



FIRST IMPRESSIONS

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

Delta Dental of Arizona
FALL 2023

DENTIST SPOTLIGHT

Q&A with Dr. Daniel J. Lyu

with Dr. Daniel J. Lyu of Cereus Dental Care in Tempe

Q: Electric or manual toothbrush?

A: Definitely electric all the way. It's so much more efficient. Why wouldn't you want a cleaner mouth in the same amount of time?

Q: What's the best dental advice you've ever received?

A: Treat the patient, as the oral cavity is part of a person. Sometimes we can have tunnel vision and just focus on the teeth and treatment.

Q: Which celebrity has the best smile and why?

A: Julia Roberts because she has such a full smile! I believe that we can even see her third molars!

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

A: Delta Dental being the largest dental insurance company allows me to tap into the largest network of potential patients!

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

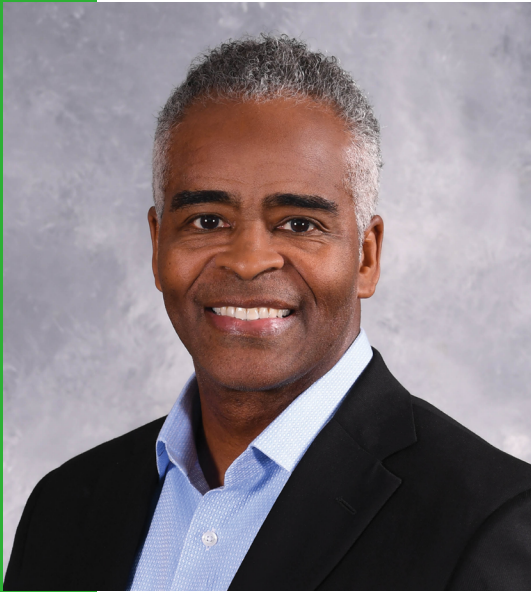
Increase to Reimbursement for DDAZ Providers Effective 10/1/2023



Good news! Delta Dental of Arizona is making a modest increase to reimbursement rates. The updated fee schedules will be available in the Dental Office Toolkit (DOT) starting October 1, 2023.

Based on your feedback, we identified and targeted several highly used codes to increase. Changes will take effect based on your patient's date of service.

Be sure to download your new fee schedule and update your practice management system to reflect the new fees! *Note: If your office has more than one specialty, you may need to download a fee schedule for each specialty. As a reminder, it's important to always include your UCR fees on claim submissions to ensure you receive future reimbursement increases.*



CEO's CORNER

Expanding Access to Dental Care for People with Special Health Care Needs

For the 1%-3% of the population with intellectual or developmental disabilities, seeing the dentist can be overwhelming. And dentists are not always provided the training, tools or time to care for these patients who often require special accommodations. The situation is compounded even more when a patient finds an equipped provider, only to find the special services needed are not covered by dental insurance.

That is all changing.

Effective April 1, 2024, most Delta Dental of Arizona dental plans will give children and adults with special health care needs access to increased benefits. These benefits will include additional visits to the dentist's office and/or consultations that can be helpful prior to the first treatment to help patients learn what to expect and what is needed for a successful dental appointment; extra dental cleanings; and necessary treatment delivery modifications.

To ensure all network dentists and their staff are fully trained to meet the unique needs of their patients with special health care needs, we invite you to enroll in a free continuing education series through Penn Dental Medicine. Dentists completing the courses will receive the Disabilities Dentistry Clinician Expert designation. See page 3 of this newsletter for more information on this valuable training program.

We have been engaged in serving underserved Arizonans—like those with special health care needs—for years, working through our Foundation to make oral health care accessible and equitable to all. Now, we are ensuring our standard dental benefits follow suit by providing coverage that meets all patient needs. Access to and the ability to receive quality oral healthcare is the number one problem faced by children and adults with intellectual and developmental disabilities. Thank you in advance for your partnership in helping bridge that gap. Together we will continue to create a path to better health and wellness.

Sincerely,

Michael Jones
President & CEO

VERIFYING DENTIST EMAILS FOR ANNUAL MEETING NOTIFICATION

To ensure that you receive all the necessary information for the spring 2024 annual meeting, including the opportunity to vote in the election of directors, we're currently working to collect our dentists' personal email addresses. If you've called in recently, you may have already been asked to provide this information. Others we have not spoken with yet will be contacted by one of our customer service representatives before November 30. *Note: This email address will be used exclusively for communication related to the annual meeting and voting.*

Free Continuing Education Series and Certification for Disabilities Dentistry

Delta Dental and the University of Pennsylvania partnered to offer a free continuing education series aimed at building awareness of the barriers to equitable oral health for individuals with disabilities and developing competency to provide oral health care to this vulnerable population. Delta Dental of Arizona dentists and staff who complete the series will be well-equipped to serve patients with special health care needs when our new special health care needs benefit rolls out.

Additionally, dentists completing 18 or more of the courses within a 3-year period will receive a certificate of completion from Penn Dental Medicine, an ADA CERP provider, as a Disabilities Dentistry Clinician Expert.

Sign up for an upcoming course at dental.upenn.edu/disabilitiescare.

Note: To access on-demand courses in the series, go to the archived webinars.

Coding and Claim Reminder

Considering the CDT code set is vast, selecting the most appropriate code for the treatment or service delivered to your patient can be challenging. Please be sure to use the resources available, including our processing policy lookup tool on our website or a copy of the CDT code book, if available.

To provide an example where there may be some confusion, here is guidance on osseous surgery:

- **D4260/D4261** - This code should be submitted with clinical notes and supporting X-rays for review. Osseous surgery does not represent flapped scaling and root planing. Please submit the flapped scaling code (D4240/D4241) accordingly. Repeat osseous surgery claims within a 3-year timeline or submission for greater than 2 quads performed on the same date of service requires a narrative explaining the clinical need, as well as the standard supporting X-rays and clinical notes.

Annual Attestation No Longer Required for Medicare Advantage Network Dentists

Great news! We have determined that offices participating in Delta Dental of Arizona's Medicare Advantage network no longer need to submit an annual compliance attestation.

While you are expected to remain in compliance with applicable laws and regulations required by the Centers for Medicare and Medicaid Services (CMS) and your Participating Dentist Agreement, moving forward we'll only ask you to complete an updated compliance attestation at initial credentialing and recredentialing.



ANNUAL MEETING RAFFLE WINNERS

Congrats to the following Delta Dental of Arizona dentists who each won a \$500 American Express gift card in the 2023 Annual Meeting raffle:

- Dr. Andrew Deeb, Andrew E Deeb DMD PC
- Dr. Phillip Garrett, Canyon Modern Dentistry LLP
- Dr. Luz De Lourdes Molina, 7th and Bell Dental Group LLP

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



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-  deltadentalazblog.com



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

TOP OF THE LIST

Groups acquired since
March 2023 with 75+ employees

Company	Number of Employees	Location	Plan
GoDaddy	4,460	Tempe	PPO plus Premier
Fielding Management Group, LLC	255	Tempe	PPO
G.R.A.Z.A.K Arizona LLC	162	Phoenix	PPO
Fisher LLC	150	Phoenix	PPO plus Premier; PPO
EFM Equipment Company LLC	118	Tucson	PPO plus Premier
Helping Ourselves Pursue Enrichment (HOPE, Inc)	115	Tucson	PPO plus Premier
Next Phase Enterprises, LLC	114	Phoenix	PPO plus Premier
PLC Charter Schools	111	Tolleson	PPO
Cultural Experiences Abroad	110	Phoenix	PPO
G & J Development, Inc.	105	Tucson	PPO
Dogtopia Enterprises	103	Phoenix	PPO
Burch & Cracchiolo, PA	84	Phoenix	PPO
Tempe Mechanical	83	Chandler	PPO
Trajan Wealth	80	Scottsdale	PPO
Courier Graphics Corporation	78	Phoenix	PPO