

# First Impressions

Delta Dental of Arizona Provider Newsletter

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## Q&A

**Dr. Michael Hummitzsch**  
of Avondale Dental

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

I actually do, shockingly.

**Q: What is your favorite flavor floss?**

I obviously haven't tried many flavors, just non-flavored and mint. I'd have to go with mint.

**Q: Electric or manual toothbrush?**

Electric. I like that the head on it is smaller so I can get in the back (of my mouth) and clean the molars a lot better.

**Q: June is National Smile Month.**

**What makes you smile?**

It depends on where I am. At home, my kids definitely make me smile. My son is 6 and my daughter is 4, so they're young enough that they're still amusing.

**Q: What makes a great smile?**

It doesn't have to be that the teeth are necessarily perfect. It's more of the framing. Sometimes imperfections actually fit someone's personality more.

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

Stop drinking so much soda and energy drinks. The people that are drinking these drink them constantly and the acid is eating away at people's teeth like nobody's business.

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

Practice-wise, the best advice I was given was to listen to people and treat them like you would yourself or a family member. Personally, the best advice I've gotten for taking care of my teeth was to make sure I floss after I eat.

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

We hold the same value system. I think we share a similar vision and mission statement that drives both our offices and practices.

*If you'd like to be featured in First Impressions or the Delta Dental AZ Blog, email [marketing@deltadentalaz.com](mailto:marketing@deltadentalaz.com).*

## Delta Dental of Arizona Brings Smiles to the Chicanos por la Causa Health Fair

Fiesta! In May that typically refers to Cinco de Mayo, which Chicanos por la Causa (CPLC) celebrated the day after by hosting a health fair and information event at the Carl Hayden Community Center in south Phoenix.

CPLC arranged for several organizations to offer glucose testing, vision checks and dental screenings to the residents of the area. Delta Dental of Arizona sponsored the dental screenings and the Delta Dental of Arizona Foundation donated toothbrushes, paste and floss to all visitors.

From birth to seniors, 64 people received free dental screenings, supplies and referrals. Of those individuals, 14 were children and five were over the age of 60.

Sarabelle Toothington, the Tooth Fairy, also visited the event and entertained children with a puppet show, making it a great fiesta!



Nora Avila-Corrales, RDH, BS, Micki Banks, RDH, and Ann Coupland, DDAZ Sales, were part of the dental screening team at the CPLC event.



## CEO's CORNER

Market Conditions  
Prompt Provider  
Contracting Changes

Last month, Delta Dental of Arizona announced changes to the way we contract with network dentists. I'd like to thank the dentists who took the time to reach out to us with their questions and concerns about this change and what it means for the future of their practices and Delta Dental of Arizona.

The decision to change how Delta Dental of Arizona contracts with dentists is the result of market dynamics. Many Delta Dental dentists are contracted with our competitors at substantially lower reimbursement rates, so Arizonans can get virtually the same network access and plan design offered from many of our competitors at a substantially lower price. Just like with other purchasing decisions, buyers are asking, "Why should I pay more for the same product I can get elsewhere for less?"

We value our participating dentists as partners in providing quality oral health care and this decision was not entered into lightly. However, we believe that failing to respond to the market conditions would be harmful to our employer groups, our members, our participating dentists and our community. If Delta Dental of Arizona loses its ability to effectively compete, Arizonans will lose access to affordable oral health care and dentists will lose patients.

Thank you again for your feedback and your commitment to Delta Dental. If you still have questions, please call our dedicated helpline at 602.588.3613 or visit [www.deltadentalaz.com/contractamend](http://www.deltadentalaz.com/contractamend).

Warmest Regards,

R. Allan Allford, President & CEO

## Dos and Don'ts for Avoiding a "Duplicate Claim" Error

**DO** review the reference code attached to the original EOP/EOB claim line and resubmit a copy of that EOP/EOB along with the information requested. Common reference codes and their explanations include:

- 182 – Periodontal charting and pre-operative X-rays of the treatment area are required when submitting procedure codes 04341 and 04342.
- 18 – The tooth number is required when submitting procedure codes 04342, 04211, 04261, etc. This information can be phoned in at 602.588.3982, option 6; faxed in at 602.588.3636; or emailed to [customerservice@deltadentalaz.com](mailto:customerservice@deltadentalaz.com).
- 30 – The pre-operative diagnostic quality duplicate X-ray of the treatment area is required for most treatment codes, including 2710-2999, 5110-5899 and 6010-6985.

- 72 – By report procedure and a detailed narrative are required for unspecified procedure codes, by report procedure codes, procedures classified as subject to medical, etc.

**DO** clearly document the reason why you are resubmitting the claim on the EOP/EOB or letter if you are submitting a claim correction or a claim for reconsideration. If you're changing the treatment code and/or date, please also include a copy of the patient's chart notes.

**DON'T** submit a new claim. Submitting a new paper or electronic claim with the same date of treatment and same treatment code will result in a duplicate submission error (reference code 81), which could hold the dentist liable for all charges submitted on the claim.

## Ensure DDAZ Receives Your National Electronic Attachment

Delta Dental of Arizona accepts scanned images and digital attachments through National Electronic Attachment (NEA). NEA's transmission process allows Delta Dental to receive and review attachments during the claims adjudication process, but only if the form is completed correctly prior to submission.

If an office fails to complete the appropriate fields before finalizing the electronic submission process, the NEA tracking number may not be transmitted and will not be available to DDAZ for claims processing.

Dental offices with questions regarding proper transmission, including which fields to complete, how to attach supporting documentation or how to ensure the tracking number is transmitted with an electronic claim submission, should contact the NEA directly at 800.782.5150 or visit [www.nea-fast.com](http://www.nea-fast.com).

# Corki Larsen Named Vice President of Sales and Marketing

Delta Dental of Arizona is pleased to announce the hiring of Patricia “Corki” Larsen as the dental insurance company’s Vice President of Sales and Marketing.

“We are excited to welcome Corki to the Delta Dental of Arizona team,” said Allan Allford, CEO for Delta Dental of Arizona. “She brings to Delta Dental a stellar reputation as a leader within the broker community

and her extensive knowledge in group employee benefits and management will be a tremendous asset for us as the dental landscape continues to change.”

Larsen’s expertise includes more than 30 years of experience in employee benefit consulting, management and business planning. She has successfully recruited, developed and led teams to execute complex client

engagements and strategies, both locally and nationally. Larsen is a Certified Employee Benefit Specialist, a designation she received from the University of Pennsylvania’s Wharton School of Business, and holds an Arizona Life and Disability License.

She is also the past president and current board member of the Phoenix Chapter of the International Society of Certified Employee Benefit Specialists.

## Reminder: Network Changes Deadline is June 1

If you are a non-exclusive dentist who is not contracted with the Delta Dental PPO network, the deadline to notify DDAZ in writing if you wish to apply to participate in the Exclusive Delta Dental Dentist program or terminate your provider relationship is June 1. Otherwise, you will become a part of the PPO network, effective July 1. More information is available at [www.deltadentalaz.com/contractamend](http://www.deltadentalaz.com/contractamend).

## Clinical Evaluation and Diagnosis of Scaling and Root Planing

Scaling and root planing includes the instrumentation of both crown and root surfaces to remove plaque and calculus.

- There must be evidence of periodontal disease, with 4mm or greater pockets that exhibit bleeding on probing.
- There must also be loss of periodontal attachment, including radiographic evidence of alveolar bone loss.
- Root surfaces exposed by recession are not to be considered indications for root planing.
- If bone loss is not visible on X-rays (including the cemento-enamel junction (CEJ) and/or restoration margins being within 2mm of the osseous crest), the case is

considered to be gingivitis with no indication for root planing.

- A patient can have 4-5mm pockets with intact bone levels (“pseudo-pockets”), with or without inflammation of the gums, and this situation is NOT an indication for root planing.

Delta Dental’s processing policy for reimbursement of 4341/4342 codes states that there must be documentation of bleeding on probing, at least a 4 mm pocket, radiographic evidence of both attachment and bone loss should be evident.

If the claim does not meet these criteria, benefits are disallowed and benefited as a prophylaxis and the patient cannot be charged the difference.

## 4 Tips for Submitting a Predetermination of Payment

1. Do not attach a new claim to the predetermination.
2. Submit a copy of the predetermination form. Be sure to fill in the Actual Date Of Treatment field of the predetermination.
3. Clearly document any corrections and/or attach a copy of the information previously requested.
4. If a new claim submission is necessary, update the Remarks section of the new claim to include a detailed explanation and attach a copy of the original predetermination (EOP).

## Nominate a Dental Health Care Hero by May 30

The Phoenix Business Journal is now accepting nominations for its annual Health Care Heroes awards. The dental category honors dental professionals for exemplary contribution to patients, peers and the community. Nominate a dental assistant, hygienist or dentist at [www.bizjournals.com/phoenix/nomination](http://www.bizjournals.com/phoenix/nomination).

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## 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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# TOP OF THE LIST

Groups acquired since  
January 2014 with  
75+ employees

## 1 Western Arizona Council of Governments

189 Employees

Location: Yuma  
Plan: PPO plus Premier

## 2 Fann Contracting Inc.

164 Employees

Location: Prescott  
Plan: PPO plus Premier

## 3 Roofing Wholesale Co. Inc. dba RWC Building Products

137 Employees

Location: Phoenix  
Plan: PPO

## 4 Aviation West Charters dba Angel Med Flight

106 Employees

Location: Scottsdale  
Plan: PPO

## 5 Homeowners Financial Group

92 Employees

Location: Scottsdale  
Plan: PPO plus Premier