



FIRST IMPRESSIONS

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

Delta Dental of Arizona
FALL 2018



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

Q&A with Dr. Sheila Naik of Desert Sky Dentistry LLC-Glendale

- Q:** What is the best thing about being a Delta Dental dentist?
A: I love my representative, Keisher Strickland.
- Q:** Any funny stories from the dental chair?
A: An anesthetized patient was laughing continuously. I was concerned at first, until I realized the movie, "The Office" was playing on the ceiling TV!
- Q:** November is National Diabetes Month. Are there any special oral health concerns diabetics should be aware of?
A: Yes, they should be more diligent with at home care. I would also suggest having their cleaning schedule more frequently due to the link between diabetes and periodontal disease.

GET PAID FASTER & AVOID CLAIMS RETURNS

New and Improved Instructions to Download!

Recently we faxed all provider offices instructions for correctly filling out claims forms. The fax version was tougher to read because it had to be black & white and crammed on just a few pages. We've revamped the now easier-to-read instructions in PDF format. You can download the PDF from the 3rd tab of the Dentist Connection home page (as seen in the photo). We've had great feedback about it being helpful, so **check it out!**



Avoid Return Of Claims For Inaccuracies

Due to national data accuracy and privacy standards, Delta Dental of Arizona will no longer correct incomplete or inaccurate paper claims. Instead, all inaccurate or incomplete submissions will be returned and will not be processed until corrected. Electronic claims are already being sent back to your clearing house for corrections. To avoid delays in processing and payment, please ensure that everyone in your practice is provided with a copy and keep these step-by-step instructions as a check-list for completion.

1 2 3 4

QUICKLINKS

- Dentist Connection
- GDT Code Lookup
- Dentist Resources
- Fee Schedule Request
- Forms & Documents

The Foundation
Promoting dental care for those

Delta Dental of AZ Blog
News & tips to keep your smile

Customer Service
We're here to help.

FIRST OFFICE MANAGER FOCUS GROUP A SUCCESS!

Our first Office Manager Focus Group was fast-moving and covered a wide variety of topics to help us work better with you and your office. For example, we learned that you prefer info (such as how to sign up for electronic funding and payments) usually explained through our First Impressions newsletter. In response, we've dedicated our center spread to explaining the advantages of electronic funding and payments, providing step-by-step instructions and sharing testimonials from peers who've made the switch.

To join us for our next session on November 9, email communications@deltadentalaz.com, with your name, office or dentist name, contact phone number and email address. We'll contact those interested with the scheduled time. Breakfast or lunch will be provided at our office, located at 5656 W. Talavi Blvd., Glendale, AZ 85306.

JOIN US FOR THE NEXT SESSION,
FRIDAY, NOVEMBER 9TH



CEO's CORNER

Delta Dental of AZ Adopting the Latest Technologies Improving Efficiencies and Speeding Your Payments

Every day our smart phones provide us with effective, time-saving capabilities that make our lives a little simpler. However, each time we purchase a new phone or laptop, or download new software, there's always a learning curve that slows us down a bit before we pick up the pace. Once we have the hang of it though, we can't imagine life without these new technologies.

At Delta Dental of Arizona, we're evaluating and adopting the latest technological advancements to improve efficiencies, speed processes and reduce costs for your team and ours. In this month's For Your Practice section we've focused on the advantages your office can realize by utilizing electronic funds transfer (EFT) or direct deposit services, and electronic remittance advice (ERA) also known as claims payments.

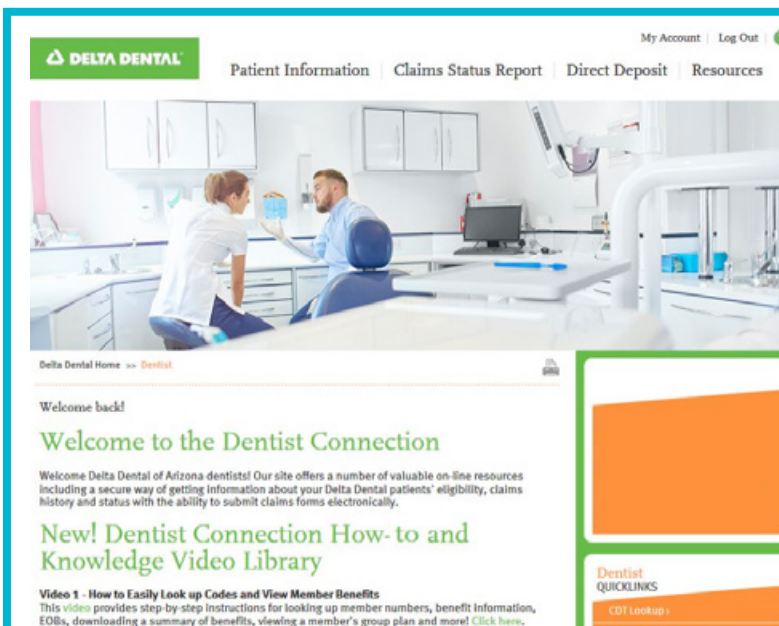
According to the Council for Affordable Quality Healthcare, Inc. (CAQH) Index on industry adoption, the dental industry is slow to adopt new technologies, and the report states that acceptance of ERA/EFT efficiencies is no exception. Just 6.4% of dental offices have adopted ERA/EFT, whereas 61.4% of health plans have made the switch. Changing processes in a practice can take some time (much like learning what's new on the latest iPhone) but moving to EFT/ERA is far easier than you likely have imagined. You don't have to just take my word, check out the testimonials from your peers that have already sped up their claims processing and payments performance, then be sure to sign up for EFT/ERA. You'll be glad you did!

Warmest Regards,

R. Allan Allford
President & CEO

"We subscribe to the local Direct Deposit we love the quick payment turnaround as well as the quick communication. We will continue to use this service. Thank you Delta Dental of Arizona for the Direct Deposit option it is phenomenal!"

- Office Manager Mayra Guzman with Dr. Robert Demarco and Dr. Enrique Wismann's office



NEW!

HOW-TO VIDEOS TO HELP TRAIN NEW OFFICE STAFF (OR REFRESH YOUR MEMORY)

This video provides step-by-step instructions for looking up member numbers, benefit information, EOBs, downloading a summary of benefits, viewing a member's group plan and more! You'll find the links to the videos on the first page of the Dentist Connection after logging in.

HOW TO SUBMIT THE FINAL PRE-D FORM

RATHER THAN FILLING IN DATE OF SERVICE ON THE PRE-TREATMENT ESTIMATE FORM

While the process for submissions of new Pre-Determinations (Pre-Ds) has not changed, we are implementing a change to the way we process claim submissions for services provided on Pre-D's. Rather than filling in the date of service on the pre-treatment estimate form we send you, **our process now requires the submission of a new claim form after the treatment has been performed.** It must list the treatment performed, date of service and Pre-D number that you receive from us on the pre-treatment estimate. Please begin using this process immediately.

Once you've completed the treatment, in box 1 of the new claims form select, "Statement of Actual Services."

Box 2, enter the claim number from the pre-treatment estimate you received.

ADA American Dental Association® Dental Claim Form

HEADER INFORMATION

1. Type of Transaction (Mark all applicable boxes)

Statement of Actual Services Request for Predetermination/Preauthorization

EPSDT / Title XIX

2. Predetermination/Preauthorization Number

Insert claim number listed on Explanation of Payment (Example 1-8111-000-00)

Explanation of Payment

TH	SURF	Service Date	Proc. Code	Procedure Description	Submit Amt	Fee Adjust	Approved Amt	Allowed Amt	Deduct Applied	% Co-Pay	Patient Payment	Delta Dental Payment	Ref. Code
	UL		4341	ROOT PLANE	289.00	66.00	223.00	223.00	0.00	100	0.00	223.00	254
	LI		4341	ROOT PLANE	289.00	66.00	223.00	223.00	0.00	100	0.00	223.00	254
	UR		4341	ROOT PLANE	289.00	66.00	223.00	223.00	0.00	100	0.00	223.00	254
	LR		4341	ROOT PLANE	289.00	66.00	223.00	223.00	0.00	100	0.00	223.00	254
TOTALS					1,156.00	264.00	892.00	892.00	0.00		0.00	892.00	

Dentist: **DENTIST NAME**
 Network: Delta Dental Premier

Other Carrier Payment: 0.00
 Membership Fee: .00
 Net Amount: 0.00

Once you've added the claim number to the new claim form, ensure that the rest of the form is complete and accurate before submission.

DEVOTED TO ORAL HEALTH

Looking for a way to keep your practice in the minds of your patients? Z-dental will brand electric toothbrushes with your practice name and phone number featured prominently on the brush handle.

When you participate in Z-dental's Devoted program you'll be able to offer a branded toothbrush at a half-price discount to your patients. They'll pay \$99 for the brush, and, you'll be able to provide brand new brush heads to your patient every six months for free, for life! For more information on the Devoted program, visit <https://zdental.com>.



IMPORTANT INFORMATION REGARDING THE TRICARE RETIREE DENTAL PROGRAM (TRDP)

If you hold a contract with the TRICARE or LEGION Retiree Dental Program, you should have received a letter regarding changes that are being made to the TRICARE Program.

On December 31, 2018, the TRDP contract and dental benefits under the current Department of Defense program will end. However, dental coverage for TRDP retirees and their family members will be offered under the Federal Employees Dental and Vision Insurance Program (FEDVIP). This means that your TRDP patients will need to select a new FEDVIP plan during the 2018 FEDVIP Open Season between November 12, 2018 and December 10, 2018, for coverage effective January 1, 2019.



If you have any questions or concerns regarding your contract and want more information, please visit us at TRDP.org/dentists or send us your questions via an email to FSPS@delta.org. Your patients can find more information at TRICARE.benefeds.com. These plans are administered through Delta Dental of California.



FOR YOUR PRACTICE

SAVE TIME AND MONEY

GO PAPERLESS WITH EFT/ERA

An electronic funds transfer (EFT) is the immediate transfer of money from one bank account to another using computer-based systems. Dentists who sign up for EFT with Delta Dental of Arizona do not wait for checks to arrive in the office mail, nor do they wait for staff members to deposit the checks in the bank. Instead, the payments immediately move from Delta Dental's account directly into the dentist's account. Due to the electronic tracking mechanisms, those who use EFT also spend much less time reconciling accounts. Research shows both processes save time and money for dentists who choose to go paperless.

HOW MUCH CAN BE SAVED?

By leveraging the health-care electronic funds transfer (EFT) standard via Automated Clearing House (ACH) for both claims payments and electronic remittance advice (ERA) a dental practice can save \$36,000 per year on average according to the Council for Affordable Quality Healthcare (CAQH), a non-profit collaborative alliance of the nation's leading health plans and networks. The CAQH index report measures adoption, costs and provider labor time associated with administrative transactions between health plans and providers. The most recent report (2017) states that the dental industry lags behind the medical sector in the adoption of all five automated processes that CAQH tracks. It goes on to say that claim status inquiry, payment and remittance advice

"I love Direct Deposit (or EFT) Thanks Delta Dental! It's a win-win, less work for the staff and faster turnaround for payments for the office. I would highly recommended switching over to EFT. It's faster, easier and a smart way of managing your time."

- Dr. Gopi Kapadia, DDS, EspDental

for dental plans and providers all had lower levels of fully electronic adoption than medical. These include verifying a patient's insurance coverage, sending and receiving payment, inquiring about the status of a claim and obtaining prior authorization for care.

The report states that an estimated 1.2 billion transactions were conducted between dental health plans and providers during 2017. It estimates that if dental providers adopted all five automated processes, providers and dental plans would save nearly \$2 billion annually. Remittance advice transactions and eligibility and benefit verifications provide the largest savings opportunities for dental plans and providers (over \$1.1 billion), according to the report.

PROS OF GOING PAPERLESS

- Improves cash flow, as funds are deposited directly to your checking account
- Receive payment more quickly
- Staff able to focus more upon patients rather than paperwork
- Reduced potential for lost checks or fraud
- Update patient accounts more quickly and accurately, collecting patient payments closer to time of service.

RECOMMENDATIONS FOR SETTING UP A PAPERLESS OFFICE

When setting up EFT payments, ask insurance companies how they'll notify you of deposits. Some are emailed, some EOBs are received by mail, and some companies don't send notifications. Delta Dental of Arizona notifies providers of deposits via email.

Keep track of which payments are made by check and those paid by EFT. In most software systems there's an option to mark as an EFT payment. If that's not an option, set up a separate payment type for EFT payments, for example, "Delta Dental AZ EFT payment."

Better yet, set up a separate EFT account connected to the practice's primary account so that funds can be easily transferred over when received. The practice owner can then print the deposits for this second account for the administrative team to balance against on a regular basis.



GETTING STARTED IS EASY — YOU WON'T EVEN NEED TO LOGIN!

- 1 Visit www.deltadentalaz.com
- 2 Select “I am a Dentist”
- 3 Click on **Forms and Documents**
- 4 Select the **Electronic Funds Transfer/Direct Deposit fillable form**, fill it out, print and sign it
- 5 Submit your completed form, voided check or bank letter either by mail, fax or email:

Mail: Delta Dental of Arizona
Professional Relations Department
5656 W. Talavi Blvd.
Glendale, AZ 85306

Fax: 602.588.3910

Email: prelations@deltadentalaz.com

SELECT LOCAL OR NATIONAL

When you fill out the form you'll be asked if you prefer to opt-in at the local level, and if you select this option you can access directly through the Delta Dental of Arizona website.

NATIONAL SIGN-UP PROVIDES ACCESS TO ALL PAYEES AT ONCE!

If you sign up for Delta Dental's National EFT and ERA solution through DentalXchange, it is designed to offer single enrollment for all Delta Dental member companies so that you do not have to enroll with each member company separately. By choosing this option, you'll also have access to ALL Payees!

Once enrolled with your local member company, ALL of your payments will be directly deposited into the designated bank account for claims submitted to any Delta Dental member company. The ERA will be available online via DentalXchange from the deltadentalaz.com portal. After you log in, you'll be able to view the ERA online, print it and/or download it into your local systems.

If you would like more information regarding the local or national EFT/ERA options, please email the **Provider Relations Department** at prelation@deltadentalaz.com.

Delta Dental does not pay via credit cards as most insurance companies do because we don't believe you should have to pay credit card fees to receive your reimbursements.



WANT TO LEARN MORE ABOUT IMPLEMENTING EFT/ERA? VISIT THE ADA SITE FOR AN EFT/ERA CHECKLIST & WEBINAR

Visit <https://success.ada.org/en/dental-benefits/electronic-funds-transfer-payments-eft-implementation-checklist> or use this shortcut to the link <https://bit.ly/2N8Zd1g> to download the ADA checklist, which guides you through:

- Completing Your Research
- Preparing Your Implementation Plan
- Implementing Your Plan
- Deciding When to Implement EFT with Other Payers
- Determining When to Take the Next Step – Electronic Remittance Advice (ERA) Implementation

In addition, learn more about how EFTs work and how they help dental offices visit https://success.ada.org/en/dental-benefits/-/link.aspx?_id=3Cvv4CE9D744574643B840CD015CFBC701&_z=z or use this link shortcut <https://bit.ly/2x4Fu8X>.

1. Holland, P. Improve the value of your practice through back-office automation, DentistryIQ website. <https://www.dentistryiq.com/articles/apex360/2017/12/improve-the-value-of-your-practice-through-back-office-automation>. Published December 21, 2017. Accessed September 7, 2018.
2. 2017 CAQH Index. CAQH website. <https://www.caqh.org/sites/default/files/explorations/index/report/2017-caqh-index-report.pdf> Published 2018. Accessed September 7, 2018.
Arizona Dental Insurance Service, Inc. dba Delta Dental of Arizona. DDAZ-0206-rev0518



REMINDER

PATIENTS CANNOT BE BILLED FOR LASER TREATMENT

Delta Dental of Arizona provides benefits based on the procedure code for the treatment performed, not the technology or technique used to perform the procedure. For example, if a gingivectomy is performed using a laser or a scalpel, the procedure code is the same: 4211. This means that dentists cannot file a separate fee for laser treatment, or bill the patient for laser treatment. This policy is based on the ADA's CDT Dental Codes, which defines the laser as an instrument or tool.

Benefits are based on the procedure code for the treatment performed, NOT the technology or technique used to perform the procedure.

DELTA DENTAL OF ARIZONA CONTINUES ANNUAL AZMOM FUNDING



\$25K ALSO SLATED TO KICK-OFF FLAGSTAFF EVENT

In 2012, Delta Dental of Arizona provided a \$100,000 grant to help launch AZMOM. We are proud to say we've continued our support of the Central Arizona Dental Society Foundation and its Dental Mission of Mercy (AZMOM) ever since, funding \$261,500 in grants and in-kind benefits, as well as hundreds of man-hours donated to this point. In addition, we are providing \$25,000 for the December 2018 event, and an additional \$25,000 in 2019 for the new Mission of Mercy event in Flagstaff in June, 2019. We are thrilled that AZMOM will have an event in Flagstaff for the first time, to address the oral health needs of Arizonans living outside the Phoenix area.

HELP PATIENTS COPE WITH DENTAL ANXIETY

Delta Dental of Arizona is partnering with 16 member companies to launch a social media campaign to help people with dental anxiety overcome their fear. The campaign launches on Delta Dental of Arizona's Facebook, Twitter and Pinterest pages in mid-October and will run until mid-December. It will include videos, blog posts and tips for patients on talking to their dentist about their concerns and learning more about accommodations dental offices can make. Help us get the word out by sharing Delta Dental of Arizona's posts on your practice's Facebook or Twitter!

Plus, we're gathering a list of dental offices skilled at helping patients with dental anxiety. If your office makes special accommodations to comfort fearful patients, we want to know! Email marketing@deltadentalaz.com with the practice name, a description of the accommodations you make and the best person to contact for follow-up.



EL RIO HEALTH'S PEDIATRIC DENTAL INTEGRATION PROGRAM

El Rio Community Health Centers in Tucson, known as El Rio Health, recognized the need for their patients to understand that good oral health is important to overall health. Many of their adult patients were neglecting their mouths, while many children had rampant caries. El Rio wanted to address this issue by educating the children how to prevent caries and demonstrating that oral health is connected to whole body health.

In 2010, El Rio Health received a grant from Delta Dental of Arizona Foundation to begin an oral health outreach program to provide screenings, fluoride varnish treatments and education to children during community events. Over the last nine years, the program has evolved into a true medical-dental integration project.

History of Pediatric Dental Integration Program

- **Phase 1 (2010-2013):** Registered dental hygienists provide dental screenings, fluoride varnish, and oral health education at community events
- **Phase 2 (2014-2017):** Kiosks in pediatric medical waiting rooms staffed by hygienists providing dental screenings, varnish, and education to all children under 18 with signed parent permission
- **Phase 3 (2018 -):** All pediatric well visits at three clinics incorporate dental screening, fluoride varnish and education by a dentist or registered dental hygienist, which becomes part of the patient's permanent medical record



Dr. Aaron Duff, a pediatric dental resident at El Rio Health, visits a young well-visit patient.

Dental hygienists are now providing screenings and fluoride varnish treatments to an expected 8,900 pediatric patients during their medical well visits at three El Rio Clinic locations in 2018.

Since the program's inception, 21,838 children have received oral health education and fluoride varnish treatments as a result of this program. Delta Dental of Arizona is proud to support this program and others across the state to improve oral health. For more information, visit deltadentalaz.com/foundation.

YOUR DONATION SUPPORTS ORAL HEALTH AT NO COST TO YOU

I hope you will join me in helping improve oral health in Arizona with a donation to Delta Dental of Arizona Foundation. Your donation is credited back to you on your Arizona state tax return -- \$400 max for single tax payers and \$800 max for married tax payers. The deadline for 2018 tax returns is April 15, 2019, and I can guarantee that 100% of your donation goes into the community to help children,

pregnant women and seniors who need preventive services and education. You can also make donations to public and private schools and receive tax credits for all your donations. Visit deltadentalaz.com/foundation or azdor.gov/tax-credits for more information or call 602-588-3935. I appreciate your support of these vital programs.



Richard Fefer, DDS
Private Practice, Sun City West
DDAZ Foundation Board Member

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 **6** Customer Service - Claims status/benefits/eligibility
- press **5** Professional Relations - DDS contracts/appeals



- facebook.com/deltadentalaz
- [@deltadentalaz](https://twitter.com/deltadentalaz)
- pinterest.com/deltadentalaz
- youtube.com/deltadentalaz
- deltadentalazblog.com



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

TOP OF THE LIST

Groups acquired since
May 2018 with 75+ employees

Company	Number of Employees	Location	Plan
Mister Car Wash	1537 employees	Tucson	PPO
MedPlast, LLC	1162 employees	Tempe	PPO plus Premier
The Dysart Unified School District No. 89	637 employees	Surprise	PPO
Amphitheater Public Schools	501 employees	Tucson	PPO plus Premier
Golder Ranch Fire District	249 employees	Tucson	PPO plus Premier
KAIROS - Florence Unified School District #1	248 employees	Phoenix	PPO plus Premier
EPS Group, Inc	190 employees	Mesa	PPO plus Premier
Arizona Digestive Health	152 employees	Phoenix	PPO
Partners in Recovery LLC	151 employees	Mesa	PPO
Marc Community Resources, Inc.	150 employees	Mesa	PPO
Silverado Stages, Inc.	135 employees	Phoenix	PPO plus Premier
Safford Unified School District	131 employees	Safford	PPO plus Premier
West-MEC Western Maricopa Education Center	131 employees	Glendale	PPO plus Premier
KAIROS - Show Low Unified School District	128 employees	Phoenix	PPO plus Premier
KAIROS - Chino Valley Unified School District #51	122 employees	Phoenix	PPO plus Premier
Accel	120 employees	Phoenix	PPO Plus Premier, PPO
Grayhawk Residential, Inc.	107 employees	Scottsdale	PPO
Intelligence, Communications and Engineering, Inc.	102 employees	Sierra Vista	PPO plus Premier
Town of Sahuarita	89 employees	Sahuarita	PPO plus Premier
19th Avenue Operations, LLC	88 employees	Phoenix	PPO
Flow Management Devices	86 employees	Phoenix	PPO
KAIROS - Miami Unified School District #40	83 employees	Phoenix	PPO plus Premier