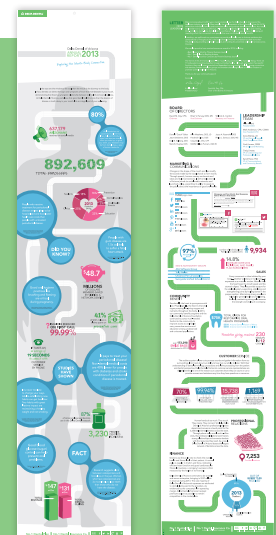
last few years. Establishing a dental home where parents and children feel welcome is critical to increasing access to care and coordinating dental care, but recruiting pediatric dentists to rural areas is still a challenge despite the need and demand.

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

2013 ANNUAL REPORT: Exploring the Mouth-Body Connection

As Arizona's oral health experts, we're passionate about the relationship between oral health and overall health. Our annual report explores this concept while highlighting Delta Dental's success in 2013.

Visit www.deltadentalaz.com/annualreport2013 to download a copy of Delta Dental of Arizona's 2013 Annual Report today.





CEO's CORNER

DDAZ Increasing Select PPO and Specialty Fees

Over the last few months, Delta Dental of Arizona staff has received feedback from participating dentists, analyzed the prevailing market conditions and examined our competitive position regarding fee schedules. As a result, we're implementing targeted increases to select PPO network and specialty fees, effective January 1, 2015. Updated fee schedules will be available via the Dentist Connection after December 29, 2014.

These increases to reimbursement are always a balance among the requests of our participating dentists, today's economic realities and the competitive forces that determine the sustainability and success of Delta Dental of Arizona. We evaluate and adjust the fee schedules on an annual basis and will continue to do so in the future.

Additionally, we are excited to announce that several large, local companies purchasing dental benefits through the Aon Active Health Exchange have selected Delta Dental of Arizona plans as an option for their employees. Open enrollment is still underway, but you should start seeing Delta Dental patients from Swift Transportation Corp. and Apollo Education Group Inc. starting January 1, 2015.

Regards,

R. Allan Allford
President/CEO

Claims Processing for City of Mesa Patients

We are excited to announce that the City of Mesa has chosen Delta Dental of Arizona to administer the benefits for its employee dental plan. Beginning January 1, 2015, all City of Mesa claims will be paid using Delta Dental's network and processing policies. The employees' dental plan design and benefits will remain the same as in previous years.

Beginning December 12, 2014, the City of Mesa will direct all claims to Delta Dental for processing. For faster service, dental offices are encouraged to submit all City of Mesa patient claims to Delta Dental as of this date.

On January 1, 2015, Delta Dental will begin to process claims for the 2015 plan year, as well those claims incurred during the 2014 plan year that have not yet been processed and paid by the City of Mesa. Claims processed by Delta Dental for both the 2014 and 2015 plan year are subject to Delta Dental's terms, conditions and reimbursement determination as

shown on the Explanation of Payment (EOP).

To provide a greater continuity of care during the transition of administrative functions from the City of Mesa to Delta Dental, all claims processed for dates of service in 2014 will be paid using the Premier MRA. Claims with 2015 dates of service will be paid using the PPO fee schedule or Premier MRA, depending on the participating provider's network status.

We look forward to serving the dental benefit needs of the City of Mesa enrollees. For questions regarding the City of Mesa's dental benefits administration and claims payment, please call the Delta Dental customer service team at 602.588.3982.



REMINDER: Check the OIG Exclusions List Annually

If a dentist is on the Office of Inspector General (OIG) List of Excluded Individuals/Entities, he/she cannot be paid for services through a federal or state dental program like Medicare or Medicaid. As a result, Delta Dental does not contract with dentists on the OIG exclusion list.

To avoid potential contracting or patient eligibility issues, it is recommended to check the OIG exclusion list for all new dentists in your practice and at least once a year thereafter to ensure they are not included on the list.

For more information about the OIG exclusion list or to search the database, visit <http://oig.hhs.gov/exclusions>.

Your donation makes a difference: Give to the DDAZ Foundation today!

Did you know that Arizona allows tax payers to donate to charitable tax credit programs and school tax credit programs each year? Donate to the Delta Dental of Arizona Foundation and receive a dollar-for-dollar credit on your taxes! If you're filing as "single" and "head of household," you can claim a credit of up to \$200. If you're filing as "married filing joint," you can claim a maximum credit of \$400.

Plus, 100% of your donation to the Delta Dental of Arizona Foundation goes directly to oral health programs across the state. The Foundation doesn't spend a single penny on administrative costs.

Donate online at www.deltadentalaz.com/foundation/wp-tax-credit.asp. Questions? Call Barb Kozuh at 602.588.3935.

WHAT YOUR \$400 DONATION CAN DO



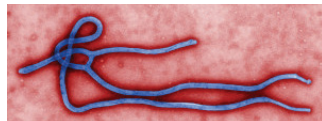
320
Families receive toothbrushes, toothpaste and floss



40
Children can have fluoride varnish applied to their teeth to prevent and stop tooth decay



8
Uninsured students can receive dental screenings and sealant on their back teeth to protect from decay



IS EBOLA A CONCERN FOR DENTISTS AND THEIR STAFF?

Dental professionals may be at risk for Ebola because the disease is spread through human secretions, which includes saliva. There are no reported cases of Ebola transmission in dental settings and due to the lethal nature of the disease it is unlikely that someone with Ebola symptoms will seek dental care. However, it is crucial that dental professionals are knowledgeable about the disease and stay up-to-date with infection control protocol.

The American Dental Association (ADA) recommends that dental professionals take a medical history, including a travel history, from patients with symptoms in which a viral infection is suspected. Any person within 21 days of returning from the West African countries (Liberia, Sierra Leone and Guinea) may be at risk of Ebola and may not show symptoms. For this reason, dental professionals are advised to delay routine dental care until the patient has been in the U.S. for more than 21 days.

For more information and resources, visit <http://wp.me/p3ejL1-us>

Special Limitations for Some Individual & Family Plans

Guided by the requirements of the Affordable Care Act (ACA), many of Delta Dental's Individual & Family Plans include special limitations and requirements that are not part of a standard employer-based plan.

Before you provide treatment, you'll want to verify the patient's benefits and eligibility via the Faxback service. Just call 888.899.3734 to determine if your patient's plan has special limitations and requirements.

Examples include:

- A predetermination of benefits is required for medically necessary orthodontic services and surgical removal of impacted third molars. A predetermination of benefits is also recommended for crowns, fixed bridgework, implants and partial or complete dentures.
- Delta Dental will pay the fee for the least expensive procedure that will restore the tooth or dental arch to contour and function, but only if the procedure is a covered benefit. If a more expensive treatment is chosen, the patient must pay the remainder of the cost and it will not apply to the patient's out-of-pocket maximum. In both cases, the coinsurance and deductible will apply.

Delta Dental of Arizona's Exchange-certified Individual & Family plans are sold through www.healthcare.gov and www.deltadentalcoversme.com.

Gagging at the Dentist's Office

Do you have patients that gag in the dentist chair? There's a chance they may be anxious or afraid.

The authors of "Gagging and Its Associations With Dental Care-Related Fear, Fear of Pain and Beliefs About Treatment" surveyed participants and concluded that patients who have a higher frequency of gagging problems during a dental visit are more likely to experience higher levels of dental care-related fear and fear of pain, as well as to have more negative beliefs about dental professionals and dental treatment.

The authors recommend that dentists assess their patients' likelihood of gagging, address their fears and anxieties and provide anxiety-relieving tips to calm their patients before dental treatment. The authors reported that some dentists encourage patients to breathe slowly and rhythmically through their noses while others encourage patients to lift their legs or wiggle their toes to distract themselves during the procedure.

Read the full article in the May issue of The Journal of the American Dental Association.

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BLOG

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Dentist Direct Phone Numbers

Toll free: 866.746.1834 | Local: 602.588.3982

press 1

Faxback of eligibility & benefit information

press 2

Automated claim information

press 5

Professional Relations - DDS contracts/appeals

press 6

Customer Service - Claims status/benefits/eligibility



Delta Dental of Arizona
5656 W. Talavi Blvd.
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TOP OF THE LIST

Groups acquired since
August 2014 with
75+ employees

1 **Intralign Health, LLC**
198 Employees
Location: Scottsdale
Plan: PPO plus Premier

2 **Colorado Medical Center**
162 Employees
Location: Winslow
Plan: PPO plus Premier

3 **Massage Envy Franchising, LLC**
93 Employees
Location: Scottsdale
Plan: PPO

Delta Dental of Arizona Blog

ORAL HEALTH RESOURCES FOR YOUR PATIENTS



deltadentalazblog.com