



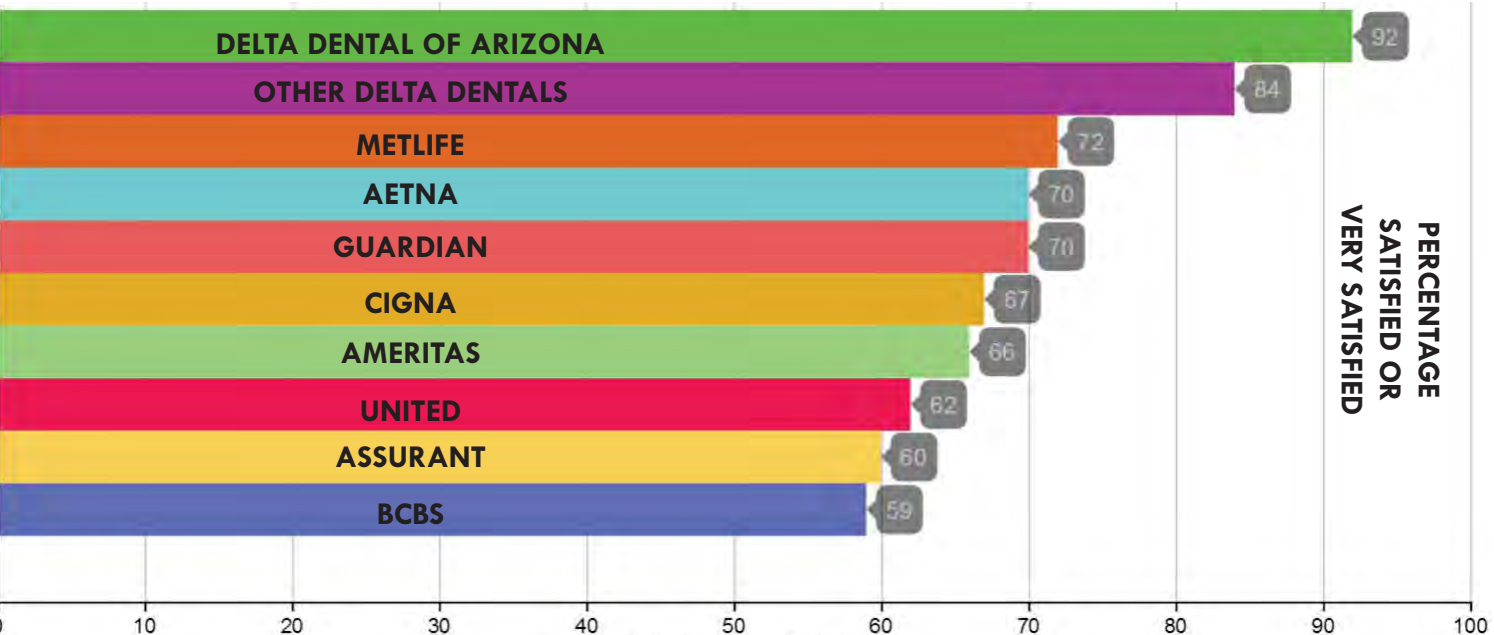
DENTIST SPOTLIGHT

We checked in with Drs. Tim and Lisa Loving at Loving Family Dental to find out what makes them smile. Check out the full story on page 2.

Survey Says: Participating Dentists Generally Satisfied or Very Satisfied with Delta Dental of Arizona

In late 2012, dental offices weighed in on Delta Dental of Arizona's performance in several areas important to provider satisfaction, including customer service, claims processing, the efficiency of the Professional Relations team, and how the company stacks up against the competition. See page 3.

Comparative Satisfaction with Dental Insurance Carriers



Confirm your Delta Dental PPO Network Status

Are you participating in the PPO network? Before you say “yes,” you may want to call your Professional Relations representative to confirm. It turns out that many of our dentists who think they’re already participating in the PPO network aren’t!

Already more than 48% of Premier dentists in Arizona have joined the PPO network. For more information on how you can maximize your access to PPO patients, please call the Professional Relations team at 866-746-1834, option 5.

Periodontics Processing Policy Update

Important change: X-rays are now required for periodontics codes 4341 and 4342.

Questions? Call the Professional Relations team at 866-746-1834, option 5.

Delta Dental Debuts myDentalScore

Through a partnership with PreViser Corp., Delta Dental has launched myDentalScore, an online risk assessment tool to evaluate a patient’s oral health.

By taking just a few minutes to answer some simple questions, patients will receive an easy-to-understand oral health score that tells them exactly where they stand for risk of tooth decay, gum disease and oral cancer.

Once patients have their score in hand, they can use myDentalScore to get valuable oral health advice. Patients are also encouraged to bring the report to their dentist to verify their risk and develop strategies to improve their oral health.

With your guidance, myDentalScore can help your patients get a handle on their oral health. In fact, a recent study conducted by a leading consumer products company found that nearly every patient who took this survey and received guidance based on their risk level said they had acted upon on its recommendations.

Delta Dental’s exclusive arrangement with PreViser includes the opportunity to use their award-winning diagnostic and treatment planning software to monitor and care for patients with oral disease.

PreViser’s software is clinically validated and has been shown to dramatically improve patient outcomes while reducing per capita care costs. Talk to your Professional Relations representative to learn more about this offer.

Gum Disease Risk: 4

Your estimated gum disease risk is 4, indicating high risk.



Gum Disease Score: 3

Your estimated gum disease score is 3, indicating mild periodontitis.



Get your report today at mydentalscore.com/deltadental!

Q&A with Dr. Tim Loving and Dr. Lisa Loving of Loving Family Dental in Fountain Hills

Q: DO YOU BRUSH AND FLOSS AS MUCH AS YOU RECOMMEND?

DR. TIM: No, my flossing is not what it should be.

DR. LISA: I do!

WHAT IS THE BEST DENTAL ADVICE YOU’VE EVER RECEIVED?

DR. TIM: Treat your patients like you’d treat your family.

DR. LISA: Ditto. It’s been our philosophy.

Q: IF YOU COULD TELL PATIENTS TO STOP DOING ONE THING, WHAT WOULD IT BE?

DR. TIM: Stop grinding your teeth. You see an awful lot of wear and tear on teeth related to bruxing or grinding and that can be difficult to treat and restore if severe.

DR. LISA: I’d tell people not to disregard their acid reflux because of the dangers of the acid erosion to their teeth. I’d encourage them to see their physician for treatment.

Q: WHAT IS THE BEST THING ABOUT BEING A DELTA DENTAL DENTIST?

DR. TIM: The participation of specialists. It’s easy for us to make referrals to the appropriate specialists without having to worry about if they participate with this insurance or that insurance. Delta Dental is pretty universally accepted.

DR. LISA: I like that they offer an individual plan for patients. People get a little panicked sometimes when they pick up a new insurance. It’s nice when they are in a state of panic and losing their insurance and concerned, that that is something Delta Dental can offer them.



If you’d like to be featured in *First Impressions* or the Delta Dental AZ Blog, email marketing@deltadentalaz.com.

PROVIDER SURVEY RESULTS SET ROADMAP



Late last year, we asked our participating dentists to let us know how we're doing. More than 603 dental offices responded to our call, completing our first provider survey in several years.

Overall, we learned that dental offices are happy with Delta Dental of Arizona's products, services and reputation. In fact, when dental offices ranked their comparative satisfaction of Delta Dental of Arizona with the competition (including other Delta Dentals), we came out ahead.

That's great news, but we still have room for improvement, specifically as it pertains to claims processing, telephone response times and dental office training. Because of your valuable feedback,

we made it a priority to:

- Work directly with dental offices to resolve common claim submission errors;
- Leverage the First Impressions newsletter, our blog and the DDAZ website to document best practices for claim submissions; and

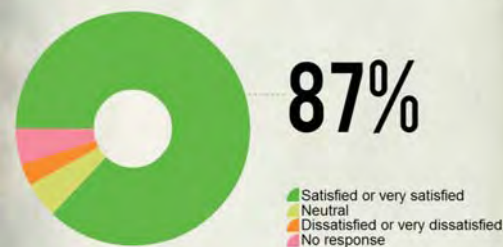
- Increase staff in Professional Relations to ensure faster response times to phone inquiries and providing greater capacity for dental office training sessions.

We thank you again for validating our strengths and highlighting areas for improvement. We appreciate your feedback and will continue to work hard to remain the preferred dental insurance carrier among Arizona dentists.

Best Regards,

John Allford
John Allford

OVERALL SATISFACTION WITH DDAZ



OVERALL SATISFACTION: CUSTOMER SERVICE



92% Satisfied or very satisfied

OVERALL SATISFACTION: CLAIM PROCESSING



Satisfied or very satisfied 92%



OVERALL SATISFACTION: PROFESSIONAL RELATIONS



Top 10 Reasons Claims are Delayed

- 1 Incomplete, inaccurate, unreadable or outdated forms
- 2 Invalid or incorrect CDT codes
- 3 Issues with coordination of benefits
- 4 Improperly responding to requests for additional information
- 5 Incorrect treating dentist information
- 6 Improper submission of orthodontic treatment claims
- 7 Improper submission of attachments or X-rays
- 8 Improper electronic submissions or unnecessary information
- 9 Improper NEA submissions
- 10 Contractual limitation denials

Want to know how to avoid delayed claims? For tips on how to prevent the above issues from occurring, visit the Delta Dental of Arizona Blog at www.deltadentalazblog.com/dentists.

Nominate a Dental Health Care Hero By May 31

The Phoenix Business Journal is now accepting nominations for its annual Health Care Heroes award. The dental category honors dental professionals for exemplary performance to patients, peers and the community. Nominate a dental assistant, hygienist or dentist at bizjournals.com/phoenix/nomination.

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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www.DeltaDentalAZBlog.com



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

Top of the List: New Groups

Groups acquired since February 2013 with 75+ employees.

- 1** The Antigua Group, Inc.
EMPLOYEES: 129
LOCATION: Peoria
PLAN: Enhanced Premier/PPO
- 2** Dillon Precision Products, Inc.
Dillon Aero, Inc.
EMPLOYEES: 96
LOCATION: Scottsdale
PLAN: Enhanced Premier/PPO
- 3** Horne Auto Group, LLC
EMPLOYEES: 93
LOCATION: Apache Junction
PLAN: Enhanced Premier/PPO



Annual Meeting Reminder

Delta Dental of Arizona's annual membership meeting is 8:30 a.m. on May 17 at 5656 W. Talavi Blvd. in Glendale. All contracted dentists are encouraged to attend.

Download the New and Improved 2013 Dentist Manual

We've totally revamped our Dentist Manual and Reference Guide with all the information your dental office staff needs to know about Delta Dental of Arizona's standard claims processing guidelines and administrative policies.

Download a copy for your office today at www.deltadentalaz.com/dentist/

