

INSIDE:

CEO's Corner | Free Training | Dentist Selection | Direct Deposit | New Groups



DENTIST SPOTLIGHT:

Q&A with Dr. Amogh Velangi

Amogh Velangi of Valley Oral Surgery in Phoenix

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

A: Absolutely!

Q: Electric or manual toothbrush?

A: Electric, as it lets me keep track of time.

Q: June was National Smile Month. What makes you smile?

A: Food! Food always seems to put a smile on my face.

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

A: I would tell them to stop smoking, as it is detrimental to your teeth and your entire body. Not to mention, it can cause cancer.

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

A: Always visit your dentist regularly and do not wait until you have pain. Otherwise, you will be seeing the dentist for an extraction.

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

A: The staff is always friendly and easy to work with. Also, the website and quick Faxback helps to save time when verifying patient benefits, especially on busy days.

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

Cybersecurity in Dental Offices

Health care organizations account for roughly 33% of all data security breaches across all industries. Dental offices are frequently becoming targets.

Common causes of data breaches are theft, hacking, unauthorized access or disclosure, lost records and devices and improper disposal of records.

Most data security breaches occur when staff members exercise poor judgment or fail to follow office procedures. Lost or stolen hardware or portable media containing unencrypted data are also a big factor in data breaches.

While Delta Dental of Arizona cannot protect your office from cyberthreats, we can recommend training programs for your staff. Contact Jennifer Hall at 602.588.3961 for more information.

7 Ways to Protect Your Dental Practice from Cybercriminals & Data Breaches

Cybersecurity experts provide the following tips for dental offices:

1. Computers should be placed in areas where screens are not visible to patients or visitors
2. Computers should be protected with encrypted passwords containing mixed-case letters & numbers or symbols
3. Change passwords regularly do not display them where the public can access them
4. Prohibit staff from checking personal email accounts or visiting Internet sites that aren't work-related
5. Keep firewalls, operating systems, hardware & software devices up-to-date, strong & secure
6. Encrypt your data, especially data transmitted to payers, health plans, labs & other healthcare providers
7. Encrypt portable devices used within your practice, such as laptops, flash drives, iPads or mobile devices



As a Delta Dental of Arizona dentist, you are part of a highly valued network of dental providers. We work hard to provide you with superior customer service, ease of administration and programs designed exclusively for participating dentists. The benefits of your participation with Delta Dental include:

- **Greater access to patients** – Delta Dental covers more than 1 million lives in Arizona and more than 60 million people nationwide. As we continue to grow our enrollee base, you'll have the opportunity to increase your patient base and your income. Be sure to check the last page of this newsletter to see a list of new groups with 75+ subscribers.
- **Fast, accurate claims processing** – In 2016, 99.9% of claims were processed within 10 business days with an accuracy rate of 99.9%. See page 3 for tips to receive payments even faster.
- **Fraud and embezzlement protection** – In the last three years, our Contract Compliance Review (CCR) program has uncovered more than \$213,000 from fraud and abuse in dental offices throughout the state. Additionally, one recent CCR audit helped a dental office discover and halt the embezzlement of more than \$250,000. Dental offices undergo random CCR audits, but you can request a review if an issue is suspected by contacting our Professional Relations team.

Again, thank you for your participation with Delta Dental of Arizona. We appreciate your support and value your role in helping us fulfill our mission to improve lives by promoting optimal oral health to all Arizonans.

Warmest Regards,

R. Allan Allford
President & CEO

CEO's CORNER

Providing Value For
Network Dentists

FREE TRAINING ON DELTA DENTAL POLICIES & PROCEDURES

Did you know that Delta Dental of Arizona's professional relations team offers free training to network dental offices? We can help your staff understand Delta Dentals policies and procedures to ensure quick and efficient claims processing. Just email prelations@deltadentalaz.com to request a training. You can also request a training via the Dentist Connection.

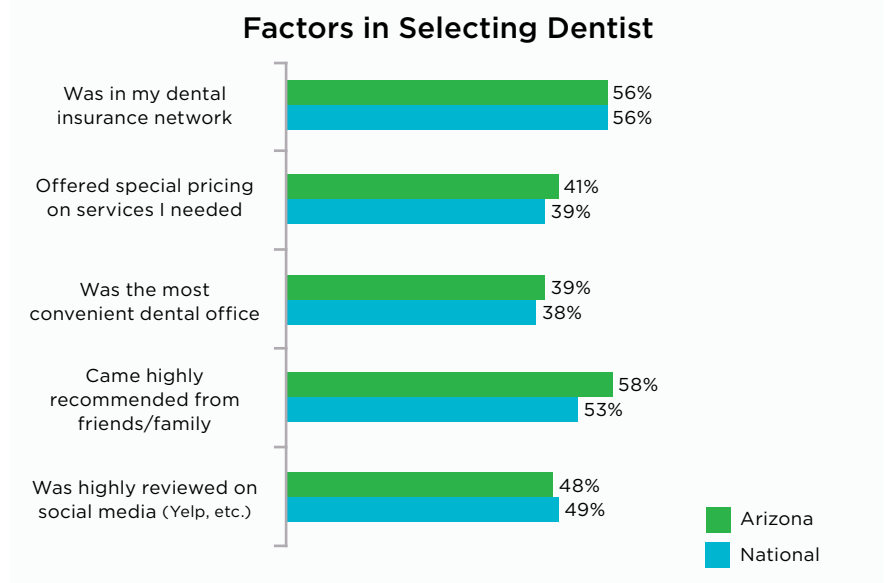
In the meantime, here are some quick reminders:

- All services provided to a patient must be submitted to Delta Dental, even if they are not covered benefits.
- Completed claims forms must have information in required fields filled out. This includes teeth numbers, quadrants, etc.
- If you submit claims electronically, please be advised that our system does not read teeth, quad. etc. if documented in the comment section.
- Services must be submitted for payment within 12 months of the date of treatment. Claims submitted after this timeline will be disallowed.
- Services not documented in the patient's clinical record are deemed not done and a refund may be requested when identified.
- All lab and materials charges are considered inclusive of a definite procedure and cannot be charged to the patient.
- The existence of a CDT procedure code does not mean that the procedure is a covered or a reimbursed benefit; Delta Dental recommends a predetermination for any service in question.
- Both the Dentist NPI type 1 and Dental Office NPI type 2 are required to process claims.
- Additional fees for the use of a laser and other tools use to perform a CDT dental procedure are disallowed and cannot be billed to the patient.
- All dentists must be contracted at every participating location at which they practice. Dentists must be contracted prior to seeing patients.

FACTORS IN SELECTING A DENTIST: PATIENTS WEIGH IN

In a recent national survey conducted by research firm Kelton Global for the Delta Dental Plans Association, 16,000 consumers who currently have dental insurance or plan to buy dental insurance were asked to rank the factors they considered when selecting a dentist.

Please rank the following items on their overall importance in selecting your current dentist. Data reflects the percentage of population ranking the item as "most important" or "second most important."



3 Tips to Ensure Faster Claims Payments

According to our 2016 performance results, 99.9% of claims are processed within 10 business days with an accuracy rate of 99.9%.

Follow these tips to receive payments even faster:

- Ensure claims have complete information.
 - Comprehensive operative narratives
 - Complete periodontal charting
 - Clear supportive X-ray/intraoral images
- Sign up for direct deposit (EFT). Most claims payments are issued electronically within 5 to 7 business days.
- Submit claims electronically.
 - Work with your practice management vendor to implement electronic claim submission functions.
 - Delta Dental's systems are compatible with most practice management systems.

NATIONAL DIRECT DEPOSIT NOW AVAILABLE FOR NETWORK DENTISTS

Through the newly launched National EFT/ERA program, network dentists can now complete a single enrollment to receive direct deposit payments from every Delta Dental Member Company nationwide. In addition, enrolled dentists will receive their Explanations of Payment (EOPs) for all Delta Dental Member Companies as an Electronic Remittance Advice (ERA), which can be accessed by clicking the National ERA link in the Dentist Connection.

Already receiving direct deposit from Delta Dental of Arizona? If you are currently enrolled in DDAZ's direct deposit program, nothing changes with your local enrollment. You can still access your DDAZ EOPs/ERAs from the Dentist Connection.

Want to enroll in National EFT/ERA? If you are not currently signed up for national direct deposit, there is still time to enroll! Just log in to the Dentist Connection at deltadentalaz.com/dentist to complete and submit the Electronic Funds Transfer/Direct Deposit: Dentists form.

Once your enrollment is processed, you will have access to your ERAs by clicking the National ERA link in the Dentist Connection. Currently, only a handful of Delta Dental Member Companies have finalized their participation in this program, but more will participate in the near future.

Currently enrolled with any out-of-state Delta Dental Member Companies? The only way to continue received direct deposit from other Delta Dental Member Companies is to enroll in the National EFT/ERA program. Just log in to the Dentist Connection at deltadentalaz.com/dentist to complete and submit the Electronic Funds Transfer/Direct Deposit: Dentists form.

Questions? If you have questions about the local or national direct deposit program, please email us at prelations@deltadentalaz.com.

Connect With Us



facebook.com/deltadentalaz



@deltadentalaz



pinterest.com/deltadentalaz



youtube.com/deltadentalaz



deltadentalazblog.com

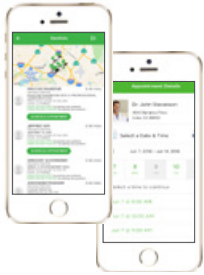
Dentist Direct Phone Numbers

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



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



FREE TOOL TO ATTRACT NEW PATIENTS AVAILABLE TO DELTA DENTAL DENTISTS

Network dentists can now offer 24/7 appointment requests on their Delta Dental directory listing.

Our online provider directory is now powered by Brighter, allowing Delta Dental members to schedule a dentist appointment directly from the Delta Dental Mobile App or website. Members searching for a new dentist are 2x more likely to select dentists who have enabled Brighter Schedule™ on their directory listing.

Network dentists can verify their practice details and activate Brighter Schedule™ for FREE. Just visit brighter.com/deltadental or call 888.328.5414 to speak with a Brighter Provider Success Specialist.

TOP OF THE LIST

Groups acquired since March 2017 with 75+ employees

Kingman Hospital Inc
1,365 employees
Location: Kingman
Plan: PPO plus Premier

Community Bridges Inc.
836 employees
Location: Mesa
Plan: PPO plus Premier; PPO

Vail Unified School District
833 employees
Location: Vail
Plan: PPO plus Premier

Litchfield Elementary School District
682 employees
Location: Litchfield Park
Plan: PPO

Recovery Innovations Inc.
488 employees
Location: Phoenix
Plan: PPO

Integrated Medical Services
250 employees
Location: Phoenix
Plan: PPO plus Premier; PPO

Union Elementary School District
175 employees
Location: Tolleson
Plan: PPO plus Premier

Barrow Brain & Spine
170 employees
Location: Phoenix
Plan: PPO plus Premier; PPO

Avondale Elementary School District
151 employees
Location: Avondale
Plan: PPO plus Premier

Arizona Fire & Medical Authority
150 employees
Location: Phoenix
Plan: PPO plus Premier

East Valley Institute of Technology (EVIT)
102 employees
Location: Phoenix
Plan: PPO plus Premier

Westland Resources Inc.
89 employees
Location: Tucson
Plan: PPO

Fitness Alliance LLC
87 employees
Location: Phoenix
Plan: PPO