

Check Up



Fast and free claims payment service available through direct deposit.



Did you know Delta Dental can quickly deposit benefit payment checks directly to your bank account? What's more, this service is totally free!

With direct deposit you can receive payment from Delta Dental within 24-48 hours of an approved claim submission and have access to your information requests (IRs), denials and processed pre-determinations much faster.

After you sign up for direct deposit payment, you'll also have the ability to obtain a copy of your check and Claim Payment Statement (CPS/EOB) online through our secure Internet-based system – the Dental Office Toolkit.

You can also use the Dental Office Toolkit to access your patient's real-time benefits, co-insurance and deductible information. You can even submit claims using the Dental Office Toolkit. Like direct deposit, the Dental Office Toolkit is provided at no cost to you.

Signing up for direct deposit is easy. Simply complete a direct deposit enrollment form and return it to us with a voided check. We'll take care of everything else. Contact Delta Dental of Oklahoma today to help you get started with these fast, free services. Call us toll-free at 1-800-522-0188, Ext. 137 or 405-607-2137 (OKC Metro).

Delta Dental Gift Basket Winner

Congratulations to Linda Malone, the winner of Delta Dental of Oklahoma's Gift Basket at the 2008 annual Oklahoma Dental Association meeting in Oklahoma City May 16-17. She won the drawing for our garden and goodie basket valued at more than \$400. Linda, a hygienist, has been with the offices of White Dental Care in Woodward for 13 years.



Thank You Dental Offices!

Delta Dental of Oklahoma would like to thank all of our dental offices for their support in helping us to acquire their National Provider Identifier (NPI) numbers.

We had a great response with 98 percent of the dentists that file claims electronically getting their Type 1 NPI number to Delta Dental by the May 23, 2008 compliance deadline. Thirty-seven percent of the Type 2 NPI numbers were received as well.

We appreciate your patience and quick response in the transition of the implementation of the NPI.

Visit Our Website



Visit Delta Dental of Oklahoma's Web site at www.DeltaDentalOK.org

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Get to Know Delta Dental of Oklahoma

Claims Department

With more than a century of combined experience in the dental industry, the claims team at Delta Dental of Oklahoma supports your claims processing and related needs with speed, accuracy and courtesy. Let's take a moment to meet the members of this well-oiled machine.

Tania Graham, Director of Claims Operations, joined Delta Dental in 1990. She knows many facets of DDOK, having worked in various areas of the organization including Marketing, Professional Relations, Customer Service and Claims.

Michelle White, Supervisor of Claims, has been with DDOK since 2000. Previously, she worked as a dental assistant/office manager and brings to the organization 14 years of dental experience and knowledge.

The other claims team members here to help you include: Angie, Chastity, Christina, Debbie, Dennise, Gail, Lori, Nancy, Patti, Sue, Reba, Teresa, Thelma and Vonda. Four members of this seasoned group have been with DDOK for more than 10 years -- Angie, Chastity, Gail and Thelma. Several team members have been with DDOK for more than five years, including Christina, Debbie, Nancy and Patti.

This combined experience allows the claims team to operate efficiently and with almost no errors on your claims processing. In fact, the DDOK claims processing team is able to process a claim in an average turnaround time of less than two business days, and with 99.9% accuracy.



Claims Department Mission Statement

Our mission is to contribute to the overall success of Delta Dental of Oklahoma by evaluating and processing all claims in the most efficient and concise methods available, while administering all necessary processing policies and contractual guidelines.

We strive to exceed all Delta Dental Plans Association standards with regard to service, claims processing, quality and related systems, as well as abide by all government and other regulations.

We create a work environment for our team members that is supportive and secure, while fostering the highest levels of quality, service, performance and communication.

Contest Corner

True or **False**

You can check pre-determinations and information requests online when you are a direct deposit provider?

E-mail your responses to newsletter@DeltaDentalOK.org by Aug. 31, 2008.

WIN
\$25

Correct answers will be eligible for a drawing for a \$25 gift card from Starbucks.



Online tools help expedite electronic claims process.



Want an easy, effective and inexpensive way to process your dental claim attachments? The National Electronic Attachment (NEA) FastAttach system lets you transmit an unlimited number of attachments via the Internet for about 67 cents per day. You can transmit dental x-rays, perio charts, intra-oral pictures and narratives to more than 300 payers for claims payment.

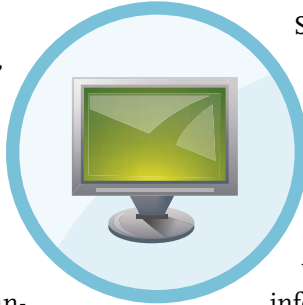
FastAttach acquires images (x-rays, perio charts, etc.) that have been digitized by a scanner or digital radiography. The images are encrypted, meeting HIPAA requirements, and transmitted to NEA via the Internet. Attachments can be viewed on-screen while the claim is being reviewed for payment and are stored securely for archived viewing.

FastAttach is compatible with any practice management software. The regular registration fee is \$200 and includes software, installation, training and unlimited telephone support. NEA and Delta Dental of Oklahoma have teamed up to

offer you a 50 percent savings off the registration price, plus three FREE months of service. Visit www.nea-fast.com and enter DDOK3M in the blue promotion code box. This offer expires September 30, 2008.

Here's more good news.

Subscribers to FastAttach also get FREE access to NEA's FastLook system (regular price is \$40 annually), which gives providers one central site to view the attachment requirements for all payers. Providers can search by payer name and procedure code to determine exactly what or if an attachment needs to be sent. For more information about either of these new products, contact NEA at 1-800-782-5150, extension 2, or visit www.nea-fast.com.



Dishin' with Delta

Napa Cabbage Salad

- 1 head napa cabbage
- 1 bunch minced green onions
- 1/3 cup butter
- 1 (3 ounce) package ramen noodles, broken
- 2 tbsp sesame seeds
- 1 cup slivered almonds
- 1 cup cider vinegar
- 1 cup vegetable oil
- 1 cup white sugar
- 2 tbsp soy sauce

Serves 6

Finely shred cabbage; Combine green onions and cabbage in bowl, cover and refrigerate until ready to serve.

Preheat oven to 350 degrees.

Make the crunchies: Melt butter in a pot. Stir in ramen noodles, sesame seeds and almonds. Spoon mixture onto baking sheet and turn often; bake until golden brown.

Make the dressing: In a small saucepan heat vinegar, oil, sugar and soy sauce. Bring mixture to a boil, let boil for 1 minute. Remove from heat and cool.

Combine dressing, crunchies and cabbage immediately before serving.

Welcome

New Delta Dental Dentists

Dr. Kerry Edwards
 Dr. Timothy Lee
 Dr. Celeste Riggs
 Dr. Daniel Warlick
 Dr. Andrew Walker
 Dr. Matthew Holloman
 Dr. Carlos Pria
 Dr. Melinda Ahrend
 Dr. Kyle McNatt
 Dr. Robert London
 Dr. Grant Pitt
 Dr. Hannah Buso
 Dr. Van Nowlin

Delta Dental of Oklahoma Board of Directors

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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

Aug. 29	Labor Day holiday
Sept 1	Labor Day
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:
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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.
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 Comments and suggestions welcome.

Check Up
 Dentists News From
 Delta Dental of Oklahoma
 Summer 2008

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