



FIRST IMPRESSIONS

The Provider Pub: News, Trends and Insights
For You and About You

DENTIST SPOTLIGHT

Q&A with Dr. Jeanette MacLean

of Affiliated Children's Dental Specialists
in Glendale

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

A: Absolutely!

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

A: Delta Dental of Arizona is the easiest carrier to deal with. You make my office manager's job easier. You value your providers as well as make a difference in the community.

Q: What is something interesting about you that not many people may know?

A: I travel the country lecturing about the benefits of Silver Diamine Fluoride (SDF). People assume that parents reject it because of poor aesthetics. If it means preventing a child from having to be sedated or having their tooth drilled and filled, there are many parents who choose SDF.

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



DATA BREACHES HAPPEN. HOW PREPARED IS YOUR OFFICE?

According to a 2017 study sponsored by IBM Security and conducted by Ponemon Institute, data breaches cost the healthcare industry an average of \$380 per compromised record. This makes data breach costs for dentists, doctors and other healthcare providers extremely high. Do the math for your practice, if you dare.

As a dental professional, you know all about the importance of preventive care. You tell your patients that brushing, flossing and routine cleanings are the best defense against bigger and more expensive dental problems down the road. The same mentality can be applied to safeguarding your office from a healthcare data breach.

Find out how to protect sensitive patient information with a free IT security assessment from Medix Dental. There is no cost and no obligation to take advantage of this exclusive offer for Delta Dental dentists. Once the assessment is complete, you'll receive a detailed report that outlines your practice's risks for a data breach. You'll also receive information on how you can fix issues identified in the report.

There's no question that dentists need to take steps to protect their practices from costly data breaches. Take the first step today by signing up for a free IT security assessment at medixdental.com/deltadentalaz.



"I was surprised at the amount of potential breaches and the level of risk I had with my current IT setup."

Dr. Richard Higgs
Delta Dental of Arizona Board Member



CEO's CORNER Year in Review

By every measure, 2018 was an exceptional year for Delta Dental of Arizona. We stayed true to our mission of improving lives by promoting optimal oral health through our dental benefits programs and our community benefit activities while taking steps to better serve our participating dentists.

Highlights from 2018 include:

- Adding more than 59,080 enrollees despite an increasingly competitive environment.
- Expanding our individual and family dental plan offerings to include plans with no waiting periods and plans with no premiums for children under age 3.
- Increasing dental office visits by Professional Relations staff by 138%, providing answers and training to 1,000 different offices in the state.
- Partnering with Medix Dental to help our network dentists evaluate the security of their patient health data. Learn more about their free IT security assessment on page 1.
- Reaffirming our commitment to provide oral health care to Arizona residents who cannot afford it, which you can read more about on page 7.

I am proud and humbled by the hard work of the Delta Dental of Arizona staff, our dentists, brokers and the oral health community. It is with your support that we continue to be the no. 1 ranked dental benefits carrier in the state year after year and I look forward to our continued success in 2019.

Warmest Regards,

R. Allan Allford
President & CEO

Win A **Pizza Party** For Your Office



Sign up for direct deposit (EFT/ERA) during the month of March and you'll be entered to win a pizza party for your staff, courtesy of Delta Dental of Arizona!

See page 3 for instructions on how to sign up for EFT (electronic funds transfer).

Official Rules: No purchase is necessary to win. Sweepstakes is open to participating Delta Dental of Arizona (DDAZ) providers who complete a new EFT enrollment between March 1, 2019 and March 31, 2019. Local EFT enrollment is required for sweepstakes eligibility; national ERA enrollment is optional. Failure to sign up for national ERA will not exclude a participating provider from sweepstakes eligibility. All eligible providers will be entered into a random drawing on or around April 8, 2019 and a single winner of the office pizza party will be selected. Odds of winning will vary depending on the number of new EFT enrollments received during the sweepstakes period. Prize value will not exceed \$100. The winning participating provider and office name will be published in a subsequent 2019 issue of First Impressions.

DIRECT DEPOSIT SAVES DENTAL OFFICES MONEY

SIGN UP TODAY!

Looking for a way to reduce your dental practice costs? Want to better manage your practice cash flow? Signing up to receive your Delta Dental payments via direct deposit (also known as electronic funds transfer) is the answer.

What is EFT?

An electronic funds transfer (EFT) is the immediate transfer of money from one bank account to another using computer-based systems. Dentists who sign up for EFT with Delta Dental of Arizona do not wait for checks to arrive in the office mail, nor do they wait for staff members to deposit the checks in the bank. Instead, the payments immediately move from Delta Dental's account directly into the dentist's account. Due to the electronic tracking mechanisms, those who use EFT also spend much less time reconciling accounts. Research shows both processes save time and money for dentists who choose to go paperless.

How much money will my practice save?

By leveraging the healthcare EFT standard via Automated Clearing House (ACH) for both claims payments and electronic remittance advice (ERA), a dental practice can save \$36,000 per year on average, according to the Council for Affordable Quality Healthcare (CAQH), a nonprofit collaborative alliance of the nation's leading health plans and networks.

Benefits of EFT

Here are just a few advantages to signing up to receive claims payments via EFT:

- Improve cash flow, as funds are deposited directly to your checking account
- Receive payments faster
- Allow staff to focus more on patients and less on paperwork
- Reduce potential for lost checks or fraud
- Update patient accounts more quickly and accurately, collecting patient payments closer to the time of service

Ready to make the switch?

Sign up for EFT in 4 easy steps:

Step 1: Go to deltadentalaz.com/dentist

Step 2: Click **Forms and Documents**

Step 3: Click **Electronic Funds Transfer/Direct Deposit** to download the fillable PDF form. Then fill it out, print and sign it.

Step 4: Submit your completed form, voided check or bank letter either by mail, fax or email.

Mail: Delta Dental of Arizona
Professional Relations Department
5656 W. Talavi Blvd.
Glendale, AZ 85306

Fax: 602.588.3910

Email: prelations@deltadentalaz.com



Dr. Gopi Kapadia
EspDental

"I love direct deposit with Delta Dental. It's a win-win—less work for the staff and faster payments for the office. I would highly recommend switching over to EFT. It's faster, easier and a smart way of managing your time."

TYPE 1, TYPE 2 OR BOTH: WHICH NPI IS RIGHT FOR YOU?

The National Provider Identifier (NPI) is a 10-digit unique identifier that represents healthcare providers in HIPAA standard transactions. Dental providers are required to report an NPI number for all claims or verification of benefits, regardless of submission mode (i.e. electronic, mail, fax, etc.).

There are two types of NPIs:

1. *Type 1 is for the provider.* This is the only type of NPI you will need if you receive payments in your name or under your social security number as a solo practitioner. For practices with multiple dentists, obtain a Type 1 NPI for each dentist.
2. *Type 2 is for group practices,* incorporated dental practices or other business entities paid under their business or corporate name, or under their employer identification number (EIN).

On claims, the Type 2 NPI identifies the payee, and may be submitted in conjunction with a Type 1 NPI to identify the dentist who provided the treatment. For example, on a standard ADA Dental Claim Form, the treating dentist's NPI is entered in field 54 and the billing entity's NPI is entered in field 49.

Use the chart below as a guide for determining if you need Type 1, Type 2 or both:

Practice Type	NPI Type
Solo practitioner	Type 1 only, if claims are transmitted in the dentist's name and social security number. If claims are transmitted in the practice name and Tax Identification Number (TIN), Type 2 is also needed.
Individual dentist at one practice location	Type 1 for the dentist and Type 2 for the practice, if claims are transmitted in the practice's name and TIN.
Multiple dentists, one practice location	Type 1 for each dentist and Type 2 for the practice, if claims are transmitted in the practice's name and TIN.
Multiple dentists, multiple practices	Type 1 for each dentist and Type 2 for each practice with a separate TIN.

Need to apply for an NPI Type 2?

Apply online at the National Plan and Provider Enumeration System (NPPES) website at <https://nppes.cms.hhs.gov> and follow these steps:

1. Click the blue **CREATE** or **MANAGE AN ACCOUNT** button.
2. Click the gray **Create Account Now** button.
3. Complete the required registration information and follow the prompts to apply for an NPI Type 2.

The screenshot shows the NPPES (National Plan and Provider Enumeration System) website. At the top, there is a search bar and a help icon. The main content area is divided into two columns. The left column is titled 'Registered User Sign In' and contains a login form with fields for 'User ID' (labeled as 'IAA User ID, used to access NPPES, EHR & PECOS') and 'Password'. Below the fields are buttons for 'SIGN IN' and 'FORGOT USER ID OR PASSWORD?'. A note at the bottom of this section states: '*If your User ID is associated with a large number of providers, you could experience a small delay while the application retrieves all NPPES profile related information'. The right column is titled 'Create a New Account' and contains instructions for creating an Identity & Access Management System (IAA) User ID and Password. It includes a 'CREATE or MANAGE AN ACCOUNT' button. The instructions mention that if you don't have an IAA account, you need to update your existing IAA account, or if you don't remember your User ID or Password, you should select the 'CREATE or MANAGE AN ACCOUNT' button below to go to IAA. Once you have successfully created your IAA account, your existing Type 1 NPI will be associated with your IAA account. After successfully creating your IAA account, return to NPPES and use your IAA User ID and Password to log into NPPES where you can create and maintain the NPI data associated with your provider(s).

Did You Know...

Claims are processed faster when they have the required NPI Number(s) in the correct boxes on the form.

If your practice should have a Type 2 NPI and it is not provided on the claims form, the claim will be rejected or suspended.

AUTHORIZATIONS 36. I have been informed of the treatment plan and associated fees. I agree to be responsible for all charges for dental services and materials not paid by my dental benefit plan, unless prohibited by law, or the treating dentist or dental practice has a contractual agreement with my plan prohibiting all or a portion of such charges. To the extent permitted by law, I consent to your use and disclosure of my protected health information to carry out payment activities in connection with this claim. <input checked="" type="checkbox"/> Patient/Guardian Signature _____ Date _____ 37. I hereby authorize and direct payment of the dental benefits otherwise payable to me, directly to the below named dentist or dental entity. <input checked="" type="checkbox"/> Subscriber Signature _____ Date _____			ANCILLARY CLAIM/TREATMENT INFORMATION 38. Place of Treatment <input type="checkbox"/> (e.g. 11=office; 22=O/P Hospital) (Use "Place of Service Codes for Professional Claims") 39. Enclosures (Y or N) <input type="checkbox"/> 40. Is Treatment for Orthodontics? <input type="checkbox"/> No (Skip 41-42) <input type="checkbox"/> Yes (Complete 41-42) 41. Date Appliance Placed (MM/DD/CCYY) _____ 42. Months of Treatment Remaining _____ 43. Replacement of Prosthesis <input type="checkbox"/> No <input type="checkbox"/> Yes (Complete 44) 44. Date of Prior Placement (MM/DD/CCYY) _____ 45. Treatment Resulting from <input type="checkbox"/> Occupational illness/injury <input type="checkbox"/> Auto accident <input type="checkbox"/> Other accident 46. Date of Accident (MM/DD/CCYY) _____ 47. Auto Accident State _____		
BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.) 48. Name, Address, City, State, Zip Code Smiletown Dentistry 123 Main Street Home Town, ST00000 49. NPI TYPE 2 NPI 50. License Number 51. SSN or TIN 52. Phone Number () - 52a. Additional Provider ID			TREATING DENTIST AND TREATMENT LOCATION INFORMATION 53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed. <input checked="" type="checkbox"/> Alex R. Holland Signed (Treating Dentist) _____ Date _____ 54. NPI TYPE 1 NPI 55. License Number 56. Address, City, State, Zip Code 56a. Provider Specialty Code 57. Phone Number () - 58. Additional Provider ID		

©2012 American Dental Association
 J430D (Same as ADA Dental Claim Form – J430, J431, J432, J433, J434)

DDAZ-0154-rev0417

TIP: Download Your EOPs Weekly

Are you logging in to the Dentist Connection regularly to download your Explanation of Payments (EOPs)? Make it a habit to download and save a copy of your EOP weekly!

JOIN DELTA DENTAL AT THE WESTERN REGIONAL DENTAL EXPERIENCE



Representatives from our Professional Relations team are looking forward to meeting with attendees at the Western Regional Dental Experience (WRDE), April 4-6, at the Renaissance Glendale Hotel and Spa. Stop by booth #600 in the exhibit hall and say hi. For more information or to register for WRDE, visit westernregional.org.



REMINDER: PATIENTS CANNOT BE BILLED FOR LASER TREATMENT



Delta Dental of Arizona provides benefits based on the procedure code performed—not the technology or technique used to perform the procedure. For example, if a gingivectomy is performed using a laser or a scalpel, the procedure code is the same: D4211.

This means that dentists cannot file a separate fee for laser treatment. This policy is based on the ADA'S Code on Dental Procedures and Nomenclature (CDT), which defines the laser as an instrument or a tool.

DIY ORTHODONTICS ARE NOT COVERED SERVICES

The statistics around “do it yourself” (DIY) invisible aligner treatments don’t lie. In 2017, the American Association of Orthodontists found that 39% of orthodontists who reported seeing patients after an attempt at DIY therapy had to provide some form of corrective dental treatment to address problems caused by a patient trying to straighten their own teeth. This is one of the reasons self-administered or any type of “do it yourself” orthodontics are not covered services.

Per Delta Dental national processing policy:

Orthodontics, including oral evaluations and all treatment, must be performed by a licensed dentist or his or her supervised staff, acting within the scope of applicable law. The dentist of record must perform an in-person clinical evaluation of the patient (or the telehealth equivalent where required under applicable law to be reimbursed as an alternative to an in-person clinical evaluation) to establish the need for orthodontics and have adequate diagnostic information, including appropriate radiographic imaging, to develop a proper treatment plan. Self-administered (or any type of “do it yourself”) orthodontics is DENIED.



Coding For Invisalign® or Other Clear Aligner Therapy

In most cases, when clear aligner therapy (i.e. Invisalign, Inman Aligner, Smart Moves, etc.) is used, the entire dentition is being treated. Dental offices should use comprehensive coding, modified by the appropriate state of dental development to submit claims.

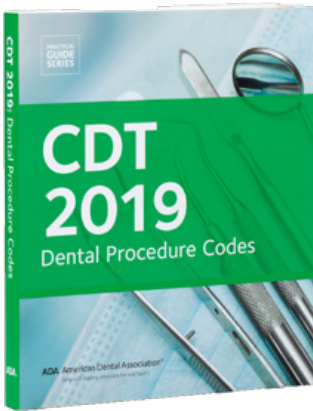
For example, code D8090 should be used for an adult patient on whom the entire dentition is being addressed and treated.

It is important to note that there are not unique codes for non-traditional orthodontics, such as Invisalign or Incognito, so the benefit is based on the approved fee for conventional orthodontics. Any additional fee is not billable to the patient.

Delta Dental of Arizona Named Top Dental Insurance Company

For the 20th consecutive year, the Phoenix Business Journal named Delta Dental of Arizona the top dental insurer in the state.

Insurer name / 2018 Rank Website	Address Phone	Current # of Arizona enrollees (primary and secondary)	Current # of participating provider locations	Types of products offered	Top local executive
1 Delta Dental of Arizona ① deltadentalaz.com	5656 W. Talavi Blvd. Glendale, AZ 85306 602-938-3131	1,165,141	8,725	Group dental insurance, individual and family dental plans, vision benefits	Allan Allford
2 Cigna ② cigna.com	5310 E. High St., #200 Phoenix, AZ 85054 480-426-6780	530,700	8,827	Suite of health services: dental, medical, behavioral health, pharmacy, vision, supplemental benefits, related products such as group life, accident and disability insurance	Kim Shepard
3 MetLife ③ metlife.com	60 E. Rio Salado Pkwy., #600 Tempe, AZ 85281 800-669-2164	424,864	12,799	Employee benefits: Dental, life, disability, vision, legal services, accident and health, auto and home	David Hibler, dhibler@metlife.com
4 Humana Inc. ④ humana.com	2231 E. Camelback Rd., #400 Phoenix, AZ 85016 602-760-1700	234,810	10,830	Dental PPO and HMO, individual dental products, dental plans/programs for Medicare, federal employees and TRICARE retirees; standalone dental plans on exchange	Victoria Coley
5 Blue Cross Blue Shield of Arizona ⑤ azblue.com	2444 W. Las Palmaritas Dr. Phoenix, AZ 85021 602-864-4100	169,027	6,242	Dental PPO, dental HMO, administrative-services-only, discount	Pam Kehaly



2019 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 2019 version of the CDT incorporates a significant number of procedure code changes with 159 new codes, 5 revised codes 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 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.

Annual Members Meeting 4/12/19

Mark your calendar for the Annual Meeting for DDAZ Member Dentists. This year's meeting is 8:30 a.m. on April 12, at our Glendale office.

Patient Oral Health Kit Giveaway Rules

DDAZ will provide a Patient Oral Health Kit consisting of 100 toothbrushes and 100 toothpaste tubes to the first 25 Delta Dental dentists who create/update their CAQH ProView profile and authorize DDAZ access to their data. Only one dentist per practice location may qualify to receive a Patient Oral Health Kit. Prize value will not exceed \$50. A list of Patient Oral Health Kit recipients will be published in a subsequent 2019 issue of First Impressions.

See "For Your Practice" insert for more info on giveaway.

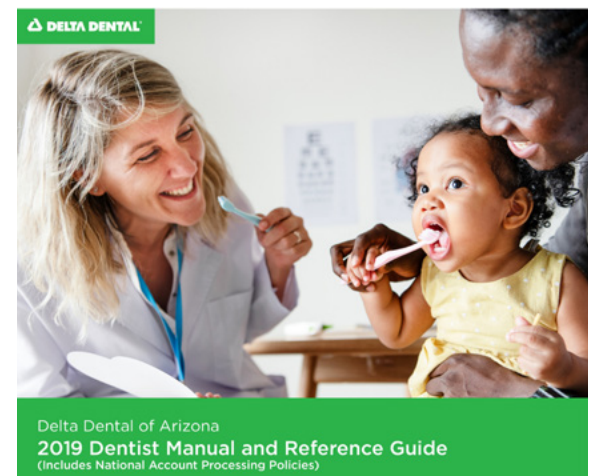
DDAZ FOUNDATION AWARDS \$600,000 IN ORAL HEALTH GRANTS

Understanding how important a healthy smile is, Delta Dental of Arizona (DDAZ) is proud to announce \$600,000 in grants to 31 deserving non-profits around the state who provide access to preventive oral health care and dental education to some of the state's most underserved populations.

Grants range from \$2,500 to \$35,000 and support a broad spectrum of preventive services, including silver diamine fluoride treatments through University of Arizona's First Smiles Program; health care for homeless pregnant women served by Maggie's Place; a home visiting program assisting at-risk families administered by the Verde Valley Medical Center in Cottonwood; an interactive dental health magic show and visits from dentists during Children's Dental Health Month (February) at the Children's Museum of Phoenix; Sun Life Family Health Center providing oral health screening and fluoride varnish treatments to 1,500 students in 24 elementary schools in Casa Grande; and teledentistry services through Tooth BUDDS in remote areas of Graham and Greenlee counties.

For a complete list of 2019 grant recipients, visit deltadentalaz.com/foundation and click Grants Recipients in the Quicklinks menu.

Download the 2019 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 deltadentalaz.com/dentist.

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 **6** Customer Service - Claims status/benefits/eligibility
- press **5** Professional Relations - DDS contracts/appeals



- facebook.com/deltadentalaz
- [@deltadentalaz](https://twitter.com/deltadentalaz)
- pinterest.com/deltadentalaz
- youtube.com/deltadentalaz
- deltadentalazblog.com



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

TOP OF THE LIST

Groups acquired since
October 2018 with 75+ employees

Company	Number of Employees	Location	Plan
Empire Southwest, LLC	1,704 employees	Mesa	PPO plus Premier
Versum Materials	1,140 employees	Tempe	PPO plus Premier
Crescent Crown Distributing	1,062 employees	Mesa	PPO plus Premier
NextCare, Inc.	811 employees	Mesa	PPO plus Premier
Vixxo Corporation	534 employees	Scottsdale	PPO plus Premier
Winslow Indian Health Care Center	389 employees	Winslow	PPO plus Premier
Accelerate Diagnostics	220 employees	Tucson	PPO plus Premier
New Enchantment Group, LLC	205 employees	Scottsdale	PPO plus Premier
Strongmind	169 employees	Chandler	PPO plus Premier; PPO
Equality Health	158 employees	Phoenix	PPO
Universal Laser Systems, Inc.	151 employees	Scottsdale	PPO
Red Mountain Med Holdings, LLC	139 employees	Scottsdale	PPO plus Premier
HSL Financial Properties Inc.	131 employees	Tucson	PPO
Integrate.com, Inc.	128 employees	Phoenix	PPO
Dillon Precision Products/ Dillon Aero	126 employees	Scottsdale	PPO
Market Enginuity	117 employees	Phoenix	PPO plus Premier
Shurwest Financial Group	115 employees	Scottsdale	PPO plus Premier; PPO
CopperPoint Insurance Company	112 employees	Phoenix	DeltaCare
Halvorson Seibold, Inc./Grand Canyon Squire Inn	109 employees	Grand Canyon	PPO plus Premier
Stach & Liu, LLC dba: Bishop Fox	109 employees	Tempe	PPO plus Premier
MGC Pure Chemicals America, Inc.	102 employees	Mesa	PPO
vCORE Technology Partners, LLC	91 employees	Scottsdale	PPO plus Premier
Arizona Asthma & Allergy Institute	91 employees	Peoria	PPO plus Premier
Kind Hospitality	82 employees	Mesa	PPO plus Premier
Hemisphere GNSS (USA), Inc.	81 employees	Scottsdale	PPO plus Premier



FOR YOUR PRACTICE

CREATE OR UPDATE YOUR CAQH PROVIEW PROFILE BY MAY 1

Delta Dental of Arizona is now using the American Dental Association (ADA) credentialing service, CAQH ProView®, to re-credential participating dentists. To ensure a smooth re-credentialing experience, participating dentists should sign up and complete their CAQH profile by May 1, 2019.

CAQH ProView is a digital alternative to the slow and cumbersome traditional paper method of credentialing. You can share the professional information you submit to multiple participating dental carriers, reducing your administrative burden and speeding the credentialing process while giving you more time to spend with patients.

With CAQH ProView, you can:

- Self-report and electronically store professional information in one user-friendly online data source, and easily update it as needed.
- Directly upload credentialing documents to improve the accuracy and timeliness of applications.
- Share information common to multiple practice locations among providers in that practice.
- Maintain control of professional information with security features and authorize specified organizations to receive it.

The CAQH ProView service is FREE for dentists and their practice managers to use. You do not have to be an ADA member to use the service to simplify the credentialing paperwork process for your office.

GETTING STARTED WITH CAQH PROVIEW

Prepare by reviewing the credentialing application checklist at ada.org/CredentialingChecklist and gathering all required documentation prior to filling out your profile.

Any U.S. practicing dentist can get started in this service by visiting ada.org/godigital. Once the terms and conditions are accepted, you are redirected to a Welcome Page.

First-time users can complete their profile in about an hour if the necessary items from the dental credentialing application checklist are readily available. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information—either by authorizing all of them or specific ones, including Delta Dental of Arizona.

ALREADY REGISTERED WITH CAQH PROVIEW?

If you have used CAQH ProView before, we recommend that you access your profile by visiting ada.org/godigital. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones.
- Leave no gaps in your work history for the most recent 5 years, or list the reasons for any gaps as appropriate; e.g., leaves of absence, maternity leaves, illness, etc.
- Ensure that a current copy of your liability insurance is attached to your CAQH profile.
- If you only authorize specific organizations access to your profile, please add Delta Dental of Arizona.



If you have an existing CAQH ProView profile, you may get an automated email from the ProView System Administrator requesting that you give Delta Dental of Arizona access to your data. The email should come from ProviewSystemAdministrator@proview.caqh.org and is legit. Please follow the steps in the email to grant DDAZ access to your credentialing information.

CAQH PROVIEW CREDENTIALING FAQs

Why is DDAZ using CAQH ProView for re-credentialing?

We want to streamline paperwork and simplify the credentialing process for network dentists. As a reminder, Delta Dental dentists are required to go through the credentialing process every 3 years to remain a part of our network.

Do I need to be an ADA member to use CAQH ProView?

No, any U.S. practicing dentist can use CAQH ProView free of charge.

Does it cost anything to use CAQH ProView? There is no cost for dentists or other healthcare providers to use CAQH ProView.

Do other dental carriers use CAQH ProView? Yes, many other Delta Dental Member Companies and our competitors (including Aetna, Blue Cross Blue Shield of Arizona, Cigna, Guardian, Humana, United Concordia Dental and United Healthcare) have already adopted CAQH for credentialing.

Can any dental carrier access my data? No, you control who has access to your information. Dental carriers are not allowed access without your authorization. When completing your CAQH ProView profile, you will be asked to choose which dental carriers you give authorization to access your data. Only the dental carriers you've chosen will have access to your data.

I use CAQH ProView with another carrier. What do I need to do? If you have used CAQH ProView before, you can log into your account at ada.org/godigital and update your profile. If you only authorize specific organizations access to your profile, be sure to give Delta Dental of Arizona access to your profile.

What does it mean to “attest” to my data in CAQH ProView? After you enter your professional and practice data within CAQH ProView, you must personally attest to its accuracy.

Who can I contact for help or if I have any questions about CAQH ProView? Within CAQH ProView, you can click the chat icon at the top of any page to ask a question. You can also call:

- The ADA Member Service Center at 800.621.8099. Monday – Friday 8:30 a.m. – 5 p.m. (CT) or via email at msc@ada.org.
- CAQH Help Desk at 888.599.1771. Monday – Thursday: 7 a.m. – 9 p.m. (ET) and Friday: 7 a.m. – 7 p.m. (ET)

CAQH PROVIEW QUICK START GUIDE

These items are necessary to complete your credentialing application:

- ☐ A copy of your state license
- ☐ A copy of your professional insurance face sheet
- ☐ Practice information
- ☐ NPI Number

You may also need the following:

- ☐ Hospital affiliation information
- ☐ A copy of your anesthesia license
- ☐ A copy of your DEA (Drug Enforcement Administration) license
- ☐ A copy of your CDS (Controlled Dangerous Substances) license
- ☐ Medicare number
- ☐ Medicaid number
- ☐ BLS (Basic Life Support) certification information
- ☐ ACLS (Advanced Cardiovascular Life Support) certification information

Here's how you complete your profile:

1. Go to ada.org/godigital and log in using your 9-digit ADA User ID and password. (Call 800.621.8099 if you do not know this info.)
2. Your MyADA account page will load. Update our profile information.
3. Click **My Credentials** to begin the CAQH credentialing process. Review the list of necessary documents and ensure you have them on hand.
4. Click the **Submit Credentials** button.
5. The terms and conditions will load. Click the **checkbox** to accept the terms and conditions. Then click the **Proceed** button at the bottom of the page.
6. The CAQH ProView landing page will load. Click the **Get Started** button.
7. Complete the required form fields in each profile section.
8. Choose which organizations can receive your data and submit all required supporting documents. Once the profile is complete, you must attest to your information.



We're giving away Patient Oral Health Kits to the first 25 dentists who create/update their CAQH ProView profile and authorize DDAZ access to their data! That's 100 toothbrushes and 100 toothpaste tubes your dental office can distribute to patients for FREE! But hurry, this offer is only available to the first 25 dentists/offices!

See giveaway rules on page 7 for details.