



FIRST IMPRESSIONS

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

Delta Dental of Arizona
FALL 2019

DENTIST SPOTLIGHT

Q&A with Dr. Tannaz Malekzadeh of Malek Periodontics in Glendale

Q: Do you brush and floss as much as you recommend?

A: Yes! Probably more than I recommend. I keep floss picks in my car and floss at red lights. I advise my patients to do the same!

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

A: Through Delta Dental, I can provide the specific care my patients need because they have the dental benefits to allow me to do so.

Q: November is National Diabetes Month. Are there any special oral health concerns diabetics should be aware of?

A: Yes, diabetic patients should be seen by their general dentist and periodontist regularly. They should watch for any bleeding or swelling in their gums. If they notice either of those occurring, they should come in to have it checked out.

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

Delta Dental Institute, AZ Leaders Emphasize Importance of Oral Health in Health Care Policy Discussions

The Delta Dental Institute, a national organization created to emphasize the importance of oral health, convened health care experts, community leaders, and policymakers in Phoenix to discuss the challenges in health care policy and how to provide equitable, high-quality care.

DDAZ CEO Allan Allford opened the event with a reflection on the meaning of comprehensive health care and the vital role that oral health plays in promoting optimal overall health. He highlighted the various initiatives DDAZ supports in pursuit of comprehensive care, including providing school-based screenings, supporting free dental clinics and funding an oral health educator position at Phoenix Children's Hospital to help lower infection rates across the facility.

Regina Cobb, state representative for District 5 at the Arizona House of Representatives discussed how to make changes at the policy level: "One of the things we've focused on [in policy] is comprehensive care, oral care as integrated into whole body care. [To make lasting change] we need to educate policymakers to show them how important integrated care is."

Kevin Earle, executive director of the Arizona Dental Association, stated the difficulty of making the case without data. "[There is] no comprehensive oral health surveillance system in Arizona and getting data is very challenging. We need to get the data to make the connection between oral health and systemic health. It's going to take a multi-pronged approach," he said.

Julia Wacloff, chief of the Office of Oral Health at the Arizona Department of Health Services, discussed collaboration across different sectors to create effective health policy in Arizona. "Many different partners are needed to identify priorities. It's important to bring grassroots organizations to the table," she said.

Delta Dental of Arizona plans to continue this conversation by hosting more roundtable discussions in 2020.



CEO's CORNER

Advancing Oral Health Research, Outreach and Advocacy

Delta Dental Plans Association, with the support of all 39 member companies, recently launched the Delta Dental Institute as a national voice calling for health care, public policy, academic and other leaders to begin placing a greater emphasis on the importance of oral health and the impact it has on overall health.

For too long, oral health has been an afterthought in the nation's broader health policy conversation. As a result, it's also been on the backburner locally. For the last 15 years, low-income adults in Arizona have been on a roller coaster ride, with access to dental benefits in some years and no coverage in others. In September, the Delta Dental Institute brought Arizona leaders together to discuss how we could put an end to this costly cycle of uncertainty—and how we can ensure oral health is a part of the state's health policy conversation moving forward. You can learn more about this conversation in the article on page 1.

We're honored to be a part of this first-of-its-kind national organization and to help initiate these conversations at the local level. By focusing on rigorous research, deep community involvement, and educating policymakers, the Delta Dental Institute will help give oral health the attention it deserves. We're excited for the Delta Dental Institute to serve as a critical resource for community and civic leaders as we work together to improve the nation's oral health.

Warmest Regards,

R. Allan Allford
President & CEO



ARE YOU NOTING TOOTH NUMBERS & QUADRANTS PROPERLY ON CLAIMS FORMS?

To ensure faster claims processing, make sure that you're using Boxes 25-27 to enter applicable tooth numbers or quadrants for a procedure. If you're putting this information anywhere else on the claims form—including the remarks section—our electronic systems cannot read it properly and the claim may be delayed.

Here's what a claim should look like for Periodontal Scaling & Root Planing 1-3 Teeth:

RECORD OF SERVICES PROVIDED																				
	24. Procedure Date (MMDD/CCYY)	25. Area of Oral Cavity	26. Tooth System	27. Tooth Number(s) or Letter(s)	28. Tooth Surface	29. Procedure Code	29a. Diag. Pointer	29b. Qty.	30. Description	31. Fee										
1	06/10/2019	10	JP	3,4,5		D4342		1	Perio Scaling and Root Planing - 1-3 teeth	150.00										
2	06/10/2019	30	JP	18,19,21		D4342		1	Perio Scaling and Root Planing - 1-3 teeth	150.00										
3																				
4																				
5																				
6																				
7																				
8																				
9																				
10																				
33. Missing Teeth Information (Place an "X" on each missing tooth.)						34. Diagnosis Code List Qualifier (ICD-9 = B; ICD-10 = AB)			31a. Other Fee(s)											
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	34a. Diagnosis Code(s)		A	C	32. Total Fee
32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	(Primary diagnosis in 'A')		B	D	
35. Remarks																				

The **Remarks** section is for notes that don't have an applicable field on the claim form. This section is **not** for listing tooth numbers, tooth system or areas of the oral cavity.

If your practice management software does not support the 2012 or 2019 ADA Claims Form, contact your vendor to update to the latest version. Alternatively, you can use our online claims submission tool in the Dentist Connection. It's secure and automatically checks if key claim information is correct. Just sign in to the Dentist Connection at deltadentalaz.com/dentist, click **Patient Information** in the top menu and then click **Submit a Claim** to use the online claims submission tool.

Free Opioid CE Course for Delta Dental Dentists

According to the Centers for Disease Control, around 130 Americans die each day from an opioid overdose. More than 40% of these opioid overdose deaths involve a prescription opioid.

The dental community plays a key role in combatting this epidemic. It is not uncommon for teenagers to be prescribed an opioid for the first time after a third molar extraction. Research shows that medical use of prescription opioids is highly correlated with opioid drug abuse among high school seniors.

A good way to ensure your dental office is prescribing opioids in a safe and appropriate way is to stay up-to-date on best practices. To help our network dentists do so, we're sharing a FREE online course presented by the Maricopa County Department of Public Health. You can earn two opioid and chemical dependency CEs by completing *Finding a Fix: Oral Health Solutions to Opioid Misuse & Abuse*. Follow these steps to register:

1. Visit OnlineDentalCourse.org
2. Click the **Finding a Fix: Oral Health Solutions to Opioid Misuse & Abuse** course
3. Click the **Get this Course** button
4. Create your account and complete your course

Upload X-rays & Supporting Claims Documentation Online



Arizona Dentists

Delta Dental of Arizona Home >> Dentist >> Submit X-Rays and Documentation

Submit X-Rays and Documentation

Did you submit a claim using a paper form or the online claims submission tool in the Dentist Connection?

Did you receive a request for additional information to process a claim?

Need to submit a document so we can process your patient's claim?

Use this secure web form to submit supporting claim documentation, such as narratives, X-rays or periodontal charts, to Delta Dental of Arizona.

Tips for Uploading Documents:

- Supporting documentation must be clearly marked with the appropriate identifying information, including:
 - Patient name
 - Date of service
 - Treating dentist name
 - Claim number (if applicable)
- Only 1 document can be uploaded at a time. If you have more than 1 supporting document for a claim, you'll need

You asked, we listened. Based on feedback that you needed a secure way to send us supporting claims documentation, we expanded our X-ray submission tool. Now you can upload narratives, periodontal charts and other supporting documentation through our secure web form!

There are 2 ways to access the tool:

- Go directly to deltadentalaz.com/secured/websend/emailxray.asp
- Visit deltadentalaz.com/dentist, click **Dentist Resources** in the orange menu and then click **Email Your X-ray**

This service is offered at no charge to network dental offices.

IF A PROCEDURE IS “NOT BILLABLE TO PATIENT,” WHAT DOES THAT MEAN?

If the fee for a procedure or service is not billable to patient, it is neither benefitted by Delta Dental nor collectable from the patient by a participating dentist.

For example, a fee for the replacement of amalgam or composite restorations, same tooth and same surface(s) is not billable to the patient if done by the same dentist/dental office within 24 months of the initial restoration.

Refer to the current Delta Dental of Arizona Dentist Manual and Reference Guide for more information on procedure codes that are not billable to patient. (If you do not have a copy, you can download it from the Dentist Connection.)



Delta Dental of Arizona
2019 Dentist Manual and Reference Guide
(Includes National Account Processing Policies)

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/credentialing



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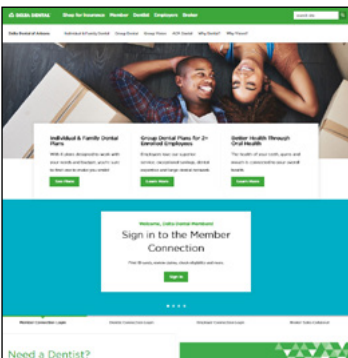
Delta Dental of Arizona
5656 W. Talavi Blvd.
Glendale, AZ 85306

TOP OF THE LIST

Groups acquired since August 2019 with 75+ employees

Company	Number of Employees	Location	Plan
Troon Golf	3,166 employees	Scottsdale	PPO Plus Premier
Universal Technical Institute	1,358 employees	Scottsdale	PPO Plus Premier
Sunnyside Unified School District #12	884 employees	Tucson	PPO Plus Premier
Southwest Human Development Inc.	325 employees	Phoenix	PPO Plus Premier
Fort Huachuca Accommodation School District	127 employees	Fort Huachuca	PPO
Hopi Jr/Sr High School	122 employees	Keams Canyon	PPO Plus Premier
Qwaltec Inc.	80 employees	Tempe	PPO Plus Premier

Coming Soon: New Website Design



We're redesigning our website to be even easier to use and to help you find what you need more quickly. Plus, our new site will be mobile-friendly so you can access the site from your tablet or smartphone, if necessary.

We understand that change can be disruptive, so we're not making any changes to the Dentist Connection. This means that you'll only see the new layout on the public pages of the site. Once you sign in, your favorite Dentist Connection features like the benefits eligibility lookup and the claims submission tool will look like they always do.

The new site launches in late Q4—stay tuned!