

# Check Up



## DDOK welcomes new member to Professional Relations team



Delta Dental of Oklahoma is pleased to welcome Michelle Rogers as our new Professional Relations Communications Coordinator. She comes to Delta Dental with more than 25 years of experience in the dental industry. Michelle has worked the last nine years as an oral surgical assistant, the last four with Oral and Maxillofacial Surgeons of

Oklahoma in Edmond and Oklahoma City. She chose dentistry as a career because she loves helping people and making a difference in their lives.

Michelle's primary responsibility at Delta Dental is to be available to assist with your immediate needs. She is also available to assist with enrollment in our direct deposit program, help with our online free claims processing tools and more.

Michelle is an active member of Community Church in Guthrie. She and her husband, Hugh, enjoy being outdoors, taking walks, camping and gardening together.

We are pleased to welcome Michelle to the Professional Relations Department of Delta Dental of Oklahoma. Should you need to reach her, please call 405-607-2137 or 800-522-0188, Ext. 137.

## OU, NBA Thunder select Delta Dental as their benefits provider

The University of Oklahoma and the new NBA team have selected Delta Dental of Oklahoma as their dental benefits provider.

OU is the state's largest university and has more than 10,700 employees located across three campuses in Norman, Oklahoma City and Tulsa. OU is enrolled in the Delta Dental PPO Point-of-Service plan effective January 1, 2009. As part of the agreement, Delta Dental is also providing optional dental benefits coverage to OU's graduate students on an individual basis.



"Delta Dental is proud to affiliate with a pacesetter institution like OU to offer top-quality dental benefits, tools and resources allowing employees to make informed decisions about their oral health care," Delta Dental of Oklahoma President and CEO John Gladden, said.

DDOK is also proud to welcome the new Oklahoma City Thunder NBA team as a client. They are enrolled in the Delta Dental PPO Point-of-Service plan effective November 1, 2008. The Thunder moved to OKC from Seattle (where they operated as the Supersonics) and will begin play this season.

Excitement and support for the new team has been overwhelming. The contract with DDOK covers all full time Thunder staff and their families, and is a transfer account from Washington Dental Service, a member of the Delta Dental Plans Association.

### Annual survey coming your way

Delta Dental of Oklahoma's Professional Relations team is conducting our annual dentist/staff survey. Please watch the mail for your survey. Your input will help us provide better customer service. Complete and return the survey by November 30 and you'll be entered into a drawing for a \$500 travel certificate.

### Inside this edition

News & Updates .....	2
Delta Dental University .....	3
DDOK Staff .....	4
Dentist Insert Inside	

## DDOK launches Video Learning Center



DDOK produced 17 short Web videos as part of its new Video Learning Center (VLC). The videos help patients get the most from their dental benefits program. To access the videos, Delta Dental patients can login or register at [www.DeltaDentalSpotlight.org](http://www.DeltaDentalSpotlight.org).

Delta Dental of Oklahoma recently launched its Video Learning Center (VLC), the newest component to our secure patient Website, *Spotlight*™. The VLC is comprised of more than a dozen short videos that help patients get the most from their dental benefits.

The VLC was created primarily to provide answers for many frequently asked questions by patients, delivered in a user-friendly, easy-to-understand video format. The videos also include an explanation of Delta Dental's provider networks.

"We realize that patients have questions about their Delta Dental benefits, but may not have time or the ability to call our customer service center during work hours," DDOK's Vice President of Sales and Marketing Ken McGuire, said. "The VLC is a great online solution to that challenge. Not only does it offer 24/7 access to answer many of those questions, it also provides them in a way that patients want and enjoy."

Visit [www.DeltaDentalSpotlight.org](http://www.DeltaDentalSpotlight.org) to register or login to *Spotlight*™.

## Accuracy of dentist information is important

Each year Delta Dental of Oklahoma performs an audit to confirm accuracy of our dentist's information in order to eliminate delays in claims processing and payment to our dentists. You should have already received your letter to confirm your business information. If you have not already done so, please return this form to us so we may verify we have the correct business information in our national system for efficient claims processing. If you have questions or have misplaced your form, please call Vonda Rackley at 405-607-2100, Ext. 761 or toll free at 800-522-0188, Ext. 761.

## DDOK goes tailgating to support breast cancer research

Fall means football in Oklahoma. DDOK recently tapped into the fall frenzy to benefit breast cancer research and the Susan B. Komen Foundation. DDOK employees were invited to donate \$15 each for the privilege of wearing jeans to work for one week. In addition, team members were challenged to make their favorite dish and compete in a "Tailgate Thursday!" cook-off.



DDOK's Professional Relations team's fried green tomatoes took home top honors in the "Tailgate Thursday" cook-off to support breast cancer research.

Donning the colors of their favorite sports teams, employees dished out \$5 a plate to sample more than 20 entries, ranging from appetizers and main courses to delicious desserts. The competition was close, but DDOK's Professional Relations team was victorious with a truly southern delight—fried green tomatoes. (See the recipe below!)

## Contest Corner

What do you have to do in order to get entered into the drawing for a \$500 Travel Certificate?



Correct answers will be eligible for a drawing for a \$25 gift card from Starbucks. E-mail your responses to: [newsletter@DeltaDentalOK.org](mailto:newsletter@DeltaDentalOK.org) by Dec. 15, 2008.

### Summer Newsletter Contest Winner!

Congratulations to Katie Tunder, the winner of our Contest Corner in the Summer edition of the Check Up. The correct answer was TRUE. You can check pre-determinations and information requests online when your dentist is enrolled in direct deposit.

Katie has received a \$25 Starbucks gift card. She works in the billing office for Oral and Maxillofacial Surgery Associates in Oklahoma City.

dishin' with delta

### Fried Green Tomatoes

#### Ingredients

- 1 cup all-purpose flour
- 1 teaspoon salt
- 1 teaspoon pepper
- 5 green tomatoes, sliced 1/2 inch thick
- 2 cups crushed Ritz crackers
- 2 eggs, beaten
- 1/2 cup butter

#### Directions

- 1 In a small bowl, stir together the flour, salt and pepper. Place the crushed Ritz crackers in another bowl and the beaten eggs in a third bowl.
- 2 Melt the butter (may use butter and olive oil) in a large skillet over medium heat. Dip each tomato slice in the egg to coat, then in the flour mixture. Dip the floured tomato slice back into the egg, and then into the cracker crumbs. Place the coated tomato slices in the hot skillet, and fry until golden brown on each side, about 3 to 5 minutes per side. Add more butter to the pan, if necessary. **Serve hot!**

## Delta Dental of Oklahoma celebrates customer service appreciation week

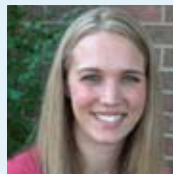
Las Vegas made “What happens here stays here” a pop culture hit in recent years. The Customer Service Department at Delta Dental of Oklahoma adopted a “Vegas” theme for its participation in National Customer Service Appreciation Week Oct. 6-10, 2008. But unlike Vegas, what happens at DDOK is designed to leave a lasting impression outside the organization.

“Place your bet with Delta Dental of Oklahoma and always be a winner” was the theme for this year’s event and reflects the department’s commitment to providing industry-leading service to Delta Dental of Oklahoma’s many subscribers,” Manager of Customer Service Deeya Foreman, said.

The theme also supports the “Excellence in Service” strategy and goals developed by the organization.

“We celebrate the National Customer Service Week annually to strengthen our relationships with our coworkers and to build upon the skills that allow us to stand apart from competitors in the dental benefits industry,” Ms. Foreman said. Delta Dental of Oklahoma perennially receives customer service satisfaction and customer retention rates of more than 95 percent.

## Customer Service Department welcomes new team member



There is a new face in the Customer Service Department at Delta Dental of Oklahoma, Holly Davis. She brings with her more than seven years customer service background, with five of those years in the medical field.

Holly previously worked in the customer service area for TrailBlazer Health Enterprises, a Medicare Part B contractor. She also worked as the designated insurance liaison and patient account manager for McGrael Urology Clinic. Both companies operate in Texas. Holly is a licensed life and health insurance agent for the Lone Star State.

She has made it her goal to provide the best customer service and receive the best customer satisfaction for Delta Dental. Her objectives are to further her customer service knowledge and skills, and to provide consistent and accurate customer service 100 percent of the time.

A native of Denison, Texas, Holly moved to Oklahoma earlier this year with her husband and two sons. They enjoy spending time together as a family and fishing. **Welcome, Holly!**

### Important Notice for Users of the Dental Office Toolkit (DOT)



There have been some changes in the Dental Office Toolkit for Michigan, Ohio, Indiana and TriCare (TRPD). Please note; when you go to the Log In page of DOT, at the bottom, there is a different Log In for Michigan, Ohio and Indiana. There is also a separate Log In for the TRICARE RETIREE Dental Program.

## Coming in spring 2009



We will be hitting the road again this spring to present our popular Delta Dental University Educational Seminar, *Maximizing the Benefits of Dental Insurance*. Look for your invitation to attend this informative seminar in Tulsa, March 27, 2009 or Oklahoma City, April 10, 2009.

You don’t want to miss this unique opportunity to learn how to streamline claims processing in your office allowing you more time with your patients. Seminar participants will gain a thorough understanding of processes that will speed claims reimbursement and provide answers to common dental issues.

Send an e-mail today to [PR@DeltaDentalOK.org](mailto:PR@DeltaDentalOK.org) to register for a drawing to attend the seminar for free. Your name, name of dentist and phone number must be included to be eligible. We’ll select one name from all those submitted to receive a complimentary registration.

### Welcome New Delta Dental Dentists

Dr. James Palmer  
Dr. Kent Wyatt  
Dr. Joe Harris  
Dr. Robert Herman  
Dr. Timothy Kirby  
Dr. Mark Ziegler  
Dr. Edward Roberts

Dr. Lauren Whenry  
Dr. Gregory Segraves  
Dr. Kendra Yandell  
Dr. Ryan Whitman  
Dr. Mathew Jones  
Dr. Jennifer Jenkins  
Dr. Lindsey Hammond  
Dr. Berween Mourady  
Dr. Katherine Ashmore-Dunington

Dr. Nicki Schafer  
Dr. Larissa Delo  
Dr. Jemima Poitevien  
Dr. Spencer Hinckley  
Dr. Soomin Hong  
Dr. Lindsay Peterson  
Dr. Christopher Mastin  
Dr. Natalie Koontz  
Dr. Alan Fortenberry  
Dr. Randi Hobbs

Dr. Ashley Coerver  
Dr. Blake Bullard  
Dr. Ali Torabi  
Dr. Heng Lim  
Dr. Ryan Boles  
Dr. Kara Tims  
Dr. Mary Hamburg  
Dr. Pamam Mohanna  
Dr. Bert Franklin  
Dr. Mark Phan

Dr. Robert Albiston  
Dr. Travis Burkett  
Dr. Benjamin Bowman  
Dr. Andrew Xu  
Dr. Jennifer Blake Sulaver  
Dr. Stephen Biggs  
Dr. Kenneth Miller  
Dr. Brian Patten  
Dr. Tyler Winters  
Dr. Marie Bockus

Dr. Sara Spurlock  
Dr. Phillip Parker  
Dr. Kari Bender  
Dr. Whitney Tetik  
Dr. Ryan Noah  
Dr. John Van Vu  
Dr. Terrance Bryan Shutts  
Dr. Jason Chang  
Dr. Ross Allen  
Dr. Melissa Farrow

**Delta Dental of Oklahoma  
Board of Directors**

Mr. Sandy Bjornson  
 Dr. Terry Blackburne  
 Ms. Terri Carroll  
 Dr. Debbie Corwin  
 Dr. Colin Foster  
 Dr. Stephen Glenn  
 Mr. Jim Hampton  
 Mr. Homer Hilst  
 Mr. Brad Hogan  
 Dr. Mike Howl  
 Dr. Mitchell Kramer  
 Dr. Tommy Mayhue  
 Mr. Alan McCormick  
 Dr. Stephen McKeever  
 Dr. Mike McLeod  
 Dr. G. Ken Rains  
 Mr. Bryan Reusser  
 Mr. John Shearing  
 Mr. Richard Teubner  
 Mr. W. Roger Webb

**Delta Dental of Oklahoma Officers**

Mr. Richard Teubner, *Chair of the Board*  
 Dr. Mike Howl, *Vice Chair*  
 Mr. Jim Hampton, *Secretary*  
 Mr. John Shearing, *Treasurer*  
 Mr. John E. Gladden, *President/CEO*  
 Dr. G. Ken Rains, *Past Chair*

**Delta Dental of Oklahoma Staff**

Mr. John E. Gladden, *President and CEO*  
 Ms. Barbara Fennell, *Vice President of Operations*  
 Ms. Terri Green, *Manager of Professional Relations*  
 Ms. Chastity Corbin, *Provider Service Representative*  
 Ms. Tania Graham, *Director of Claims Operations*  
 Ms. Deeya Foreman, *Manager of Customer Service*

**2008 Holidays**

Nov. 27	Thanksgiving Day
Nov. 28	Thanksgiving Day holiday
Dec. 24	Christmas Eve
Dec. 25	Christmas Day
Dec. 26	Christmas holiday

For more information contact:

**Terri Green**

Manager of Professional Relations

Office: 405-607-2142

Toll Free: 1-800-522-0188, ext. 142

Email: [tgreen@DeltaDentalOK.org](mailto:tgreen@DeltaDentalOK.org)

P.O. Box 54709

Oklahoma City, OK 73154-1709

Professional Relations Department:

Toll Free: 1-800-522-0188, Ext. 137

Local: 405-607-2137

Email: [PR@DeltaDentalOK.org](mailto:PR@DeltaDentalOK.org)

P.O. Box 54709

Oklahoma City, OK 73154-1709

*Check Up* is the quarterly newsletter from your dental insurance carrier of choice: Delta Dental of Oklahoma.

Public

Formed as a nonprofit organization in 1973, Delta Dental of Oklahoma is governed by a board comprised of consumers and dental professionals.  
 © Delta Dental of Oklahoma 2008.  
 Comments and suggestions welcome.

Check Up  
 Dentists News From  
 Delta Dental of Oklahoma  
 Fall 2008

P.O. Box 54709  
 Oklahoma City, OK 73154-1709  
[www.DeltaDentalOK.org](http://www.DeltaDentalOK.org)