



# Check Up

## Send us your NPI to avoid future delays in claims processing

Health Care Providers who are a covered entity according to the HIPAA regulations are required to obtain a National Provider Identifier (NPI) number.

Your practice will benefit greatly by acquiring your NPI number NOW!

**You must have your NPI number to Delta Dental of Oklahoma before the May 23, 2007 compliance date in order to avoid delays in claims processing and payment.**

### How do I apply?

- Use the Internet:  
<https://nppes.cms.hhs.gov>  
It may take about 20 minutes and you should receive your NPI via e-mail.
- Call 800-465-3203 for an NPI Paper Application
- For information from NPPES about the NPI: call 800-465-3203

### What do I do after I get my NPI number?

- You may send your NPI notification to Delta Dental of Oklahoma by:
  1. *Faxing:* 405-607-2149
  2. *E-mailing:*  
[ccorbin@DeltaDentalOK.org](mailto:ccorbin@DeltaDentalOK.org)
  3. *Mailing:*  
Delta Dental of Oklahoma  
Attn: Chastity Corbin  
PO Box 54709  
Oklahoma City, OK 73154-1709

**!** Delta Dental requires a copy of the **Verification Form** you received with your NPI from the NPPES (whether by e-mail or letter).



### When do I start placing my NPI on claims?

- Delta Dental of Oklahoma is ready to receive your NPI# on your claims.

### Do I have to send my NPI to all Delta Dental Plans?

- No, you only need to send your NPI to Delta Dental of Oklahoma. We will notify other Delta Dental plans.
- Your NPI should be included on all claims submitted to all Delta Dental Plans.

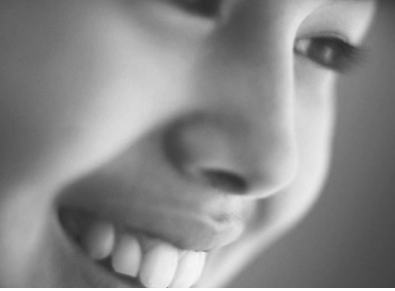
If you have any questions, please contact Chastity Corbin at 405-607-2153 (in the OKC metro) or toll free 1-800-522-0188, ext. 153 or by email: [ccorbin@deltadentalok.org](mailto:ccorbin@deltadentalok.org)

### Important information for Dental Office Toolkit (DOT) Users:

Effective May 23, 2007 (NPI compliance date) you will not be able to access the Dental Office Toolkit if Delta Dental of Oklahoma has not received your official confirmation page with your NPI number.

## On The Inside

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## Your 2007 Customer Service Team



Back row: Deeya, Debbie, Wendy, Danielle, Marie, Debra, Shameeca, Kay. Front row: Sonja, Felecia, Kristen, Melanie

Delta Dental of Oklahoma's Customer Service Team is here to work with you and support your business needs to the best of our ability. We would like for you to meet the team of associates, so please read further as we introduce ourselves:

Deeya' Foreman, Manager of the Customer Service Department, joined our organization in June 1998. She brings with her 15 years of insurance experience, management and training. She continues her services with us now for 8 plus years.

Kay Mosley, Supervisor of the Customer Service Department, joined DDOK December 2005. She is a Certified Dental Assistant and brings to our organization 28 years of dental experience and knowledge from her involvement with the Oklahoma Dental Association.

Our team members here to help you are: Marie, Shameeca, Sonja, Danielle, Kristen, Debbie, Felecia, Debra, Wendy and Melanie. This team with Delta Dental of Oklahoma is well rounded with knowledge. Each associate brings to Delta

Dental of Oklahoma their own individual experience. The experience level starts with dental background, insurance background, organizational skills, research skills and people skills. Bringing all this knowledge together is what helps us to support each other in order to provide the best service in the industry.

### Our Mission Statement:

*We pledge to provide quality and efficient service to all internal and external customers of Delta Dental of Oklahoma.*

*We exist to share our enthusiasm, knowledge and be part of a team. We are responsible for providing accurate benefit and eligibility information along with timely claims status and payment information.*

*At all times, we strive for 100% customer satisfaction through effective communication and the most efficient, accurate, and highest quality service.*

### Your Customer Service Team Delta Dental of Oklahoma

1-800-993-7337  
1-405-607-2189  
[www.deltadentalok.org](http://www.deltadentalok.org)

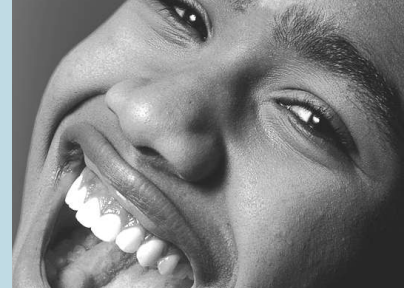
### Another Delta Difference...

Our customer service department satisfaction rating consistently ranks in the high 90th percentile.



### Read it on-line

You can access the Check-Up Newsletter on-line! Go to our web site at [www.DeltaDentalOK.org](http://www.DeltaDentalOK.org). You can find the newsletter under the DENTIST tab.



## Wanted: Updated Dentists' Information from You!

Please notify Delta Dental of Oklahoma if you have a new dentist joining or leaving your practice.

### Remember:

- If you join a practice with multiple dentists, every dentist within that practice needs to be contracted on the same networks.
- If you are already contracted with Delta Dental of Oklahoma and join another practice, we need a new W-9 with an effective date.
- When changing your current practice name, tax id number or location, we need an updated W-9.

- When you are leaving a practice, whether it is to go into private practice or to join an existing one, we need to have a termination letter for the location you are leaving along with the effective date.

We enjoy working with our dentists and their staff. We always want to make sure we have the most current and up to date information for our providers. If you ever have a question as to whether we need to be notified of a change in your office, please do not hesitate to call Lori Gillless in our Professional Relations Department at (405) 607-2137 or 1-800-522-0188. You may fax any of your changes as discussed in this article to (405) 607-2198 or email: [lgillless@deltadentalok.org](mailto:lgillless@deltadentalok.org) ■

## Avoid Delays in Claim Payments

Effective August 1, 2007, Delta Dental of Oklahoma will change our paper check run cycle. Currently, DDOK issues benefit payments for paper claims bi-weekly. As of August 1, 2007, this will change to one time per week.

### DDOK will continue our daily transactions for electronic claim benefit payments.

If you are interested in any of our electronic services and would like to learn more in order to avoid future delays in receiving your benefit payments, please contact our Professional Relations Department at 405/607-2142 (OKC metro area) or 1-800-522-0188, ext. 142 (outside OKC metro area). ■

## Did you know?



- The Delta Dental of Oklahoma Charitable Foundation has now surpassed the \$1 million mark in giving since its inception in 1999.
- The \$100,000 Delta Dental of Oklahoma Fund has been established to help those in need, but ineligible for assistance, access to vital dental care.
- The Delta Dental of Oklahoma Charitable Foundation will donate more than \$450,000 in 2007 to causes ranging from supporting the OU College of Dentistry and providing dental education programs for our schools, to funding inner-city dental clinics across Oklahoma.

## It's Time To Update Your Fees

If you wish to update your fees, you must submit them to Delta Dental of Oklahoma on a current Confidential Membership Fee Listing Form. Once they are received and entered, a letter is sent to your office acknowledging the receipt of those fees. The filed fee forms you send in annually to our office are used to calculate the new Premier Maximum Allowable Amount. If you want to update your fees and you do not have a Confidential Membership Fee Listing Form, please call the Professional Relations Department at 405-607-2137 (OKC area) or 800-522-0188, ext 137 (outside OKC). ■



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 Lori Gillless, *Internal Professional Relations*  
 Chastity Corbin, *Provider Service Representative*  
 Tania Graham, *Director of Claims Operations*  
 Deeya Foreman, *Manager of Customer Service*

**2007 Holiday Schedule**

May 25	Memorial Day
May 28	Memorial Day
July 4	Independence Day
Aug 31	Labor Day
Sept 3	Labor Day
Nov 22	Thanksgiving Day
Nov 23	Thanksgiving Holiday
Dec 24	Christmas Eve
Dec 25	Christmas Day
January 1, 2008	New Year's Day

**Welcome New 2007 Members to Delta Dental of Oklahoma**

Dr. Quint Whitefield	Dr. Jim Highfill	Dr. Jerry Jack	Dr. Dale Manuel
Dr. Elizabeth Bohanon	Dr. Abbey Onan	Dr. Aaron Ward	Dr. Brent Miller
Dr. Dale McCune	Dr. Leslie Pruett	Dr. Lillian Barnes	Dr. Robert McLeod
Dr. Brandon Rogers	Dr. Mathew Berg	Dr. Charles Beavers	Dr. Neslihan Hargett

**For more information contact:**

Terri Green  
 Professional Relations  
 Office: 405-607-2142  
 Toll Free: 1-800-522-0188, ext. 142  
 Email: tgreen@DeltaDentalOK.org  
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**Check Up** is the quarterly newsletter from your dental insurance carrier of choice: Delta Dental of Oklahoma.

Formed as a nonprofit organization in 1973, Delta Dental of Oklahoma is governed by a board comprised of consumers and dental professionals.  
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PUBLIC

DELTA DENTAL NEWS FROM  
 OKLAHOMA

Check Up

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