

First Impressions

Delta Dental of Arizona Provider Newsletter

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Q&A

Dr. Michael Prost
of Fletcher Heights
Dental Care in Peoria

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

Yes, I brush a minimum of twice a day and floss once a day. Sometimes more.

Q: What is your favorite flavor floss?

Just mint, and I can't use the wax or regular floss. It has to be the synthetic floss because my contacts are so tight.

Q: Electric or manual toothbrush?

Electric. It's gotta be Sonicare or Oral B. Sonicare just cleans the teeth so much better than the others, but some people can't stand the Sonicare because it tickles the top of your mouth so I put them in the Oral B.

Q: Which celebrity has the best smile?

I look at teeth, but the smile is different than just the teeth. A lot of people look for the whitest smile, but some people have really white teeth but a crooked smile or don't show a lot of teeth when they smile. If I had to pick someone, I'd say Eva Mendes just because I like her. She is beautiful.

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

The biggest thing would be to stop drinking energy drinks. If you look at teeth and see these kids that drink these energy drinks, everything is normal and their enamel is gone.

They're brushing and flossing every day. It's the phosphoric acid (in the energy drinks) and it's the amount. These energy drinks are so potent. And the sugar—it's crazy!

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

Delta Dental has been good because their level of service is higher. They are more in tune with getting claims paid quickly and it's easier to get questions answered.

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

Arizona Dental Mission of Mercy

Delta Dental of Arizona would like to thank the 1,543 dentists, hygienists and lay people who volunteered at the Arizona Dental Mission of Mercy (AzMOM) on December 13-14, 2013. Together we made a difference in the lives of 2,020 patients and provided nearly \$1.4 million in patient care.

A project of the Central Arizona Dental Society Foundation and sponsored by Delta Dental of Arizona, AzMOM is an annual event aimed at relieving oral pain and infection for those that cannot afford dental care and highlights the need for adult dental benefits under AHCCCS.



For more information on the event, visit www.azmom.org.



2013 was a transformational year for Delta Dental of Arizona and the healthcare industry as a whole. The implementation of the Affordable Care Act (ACA) increases access to dental and medical benefits while shifting the responsibility of evaluating and purchasing benefits from the employer to the individual.

As a result, in 2013 we laid the groundwork for business post-ACA by:

- Re-launching our Individual & Family Plans at www.DeltaDentalCoversMe.com with new pricing and plan offerings; and
- Creating ACA-compliant, stand-alone dental plans for purchase via Healthcare.gov, the Federally-facilitated marketplace for individuals to shop for medical and dental benefits.

In addition, we reaffirmed our commitment to provide oral health care to Arizona residents who cannot afford it. On December 13-14, Delta Dental of Arizona's \$50,000 contribution to the Arizona Dental Mission of Mercy event allowed 2,020 patients to receive much-needed dental services for free. Throughout 2013, the Delta Dental of Arizona Foundation touched more than 175,222 lives by providing oral health supplies and funding for preventive oral health services across the state.

Looking ahead to 2014, we will continue to adapt to the changing marketplace in which choice matters. By doing so, we will provide our member dentists new and varied channels to reach new patients while fulfilling our mission to promote optimal oral health to all Arizonans.

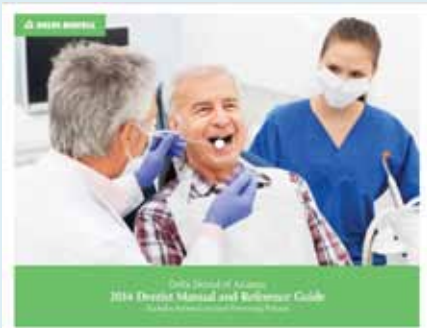
Best wishes to you and happy New Year!

Warmest Regards,

R. Allan Allford, President & CEO

CEO's CORNER

A Year in Review



Download the 2014 Dentist Manual

We've updated our Dentist Manual and Reference Guide with all the information your dental office staff need 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.

Delta Dental of Arizona Partners with Meritus

We are pleased to announce that Delta Dental of Arizona is serving as the third-party administrator for the dental component of Meritus' health insurance plans. The plans offered by Meritus included embedded pediatric and limited adult dental benefits:

- Pediatric patients can visit any Delta Dental of Arizona PPO

network dentist or a federally qualified health center.

- Adult patients enrolled in Meritus' medical HMO plans can only visit a federally qualified health center to receive dental benefits.

The ACA-compliant plans are sold on Healthcare.gov.

Join Delta Dental at the Western Regional Dental Convention



Representatives from our Professional Relations team are looking forward to meeting with attendees at the Western Regional Dental Convention (WRDC), April 3-5 at the Phoenix Convention Center.

Wondering how you'll find them?

- Stop by the exhibit hall and say hi. We'll be at booth #608.
- Join us for the New Dentists Luncheon (sponsored by Delta Dental of Arizona) on April 4.

For more information or to register for WRDC, visit www.westernregional.org.

2014 CDT Code Changes

The Code on Dental Procedures and Nomenclature (commonly known as CDT) is updated annually to reflect changes in dental procedures accepted by the dental community. The 2014 version of the CDT incorporates a

significant number of procedure code changes with 29 new procedure codes, 18 procedure codes with revised nomenclature or descriptors, and 4 deleted codes.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the Code.

To order a copy, call 800-947-4746 or visit www.adacatalog.org. You can also purchase the CDT Code Check mobile app for iOS via the Apple Store or Android via Google Play.

With all the new code changes, dental offices are encouraged to verify covered services for patients before providing treatment.

Website Tip: Find Out if a CDT Code is Covered

Did you know that you can easily find out if a specific procedure code is covered by your patient's dental benefits? Here's how:

- 1 Go to www.deltadentalaz.com/dentist
- 2 Log in to the Dentist Connection using your username and password.
- 3 Click **Patient Information**
- 4 Click **Patient Benefits**
- 5 Enter the patient search criteria, click **Search**. The patient's benefits will display.
- 6 Click **Procedure Code Search**
- 7 Enter the procedure code and click **Search**. The results page will indicate if the code is covered and the applicable benefit level.

Celebrate Children's Dental Health Month

In honor of National Children's Dental Health Month in February, the Delta Dental of Arizona Foundation is partnering with the Children's Museum of Phoenix to teach good oral health habits to children.

During the month-long celebration, the Museum will host daily interactive activities related to the mouth, teeth and oral health. Activities include:

- Story time with dental-related books
- Puppet shows by Sarabelle Toothington, the Tooth Fairy
- Q&A sessions with pediatric dentists Dr. Tim Wilson and Dr. Julie Anfinson
- Tooth-themed arts and craft projects

Smile Bags featuring toothbrushes, toothpaste, floss and fun facts about

dental health will also be distributed to Museum visitors. For more information, visit www.deltadentalaz.com/dentalhealthmonth.



Don't Forget!
National Tooth Fairy Day is
FEBRUARY 28

Annual Meeting Reminder

Delta Dental of Arizona's annual membership meeting is 8:30 a.m. on March 28 at 5656 W. Talavi Blvd. in Glendale. All contracted dentists are encouraged to attend.

DELTA DENTAL OF ARIZONA
FOUNDATION



Delta Dental of Arizona Foundation

GOLF4SMILES

TOURNAMENT



Friday, May 16, 2014
Grayhawk Golf Club
golf4smiles.org

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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



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

TOP OF THE LIST

Groups acquired since September 2013 with 75+ employees

- 1 Cocopah Indian Tribe**
495 Employees
Location: Yuma
Plan: PPO plus Premier
- 2 Isagenix International, LLC**
285 Employees
Location: Chandler
Plan: PPO plus Premier/PPO
- 3 Origami Owl**
253 Employees
Location: Chandler
Plan: PPO plus Premier
- 4 FNF Construction, Inc.**
216 Employees
Location: Tempe
Plan: PPO
- 5 The Meadows of Wickenburg, Inc.**
216 Employees
Location: Phoenix
Plan: PPO
- 6 La Posada at Park Centre, Inc.**
168 Employees
Location: Green Valley
Plan: enhanced Premier/PPO
- 7 DBSI, Inc.**
125 Employees
Location: Chandler
Plan: enhanced Premier/PPO
- 8 ConnectionsAZ, Inc.**
98 Employees
Location: Phoenix
Plan: PPO
- 9 Habitat for Humanity Central Az**
77 Employees
Location: Phoenix
Plan: PPO