



CHOOSING A DENTIST: HOW DENTAQUAL RATINGS CAN HELP YOU FIND THE RIGHT FIT

Delta Dental of Arizona White Paper



How do you search for a new dentist? People often rely on reviews to help make decisions, but subjective commentary isn't always the most reliable way to find a health professional. Our members deserve reputable sources based on facts. That's where DentaQual, a feature of Delta Dental of Arizona's dentist directory, comes in.

WHAT IS DENTAQUAL?



DentaQual is a ratings system that relies on actual data—rather than opinions—to help you navigate your provider options with ease and give you confidence in our dental plan offerings. If you need to find a new dentist, this is an additional tool you can use to objectively quantify what makes a great dentist.

When you search Delta Dental of Arizona's online dentist directory, you'll notice one-to-five-star scores. These DentaQual ratings are based on statistical analysis of claims data and developed by P&R Dental Strategies, a neutral third party and research company with over 20 years of experience.

The reviews are based on:

- Procedure success rate
- Commitment to best practices
- Value
- Patient retention
- Treatment recommendations

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AND UNBIASED
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All scoring is based on standard deviation from the norm, with “the norm” representing the average level of quality in the dentist’s 3-digit zip code region and specialty. DentaQual’s data comes from a de-identified and aggregated database of claims received from more than 70 national and regional dental carriers.

This fair and unbiased feedback can help you feel more confident about choosing a dentist. P&R Dental Strategies isn’t funded by insurance companies and provides reviews only for dentists with enough data available to make an accurate assessment.

FINDING A DENTIST’S DENTAQUAL RATING



Delta Dental’s dentist directory aims to make finding a dentist as easy as possible. Now, along with languages spoken, office hours and other crucial information, you can see DentaQual’s objective evaluations. Better yet, DentaQual automatically refreshes scores each month, so you can always rely on the accuracy of their dentist’s rating.

As of June 2025, DentaQual ratings will display in directory listings for Delta Dental PPO™, Delta Dental Premier® and select DeltaCare® USA dentists practicing in the following regions:

- Alabama
- Arizona
- Arkansas
- California
- Connecticut
- Delaware
- Florida
- Georgia
- Hawaii
- Illinois
- Indiana
- Iowa
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Mississippi
- Missouri
- Montana
- Nevada
- New Jersey
- New York
- North Carolina
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- South Carolina
- Tennessee
- Texas
- Utah
- Washington
- West Virginia
- Wisconsin
- District of Columbia
- Puerto Rico

DID YOU KNOW
staying
in-network
saves time
and money?

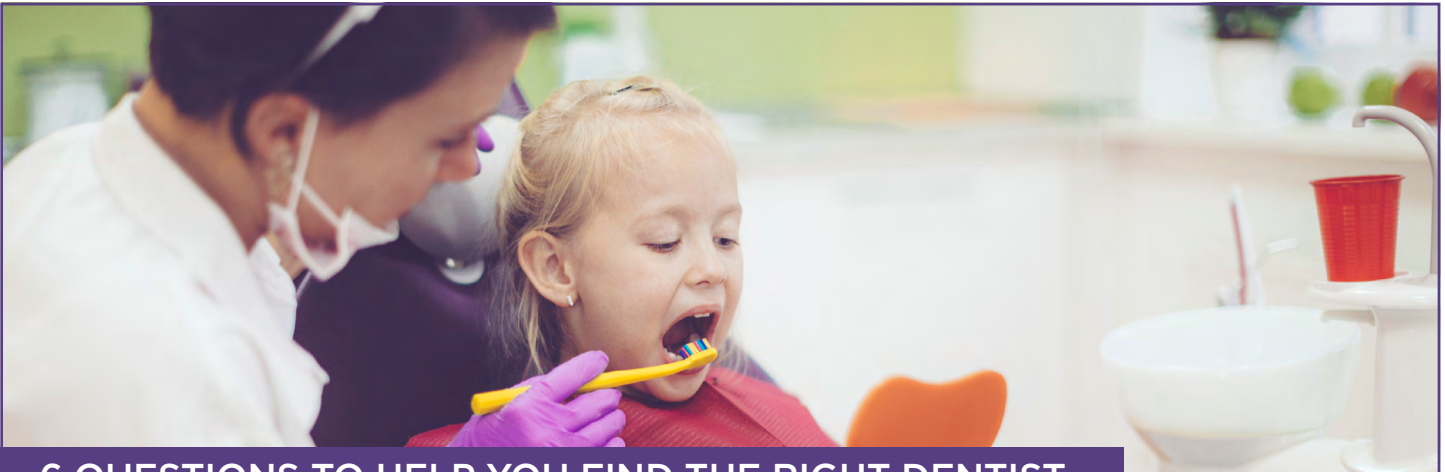
In-network dentists agree to charge **discounted rates** for services

Delta Dental has the largest network of dentists in the state and nation¹

Visiting a network dentist means claims paperwork is filed for you

It's important to note that only dentists with enough available data to be rated will display a DentaQual rating in the directory. The data is updated monthly, so dentists who don't have currently have a rating may have one later as more data becomes available.

To search for a dentist near you and view their DentaQual rating, visit deltadentalaz.com/find. ■



6 QUESTIONS TO HELP YOU FIND THE RIGHT DENTIST

There are a lot of factors to consider when choosing the right dentist for you and your family. Although a dentist's DentaQual rating can be a good place to start your evaluation, you can also check with friends and family to see if they recommend a dentist or call a potential office and ask them questions.

To help you on your search, here are 6 questions to consider when looking for a new dentist:

1. Is the dentist an in-network provider?
2. What do other patients say about the dentist and their office?
3. How does the dental team keep up with new technologies and industry practices?
4. What common procedures are performed in the office and when would you need to see a specialist?
5. How convenient are the office hours and location?
6. What is the dentist's educational background and credentials?