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## DENTIST SPOTLIGHT:

**Q&A with Dr. Sharon Lister**  
Sharon E. Lister DDS in Tucson

**Q: Do you brush and floss as much as recommended?**

**A:** I brush and floss more than I recommend.

**Q: Which celebrity has the best smile?**

**A:** Halle Berry.

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

**A:** Stop brushing your teeth so hard! Harder is not smarter.

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

**A:** The support! Delta Dental provides in-house training support at no charge to the provider and it can be utilized as often as necessary.

**Q: What three things can people do to ensure a healthy and beautiful smile?**

**A:** Brush your teeth, develop good eating habits and try to cut back on sugary drinks. If you are indulging in sugary drinks, make sure to brush and floss afterward.

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).

## REMINDER: PRACTICE CHANGES MAY AFFECT CONTRACTING AND CREDENTIALING

Recently add or remove a dentist from a location? Change your tax ID information? Expand the practice? These are just a few reasons you may have to update or re-file your contract and credentialing paperwork with DDAZ.

Here are 5 more things to know about DDAZ credentialing policies:

1. Every dentist must be contracted at each participating location he/she works. If a dentist works at multiple locations, he/she must be contracted with DDAZ at each address.
2. All dentists working under the same corporate or tax identification number must be contracted as a participating provider with DDAZ.
3. All dentists at each participating location must have the same network status. This means that all dentists must be certified as exclusive providers or be contracted as PPO/Premier providers.
4. To add a dentist to an existing location, change tax ID information or to add a new location, a new participating provider agreement must be filed.
5. Participating provider agreements must be filed with DDAZ at least 30 business days before the dentist begins treating or seeing patients. Failure to file the contract 30 days prior to providing services may result in the claim(s) being processed as a non-participating provider. If this happens, the check(s) may be sent to the patient.

These policies help ensure that your Delta Dental patients receive their contracted benefits. By requiring all dentists at each office to (1) have a signed participating provider agreement on file and (2) have the same network status, we can guarantee subscribers that they will be treated by a Delta Dental dentist.

Questions? Call the Professional Relations team at 866.746.1834, option 5.



## CEO's CORNER

Defining and Measuring  
Quality Care in Dentistry

As the state's top dental benefits carrier, we know there is a strong relationship between quality dentistry and quality benefits management. As national healthcare expenditures continue to rise, the need to accurately assess quality and efficiency of care has become more meaningful. Those that pay for health benefits—namely employers and consumers—will continue to drive accountability through measurement.

Over the last decade or so, it's become standard to measure the quality of medical care and use those measurements to promote improvements in the delivery of care. For a variety of reasons, it's taken longer for this discussion to reach the dental community. But it's one I'm hearing more frequently, from dentists and industry leaders, as multiple reports have pointed to a lack of quality measures as a barrier to improving oral health and reducing oral health disparities.

We're making great strides: Major stakeholders in dentistry, including Delta Dental, are working together through the Dental Quality Alliance (DQA) to discuss and develop performance measures of oral health care. Among the DQA's most recent successes is the acceptance of five clinical quality measures by the National Quality Measures Clearinghouse. These quality measures cover topical fluoride applications, sealants, comprehensive oral evaluation and receipt of at least one dental service during a year for various age groups up to 21 years old.

For more information or to join the conversation, visit the DQA website at [ada.org/en/science-research/dental-quality-alliance](http://ada.org/en/science-research/dental-quality-alliance).

Warmest Regards,

R. Allan Allford  
President & CEO

## OFFICE MANAGERS: WORK SMARTER, NOT HARDER AND FILL OPEN APPOINTMENTS WITH EVERSEAT

Discover Everseat, a tool that boosts profits by reducing the number of unfilled appointments in your schedule while shortening the amount of time your staff spends attempting to fill openings.

Everseat can help your practice:

- **Boost revenue** – Reduce the number of unfilled appointments in your schedule
- **Drive efficiency** – Shorten the amount of time staff spends attempting to fill openings
- **Automate scheduling** – Directly integrate with Dentrix G6 to update the practice schedule
- **Improve patient-centered care** – Provides patients with a seamless booking experience by granting greater access to the appointments they need on their own time
- **Increase focus** – Let staff focus all attention on their patients in the practice

Here's what Amber, an office manager for Schmidtke Dental in Tucson, had to say about her experience with Everseat:

"I was skeptical when I first signed up for Everseat to take the place of my then very efficient, but time-consuming cancellation policy. After the first month of using the app, I was no longer taking precious time from my daily activities to make phone calls to a list of patients who wouldn't answer the phone and most often wouldn't return the call. Everseat has cleared up so much of my time, which has allowed me to keep up on other aspects of running the front office. It's so easy to use and now with the computer-friendly version, all of our patients have the capability to claim an open appointment. I'll never go back to the dial-to-fill cancellation policy!"

Visit [everseat.com/deltadentalaz](http://everseat.com/deltadentalaz) to learn more and to schedule a demo today.



## 2017 CDT Code Changes

The Code on Dental Procedures and Nomenclature (commonly known as CDT) is updated annually to reflect changes in dental procedures accepted by the dental community. The 2017 version of the CDT incorporates a significant number of procedure code changes with 11 new codes, 44 revised codes and 1 deleted code.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the Code. To order a copy, call 800.947.4746, or visit [adacatalog.org](http://adacatalog.org). You can also purchase the CDT Code Check 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.

## Guide to Reporting D4346

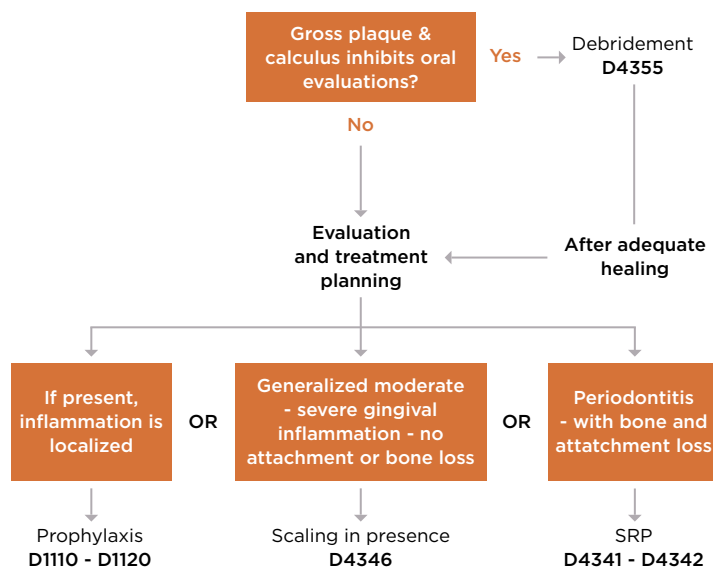
One of 11 new CDT codes for 2017 is *D4346: Scaling in presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation*.

### What is it?

The removal of plaque, calculus and stains from supra- and sub-gingival tooth surfaces when there is generalized moderate or severe gingival inflammation in the absence of periodontitis. It is indicated for patients who have swollen, inflamed gingiva, generalized suprabony pockets, and moderate to severe bleeding on probing. Should not be reported in conjunction with prophylaxis, scaling and root planing, or debridement procedures.

### When should it be used?

The American Dental Association has created a guide to reporting D4346, which includes this helpful diagram:



For the full guide, visit <https://goo.gl/824W5Q>. CDT Code D4346 is effective January 1, 2017.

## Clarification on 2017 Sedation Code Changes

Effective January 1, 2017, there will be an update to the amount of sedation benefitted in conjunction with three surgical extractions. Up to 45 minutes—or three units of D9223 or D9243—will be allowed when billed on the same date of service with three surgical extractions.

Number of Surgical Extractions	Benefit sedation units (D9223 <u>or</u> D9243)
1	2
2	2
3	3
4 or more	4

There is no sedation benefit for simple extractions or implants. On an appeal basis, DDAZ's dental consultant may allow additional units of sedation if the report supports doing so.

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BLOG

deltadentalazblog.com

## 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



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### IMAGE GENTLY DURING CHILDREN'S DENTAL PROCEDURES

The Alliance for Radiation Safety in Pediatric Imaging has issued 6 tips for using radiography during pediatric dental procedures:

- Select X-rays based on the individual's needs, not merely as a routine
- Use the fastest image receptor possible: E- or F-speed film or digital sensors
- Collimate the beam to the area of interest
- Always use thyroid collars
- Child-size the exposure time
- Use cone-beam CT only when necessary

For more information, visit [imagegently.org](http://imagegently.org).

## TOP OF THE LIST

Groups acquired since  
June 2016 with 75+ employees

#### Maricopa Unified School District

**241 employees**

Location: Maricopa  
Plan: PPO plus Premier

#### Navajo County Schools Employee Benefit Trust

**632 employees**

Location: Sun Lakes  
Plan: PPO plus Premier

#### Horizon Health and Wellness

**401 employees**

Location: Apache Junction  
Plan: PPO plus Premier

#### Pendergast School District (VSEBT)

**759 employees**

Location: Phoenix  
Plan: PPO

#### Agua Fria Unified High School District (VSEBT)

**419 employees**

Location: Avondale  
Plan: PPO

#### Basis Educational Group LLC

**1289 employees**

Location: Scottsdale  
Plan: PPO plus Premier

#### Symbius Medical

**79 employees**

Location: Phoenix  
Plan: PPO