

First Impressions

Delta Dental of Arizona Provider Newsletter

INSIDE: CEO's Corner | WRDC | NPI Numbers | PPO Fee Schedule | New Groups


Q&A

Dr. Vincent Rauschel

Sierra Family Dentistry in Chandler

Q: Do you floss and brush as much as you recommend?
I try to. I don't know that most dentists do.

Q: Electric or manual toothbrush?
Electric. I have a Sonicare and I love it. I feel like my teeth are cleaner when I'm done and it has the timer so you know you're going to get your two minutes in.

Q: Which celebrity has the best smile?
Julia Roberts or Halle Berry. They have big, wide smiles and they look real. There are a lot of veneers out there.

Q: What is the best dental advice you've ever received?
Look at each patient as a family member. What would you do for your family—your mom, your daughter your brother—whatever you would do for them is what you should do for your patient.

Q: February was Children's Dental Health Month. What oral health tips do you have for parents?
Have your kids seen at 1-year-old. That would be one. The other thing is when you come in for your care, as early as you can, bring your kids. Let them watch. That's what we do here. Let them see mom, dad, big brother or big sister get their teeth cleaned so they see early on that this is a safe, fun place. We'll give them a toothbrush and make it a fun visit.

Q: What is the best thing about being a Delta Dental dentist?
You offer a good individual and family plan that actually benefits the patients. With the ACA, there's a need out there for a good plan because it (dental insurance) does help people take care of their teeth. I think people will come to the dentist more if they have something to help them out when they come. Even if they just come for their regular cleanings and check to make sure things get caught early on, it's really important. There's a huge need out there for that.

We do something called a free dental night once a year. People start lining up and they're here all day. My team volunteers and folks come from other offices and other doctors come. There is no shortage of need. We work until everybody is done. The patients' only reason for not coming in for regular checkups or treatment is because they don't have coverage. That's the only reason they don't come. If Delta Dental has an individual plan that people can afford, they can at least come in and get checked out. Catching stuff early is the key. Take care of it while it's a filling, not two years too late. Then we're taking a tooth out. That's a tragedy.

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



CEO's CORNER

Year in Review

Prompted in part by the Affordable Care Act, Delta Dental of Arizona placed a renewed focus in two key areas the last few years: providing Arizonans greater access to affordable dental care and ensuring continued subscriber growth in an increasingly competitive environment.

I'm proud to say that our hard work has paid off: Delta Dental of Arizona has achieved its largest enrollment increase in company history. In fact, more than 60,000 new enrollees joined Delta Dental of Arizona in the last year.

I am confident that this growth will continue in 2015, allowing us to increase access to dental care to even more Arizonans than ever before. It also enables Delta Dental of Arizona to invest in itself. People are the primary competitive advantage a company has. Because our work is service-oriented, we increasingly depend on the intellectual capital of our associates for our continued success. Hiring new staff in overextended departments, providing additional opportunities for training and eliminating organizational inefficiencies will improve service for our stakeholders and employee productivity while serving as a catalyst for growth.

We're excited about 2015 and hope you are too. Thank you for being our partners in promoting optimal oral health to all Arizonans!

Warmest Regards,

R. Allan Allford
President/CEO

Children's DENTAL HEALTH MONTH

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

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

- Story time with dental related books
- Meet-and-greets with the Delta Dental Tooth Fairy
- Q&A sessions with pediatric dentists Dr. Danielle Goldstein, Dr. Jeanette MacLean and Dr. Tim Wilson
- Tooth-themed arts and craft projects

Smile Bags featuring toothbrushes, toothpaste, floss and fun facts about dental health were also distributed to Museum visitors.



TOP

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
- 11 Missing NPI's or incorrect NPI numbers
(see "Submit Your NPI Number to DDAZ" article to the right)

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 <http://goo.gl/x8Z0K>.

Join Delta Dental at the Western Regional Dental Convention



Above: Professional Relations Representatives Wendy Parr and Keisher Ballew, Director of Professional Relations Kathy Morrow, and Network Development Specialist Cindy Grindley at the 2014 Western Regional Dental Convention Delta Dental of Arizona booth.

Representatives from our Professional Relations team are looking forward to meeting with attendees at the Western Regional Dental Convention (WRDC), March 19-20 at the Phoenix Convention Center. Stop by booth #608 in the exhibit hall and say hi. For more information or to register for WRDC, visit www.westernregional.org.

Submit Your NPI Number to Delta Dental of Arizona

A National Provider Identifier (NPI) is a unique 10-digit number issued to health care providers and organizations by the federal government. All providers should have a Type 1 NPI. Any practice incorporated under a TIN or EIN should also have a Type 2 NPI.

Many states require the NPI on all transactions—paper or electronic. Because all Delta Dental member companies use the NPI to process claims, it is important that we have yours on file. If you have not submitted your NPI to Delta Dental of Arizona, please fax a copy of your NPI confirmation page to 602.588.3910. If you need to apply for a NPI, visit <https://nppes.cms.hhs.gov/NPPES>.

New PPO Fee Schedule Went Into Effect January 1

Delta Dental of Arizona has implemented targeted increases to select PPO network and specialty fees. We recommend always submitting UCR fees to ensure accurate payments. To view the current PPO fee schedule, log in to the Dentist Connection and request a PPO Fee Schedule Report. Requests received during regular business hours are generally responded to within 24 hours.



Use Faxback for Faster Access to Patient Benefits

Dentists asked for faster, more effective delivery of vital benefit information. Delta Dental of Arizona listened!

The Faxback service is the most efficient and quickest way to get your patients' benefit and eligibility information. Each faxback includes:

- Member's name and eligible dependents
- Group name and number
- Coverage type and plan type
- Benefit year
- Age limits
- Annual maximums and deductibles
- Covered procedures by a representative procedure code for 11 of 12 categories of service
- Frequency, age and other benefit limitations
- Required diagnostics, if applicable
- Type of COB
- Order of benefits
- Co-pay levels
- Differences in benefit levels depending on network



Connect to Faxback at
602.588.3982 or 866.746.1834

Nominate a Dental Health Care Hero by May 15

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 www.bizjournals.com/phoenix/nomination.



Delta Dental of Arizona's annual membership meeting is 8:30 a.m. on April 24 at 5656 W. Talavi Blvd. in Glendale. All contracted dentists are encouraged to attend.

Delta Dental Launches Dentist By 1 Campaign

On average, Arizona children do not visit the dentist until they are almost 3 years old. That's two years too late. Dental experts recommend children visit the dentist within six months of getting the first tooth – and no later than the first birthday.

In response, Delta Dental has created "Dentist By 1," a public service campaign to educate Arizona parents about the benefits of taking their children to the dentist by age 1 and to encourage them to schedule a visit.

Dentists and caregivers can visit www.dentistby1.com to learn more about the importance of early dental visits and to find resources on children's oral health, including flyers and brochures in English and Spanish.



Protect your baby's smile.

Before they can even say "Hello".

Cavities are nearly 100% preventable. Your child should visit the dentist by age 1 or within six months after the first tooth comes in.

Visiting the dentist by age 1 helps you:

- **Know** the dentist and who to call if your child has an emergency.
- **Learn** how to avoid cavities that can cause your child pain and serious health problems such as difficulty eating, speaking and learning.
- **Save** money by learning healthy habits and how to care for your baby's teeth.

Healthy mouths are important – even for babies and young children.

Visit DentistBy1.com to learn more.



Delta Dental of Arizona



Dentist By 1™

Cavities are nearly 100% preventable.

2015 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 2015 version of the CDT incorporates a significant number of procedure code changes with 16 new codes, 52 revised codes and 5 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 and Android via Google Play.

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

Download the 2015 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
2015 Dentist Manual and Reference Guide
(Includes National Account Processing Policies)

Save on Supplies and Services with Dental Office Deals

Delta Dental network dentists can sign up for Dental Office Deals to receive discounts on many common dental practice needs, such as dental instruments, defibrillators, shipping service, cell phone service, drinking water, office supplies, payroll services and continuing education. Enrolled practices receive an average discount of 33% off retail prices!

Why is Delta Dental offering this program to Delta Dental dentists?

Delta Dental strives to continually identify new ways to create value for our Delta Dental offices. We have been focused on expanding our large patient base for Delta Dental dentists in order to increase production for the practice. Dental Office Deals is a new direction which provides the opportunity for participants to reduce overhead expenses.

Where are these discount agreements coming from?

Delta Dental has a partnership with the United Dental Alliance (UDA), the largest group purchasing organization focused on dentistry. The United Dental Alliance is providing these business agreements, developed for their member base, for use by Delta Dental dentists.

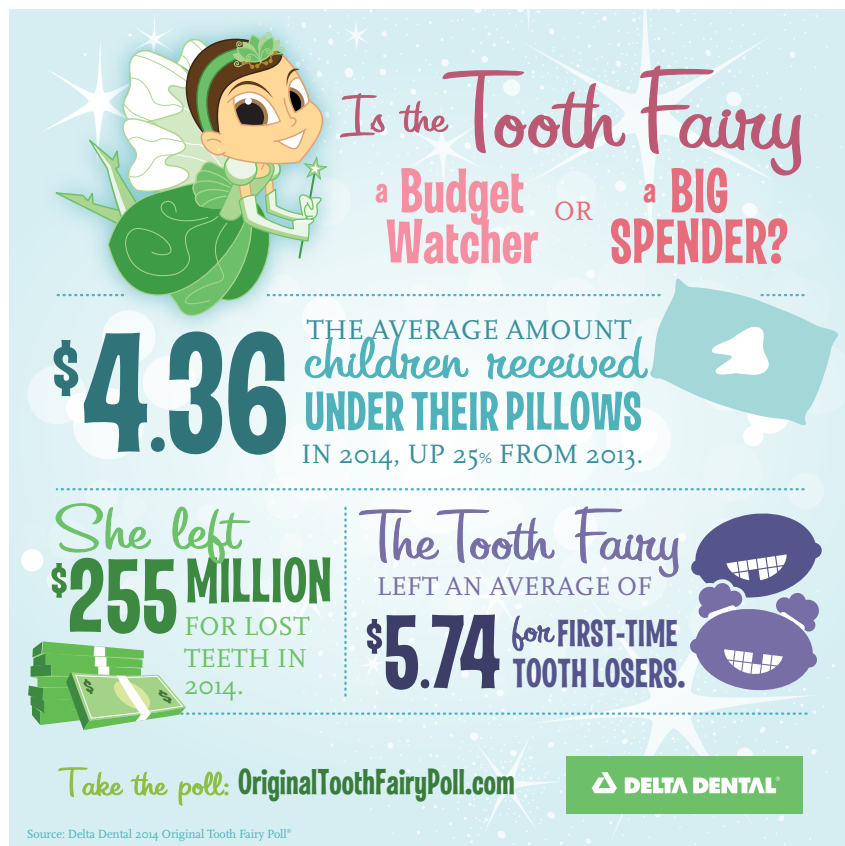
Is there a cost to register for the Dental Office Deals program?

This program is free to qualified participants, and there is no cost to enroll with any selected business partner. Each practice will need to invest a little time to understand which opportunity is right for them but the ROI will be high.

How can I get more information on Dental Office Deals?

Visit deltadental.com and log in to your account through the Dentist portal on the top bar. Select Dental Office Deals at the bottom of the left column to access the Dental Office Deals portal.

"Enrolled practices receive an average discount of 33% off retail prices!"



Is the Tooth Fairy a Budget Watcher OR a BIG SPENDER?

\$4.36 THE AVERAGE AMOUNT children received UNDER THEIR PILLOWS IN 2014, UP 25% FROM 2013.

\$255 MILLION FOR LOST TEETH IN 2014.

The Tooth Fairy LEFT AN AVERAGE OF \$5.74 for FIRST-TIME TOOTH LOSERS.

Take the poll: OriginalToothFairyPoll.com

DELTA DENTAL

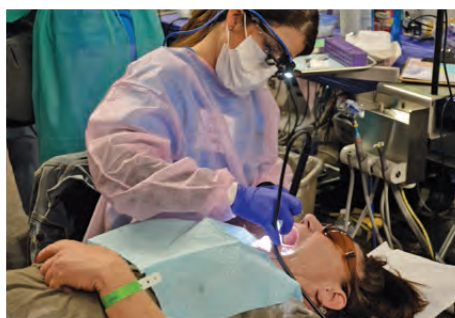
Source: Delta Dental 2014 Original Tooth Fairy Poll®


Delta Dental of Arizona Blog

ORAL HEALTH RESOURCES FOR YOUR PATIENTS



deltadentalazblog.com





CADSAZ Dental Mission of Mercy
ARIZONA STATE FAIRGROUNDS-PHOENIX, AZ

December 12 & 13, 2014

1,508 Volunteers

1,665 Patients RECEIVED CARE

14,321 PROCEDURES PERFORMED

\$1.83 Million
IN ORAL HEALTH CARE SERVICES TO PATIENTS WHO EXPERIENCE BARRIERS TO DENTAL CARE.

Our Heartfelt ♥ Thank You Goes To:


253 DENTISTS	193 REGISTERED HYGIENISTS	346 DENTAL ASSISTANTS	193 DENTAL STUDENTS
25 PHARMACIST & PHARMACY STUDENTS	18 DENTAL LAB TECHS	14 X-RAY TECHS	466 COMMUNITY VOLUNTEERS

Look For Us In 2015.

azmom.org

Follow us: @cadsAZMOM

Like us: facebook.com/cadsazmom



CENTRAL ARIZONA DENTAL MISSION OF MERCY

Arizona Dental Mission of Mercy

Delta Dental of Arizona would like to thank the 1,508 dentists, hygienists and lay people who volunteered at the Arizona Dental Mission of Mercy (AZMOM) on December 12-13, 2014. Together we made a difference in the lives of 1,665 patients and provided nearly \$1.8 million in patient care.

A project of the Central Arizona Dental Society Foundation, 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.

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BLOG

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

TOP OF THE LIST

Groups acquired since
November 2014 with
75+ employees

1

**Scottsdale Healthcare
Hospitals dba: Scottsdale
Lincoln Health Network**
7,091 Employees

Location: Scottsdale
Plan: PPO plus Premier

2

City of Mesa
5,003 Employees

Location: Mesa
Plan: PPO plus Premier

3

**Northern Arizona Healthcare,
Inc.**
2,608 Employees

Location: Flagstaff
Plan: PPO plus Premier

4

Swift Transportation Company
1,429 Employees

Location: Phoenix
Plan: PPO plus Premier

5

Apollo Education Group, Inc.
1,340 Employees

Location: Phoenix
Plan: PPO plus Premier

6

**Karsten Manufacturing
Corporation & Subsidiaries**
772 Employees

Location: Phoenix
Plan: PPO

7

**Tuba City Regional Healthcare
Corporation**
752 Employees

Location: Tuba City
Plan: PPO plus Premier

8

**MV/ACC Holdings LLC and
Subsidiaries**
325 Employees

Location: Phoenix
Plan: PPO plus Premier