

Check Up



Volunteers needed for Oklahoma “Mission of Mercy”



Oklahoma dentistry will demonstrate its legacy of compassion and service at the first Oklahoma Mission of Mercy (OkMOM) February 5-6 at the Tulsa Convention Center. Co-sponsored by the Oklahoma Dental Association and the Delta Dental of Oklahoma Charitable Foundation, OkMOM is a fully-functional, portable, 90-chair dental facility. The two-day clinic will provide free dental care to nearly 2,000 adults and children who are uninsured, underinsured, or otherwise

cannot access the dental care they need.

The success of this amazing event depends on hundreds of volunteers for all types of roles – dental, medical, pharmaceutical, support, administration, translation, and more. Your dental office can volunteer as a team and be a part of this deeply rewarding experience. Visit the OkMOM Web site at www.okmom.org for details.

Delta Dental Patient Direct™ a ‘Win-Win’ for Oklahoma Dentists & Patients!



Both Oklahoma dentists and prospective patients are taking a closer look at Delta Dental of Oklahoma’s Patient Direct discount dental program – the affordable, easy to use plan for both dentists and patients alike.

Ideal for Dentists...

With **Patient Direct**, patients pay you directly at the discounted rate for the dental services you provide. There are no claims to file or deductibles to track; no pre-existing conditions or waiting periods to worry

about. With increased **Patient Direct** advertising, improved marketing awareness, and economic conditions that encourage more individuals to purchase dental programs on their own, the **Patient Direct** subscriber base is growing rapidly! If you seek to add more patients or improve your practice, Delta Dental’s cost-effective products and superior reputation offer what you’ve been looking for: A reliable new customer base delivering a solid new revenue stream of cash patients.

Patient Direct is a Winner!

There are three simple reasons why **Patient Direct** enjoys unprecedented Customer Satisfaction ratings as the state’s fastest-growing dental discount product: *Continued on page 2*



Delta Dental Creates Fun & Educational Coloring Pages for Kids

Delta Dental of Oklahoma has developed an engaging way to get children excited about oral health – coloring book pages. Available for download on the “Fun For Kids” section at DeltaDentalOK.org, these pages have been designed to use in conjunction with the Captain Supertooth oral health program. They can also be used as an educational tool in schools, for health fairs, to help parents teach their children healthy habits at an early age, or for kids to color while waiting in your reception area.

“Children that learn how to properly take care of their teeth at a young age are much more likely to develop good dental habits as adults. We want to do everything we can to help parents and dentists instill these habits. Our coloring book pages not only explain how often children need to brush and the tools they need for a healthy smile, but what to expect when they visit the dentist,” said John Gladden, CEO of Delta Dental of Oklahoma.

Be sure to visit “Fun for Kids” in the Oral Health & Wellness section of our website.

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Delta Dental Patient Direct™ a 'Win-Win' for Oklahoma Dentists & Patients!

- 1) Individuals & families appreciate having access to contracted Oklahoma dentists and virtually no paperwork or eligibility questions to worry about;
- 2) Dentists statewide appreciate having a steady influx of new patients who pay directly for dental services rendered;
- 3) Forward-thinking companies like Oklahoma Farm Bureau appreciate that Delta Dental delivers real value and savings to their members by offering access to a statewide list of participating Patient Direct dentists.

Grow Your Patient Base...

For more information about **Patient Direct** and how this discount program works, or how to become a participating **Patient Direct** dentist – we invite you to contact our Professional Relations Department today at (405) 607-2137, or at 800-522-0188, ext. 137.

2009 Dentist Survey Drawing Winner

Congratulations to Dr. Paul A. Shadid, the winner of our \$500 Visa card for completing our annual dentist survey. Pictured to the right is Dr. Paul Shadid with his staff:

La Dawna – Dr. Shadid's assistant for 22 years

Peggy – Dr. Shadid's receptionist for 10 years

Marilyn – Dr. Shadid's office manager for over 22 years



What are two of the four things you do not have to worry about with Patient Direct patients?

E-mail your responses to:
newsletter@DeltaDentalOK.org
by December 31, 2009.

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



Summer Newsletter Contest Winner!

Congratulations to Tonya Teter, the winner of our Contest Corner from the last edition of the *Check Up*. Tonya correctly answered the question: What was the average hold time for Customer Service in 2008? Her correct answer: "The average hold time for Customer Service in 2008 was 25 seconds."

Tonya received a \$25 Starbucks gift card. She is from the office of Dr. Scott Wagner in Tulsa.

Professional Relations Reminder

The Professional Relations Department of Delta Dental of Oklahoma requests you notify Delta Dental if your practice experiences any of the following changes:

- Another dentist joins your practice
- A dentist leaves your practice
- Add an additional office location
- An office location eliminated
- Changes in your Taxpayer Identification Number (TIN)
- Name for IRS 1099 reporting changes
- Changes to the name, address, telephone or fax number of the practice
- You have received your NPI number
- Any fee updates and/or corrections (request Confidential Membership Fee Listing form from Professional Relations Department)

Please submit any changes in writing to :

Delta Dental of Oklahoma
Professional Relations Department
PO Box 54709
Oklahoma City, OK 73154-1709

Or, you may fax to 405-607-2198

Please have all changes for your 2009 1099 sent to Delta Dental of Oklahoma Professional Relations by December 15, 2009.

If you have questions, please contact our Professional Relations Department at 800-522-0188, ext 137 (outside OKC metro) or 405-607-2137 (inside OKC metro).

New Delta Dental of Oklahoma Groups

Group Name	City	Effective Date
ACME Engineering and Manufacturing Corporation	Muskogee	6/1/2009
Finley & Cook, P.L.L.C.	Shawnee	6/1/2009
Oklahoma State University Medical Center Trust	Tulsa	7/1/2009
City of Shawnee	Shawnee	7/1/2009
McCoy Tree Surgery	Norman	7/1/2009
Global Oilfield Services	Hominy	7/1/2009

Meet NEW members of your Customer Service Team



Nicole, Steven and Kendra join DDOK's Customer Service Team

Delta Dental of Oklahoma's Customer Service Team is here to work with you and support your dental practice needs. Each associate brings their own individual experience to Delta Dental of Oklahoma. 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.....TO YOU...

We would like to introduce and let you hear from new members of our team who are available to work with you and your staff.

Steven Lofton: I bring 5 years of dental experience to the team from the OUCOD and 7 years of experience at the AT&T Wireless Customer Service Call Center. My focus is providing an excellent customer service experience to everyone who calls DDOK. In my spare time, I am an avid softball player and asst. coach. I own and operate 2 state beauty pageants and volunteer a lot in my community, including the Civic Center, State Fair and Lyric Theater, just to name a few.

Kendra Hanke: I am so excited about the opportunity I have been given with Delta Dental. I bring 4 years dental experience and plan to continue using my dental experience and customer service skills each and every day in my new position. I share my time with my two loved ones, my husband Kevin and my Boston Terrier, Dawson. I enjoy reading, working out, and spending time with family and friends.

Nicole Moore: I bring a positive attitude and enthusiasm to our team and focus on providing loyalty and quality service to our customers. I am looking forward to Fall, my favorite time of the year. I love rainy days, football and attending the Fair.

Your Delta Dental of Oklahoma Customer Service Team: Is ready to serve!

800-993-7337
405-607-2189
www.DeltaDentalOK.org

DDOK Racing to Be Part of the Cure



DDOK employees are all smiles as they ready for the Race for the Cure.

Welcome

New Delta Dental Dentists

Dr. Wendy R. Holder

Dr. David Stapleton

Dr. J. Reed Butler

Dr. Jacob Mendenhall

Dr. Troy D. Savant

Dr. Matthew Stephens

Dr. Aliakber Akberali

Dr. Matthew Berg

Dr. Thomas Todd

Dr. Clay Anderson

Dr. Wesley A. Duffel

Dr. Anna Ferrell

Dr. Arvil Holt

Dr. Joseph P. Sebourn

Dr. Monica Switzer

Dr. Megann Scott

Dr. Richard S. Dillon

Dr. Stephen F. Knox

Dr. Thomas Rogers

Dr. Meghan Hodges

Dr. Rachel Standlee

Dr. James A. Wendelken

Dr. Ann M. Johnson

Dr. Kristin Kratzer

Dr. Ronald Quade

Dr. Eugenia Johnson

Dr. Ryan Buckwalter

Dr. Valerie V. Holleman

Dr. Braden Stoltenberg

Dr. Yong Hong

Dr. Joey S. Seale

Dr. Andrew Brown

Dr. Benjamin R. Humphrey

Dr. Franklin Henrich

Dr. Joseph E. Creasy

Dr. Joshua A. Looney

Dr. Paul S. Bonner

Dr. Craig Rose

Dr. Chase Youngblood

Dr. Mathew D. Hookom

Dr. John P. Walker

Dr. Bradley G. Acker

Dr. Kelly Blair

Dr. Nathan N. Proud

dishin'
with
delta

Pumpkin Cheesecake Bars

From Cindy Davidson

Ingredients

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3 eggs

2 T. margarine, melted

4 t. pumpkin pie spice, divided

8 oz. pkg. cream cheese

14 oz. can sweetened condensed milk

16 oz. can pumpkin

1/2 t. salt

Directions

In large bowl, combine cake mix, one egg, margarine and 2 teaspoons pumpkin pie spice until crumbly.

Press into bottom of jelly roll pan or large baking dish with sides. In large bowl, whip cream cheese until fluffy. Beat in sweetened condensed milk, pumpkin, salt, remaining eggs, and pumpkin pie spice. Mix well. Pour over crust. Bake at 350 degrees for 30 to 40 minutes. Cool and refrigerate before serving.

Delta Dental of Oklahoma**Board of Directors**

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 Ms. Tania Graham, *Asst. Vice President of Operations*
 Ms. Deeya Foreman, *Director of Customer Service*
 Ms. Terri Green, *Manager of Professional Relations*

DDOK Holiday Schedule 2009

November 25	Thanksgiving Holiday (<i>Offices close at noon</i>)
November 26	Thanksgiving Day
November 27	Thanksgiving Holiday
December 24	Christmas Eve
December 25	Christmas Day

DDOK Holiday Schedule 2010

January 1	New Year's Day
February 15	President's Day
April 2	Good Friday
May 28	Memorial Day
May 31	Memorial Day
July 2	Independence Day
July 5	Independence Day
September 3	Labor Day
September 6	Labor Day
November 24	Thanksgiving (<i>Offices close at noon</i>)
November 25	Thanksgiving
November 26	Thanksgiving
December 23	Christmas
December 24	Christmas Eve
December 31	New Year's Eve

For more information contact:

Professional Relations department:

1-800-522-0188, Ext. 137 (Toll Free)

405-607-2137 (OKC Metro)

PR@DeltaDentalOK.org

P.O. Box 54709

Oklahoma City, OK 73154-1709

Terri Green

Manager of Professional Relations

405-607-2142 (OKC Metro)

1-800-522-0188, ext. 142 (Toll Free)

tgreen@DeltaDentalOK.org

P.O. Box 54709

Oklahoma City, OK 73154-1709

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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Check Up
 Dentists News From
 Delta Dental of Oklahoma
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 Oklahoma City, OK 73154-1709
 www.DeltaDentalOK.org