

Check Up



Graduates of Delta Dental University Give High Marks to 2009 Seminars



Straight A's will have to be given to record the success of the third annual Delta Dental University seminars, presented by Delta Dental of Oklahoma Professional Relations Manager Terri Green, and Director of Customer Service Deeya Foreman.

Participation at this year's seminars saw a whopping increase of 60 percent over 2008. Fifty-seven dental staff attended the half-day seminar in Tulsa on March 27 and another 60 attended the seminar in Oklahoma City on April 17.

Terri says Delta Dental University is designed to help dental offices spend less time with dental insurance and more time with their patients. Among other things, participants receive an overview of the networks, appeals process, coverage levels, and electronic claim payments vs. paper claim payments. Eligible participants also receive three CE credits. Many of the participants commented on how much they appreciate... *Continued on page 2*

Professional Relations Team Welcomes Additional Representative



Cindy Davidson

Delta Dental of Oklahoma is pleased to welcome Cindy Davidson to our Professional Relations team. Cindy has worked in the dental industry for 22 years in both general and specialty practices. The last five years were in the front office as an insurance coordinator with Endodontic Specialists of Northeast Oklahoma.

"I have enjoyed helping patients learn their insurance policies and gain a better understanding of how their insurance works for them," Cindy said. "I'm excited to use the knowledge I've gained over the years to help dentists continue the great relationship they

have established with Delta Dental."

Among other things, Cindy is available to come to your office for training and education on free electronic services offered by Delta Dental, including direct deposit, claim submission, and benefits and eligibility.

"Cindy is a wonderful asset to the Professional Relations team because of her recent years of experience working directly with insurance in a dental office," Terri Green, manager of Professional Relations, said.

Cindy and her husband, Bryan, have three daughters and two granddaughters. "Our lives are very busy. Having quality time with our children and grand kids is very fulfilling," Cindy said. Cindy's wilder side emerges when she jumps on her personal watercraft. "We love riding our jet skis".

Delta Dental selected as Best Place to Work in Oklahoma



DDOK officials receive their First Place trophy at the 2009 Best Places to Work in Oklahoma awards dinner at the National Cowboy & Western Heritage Museum.

Thirty companies from across the state were selected as finalists for the 2009 Best Places to Work in Oklahoma program, presented by *OKCBiz*. Delta Dental of Oklahoma was recognized as Number One in its category at the annual awards dinner May 14 in Oklahoma City.

Finalists were selected based on specific requirements, including size and years of operation within the state. A thorough company assessment is also conducted. The collected information is combined to determine the ranking of the companies.

"It is a privilege to be recognized among the best employers in the state," John E. Gladden, president and CEO of Delta Dental of Oklahoma, said. "We credit the success of Delta Dental to its outstanding employees. Our ability to take care of our customers and execute our mission depends on the talent and motivation of our team members."

The company received high marks in several areas of the employee surveys including 97 percent on overall workplace satisfaction. Delta Dental of Oklahoma has finished as a top-five finalists three out of four years in the program's history.

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DDOK Launches New Oral Health & Wellness Web Site



Delta Dental of Oklahoma continues to provide greater access to dental care and education with the addition of a new Oral Health & Wellness portal on its Web site at www.DeltaDentalOK.org.

The new gateway includes a variety of helpful articles related to pediatric and adult oral health, as well as oral cancer. It also features a glossary of dental terms, and dental fun facts & tips. A special section called “Fun For Kids” provides links to oral health-related activities, games, coloring pages and a kid-friendly video about oral hygiene.

At the same time, Delta Dental introduces a revised gateway for its community service efforts, including several updates to its Charitable Foundation Web pages. A highlight of the new gateway is a totally revised and updated Resource for Care guide.

“As the leading provider of dental benefits in Oklahoma we want to offer visitors to our Web site updated content that improves their quality of life,” said Delta Dental of Oklahoma Chief Marketing Officer Ken McGuire. “Like any organization of our size we’ll continue to hone and refine our site to deliver the best possible experience.”

Dentist Office Manual Available Online



Delta Dental of Oklahoma’s Dentist Office Manual (DOM) is now available on our Web site (www.DeltaDentalOK.org) in the “For Dentist” section under “Online Practice Manager”.

If you have not already done so, you will need to create a username and password to have access to practice manager. Contact the Professional Relations department at 607-2137 (OKC Metro) or 1-800-522-0188 ext. 137 for assistance.



Dental Tips & Fun Facts

Contrary to popular belief, George Washington’s famous dentures weren’t made from wood. His four pairs of custom chompers were crafted from gold, ivory, lead and a mixture of human, donkey and um, hippopotamus teeth. *(Take care of yours and you won’t have to think about it!)*



What was the average hold time for Customer Service in 2008?

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

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



Congratulations to Tot Chintharasy, the winner of our Contest Corner from the last edition of the *Check Up*. Tot correctly answered the question: **What is one of the benefits you will gain from attending the Delta Dental University Seminar?** Her correct answer: “By attending the seminar we could learn how to streamline claims processing in our office allowing us more time with our patients.”

Tot receives a \$25 Starbucks gift card. She is from the office of Dr. Gary Fisher in Tulsa.

Continued from page 1

Graduates of Delta Dental University

the opportunity to ask questions throughout the seminar. “Based on the responses to our surveys, attendees feel the information they receive at the seminar has made a difference in their practice,” Terri said. “We strive to be customer service friendly and easily accessible to the dental staff. Delta Dental University is another instrument to achieve this goal.”

Rosie with Dr. Douglas Whisler’s office attended the seminar and especially enjoyed hearing an explanation of the different network plans offered by Delta Dental. She also liked learning about the importance of a ‘clean claim’ – how to complete a claim correctly, when to put messages in the remarks box, and how a claim can be held up. “This is the best seminar I have been to so far. If you come away with three ideas, it was worth it. I highly recommend the seminar to other dental offices,” she said.

The Professional Relations Department is already working on plans for the 2010 Delta Dental University seminars. If you have an idea of what you would like to see in the next seminar please contact the Professional Relations Department. Your comments and feedback is appreciated.

Get to Know Delta Dental of Oklahoma



Felecia Osborne
Customer Service Representative

Felecia has been with Delta Dental for eight years. Previously, she worked at The University of Oklahoma College of Dentistry in the central business insurance department. Felecia says the favorite part of her job at Delta Dental is speaking with patients and dental offices regarding eligibility, benefits, account information, and being able to let them “hear” her

smile. Felecia loves educating callers about our industry and likes the fact her job allows her to be very detail oriented.

A self-described “people person”, Felecia’s philosophy of great customer service is satisfying the customer by greeting them in a warm professional manner, anticipating the caller’s needs, giving them undivided attention and displaying a positive attitude.

Outside of work, Felecia enjoys doing yard work, spending time with her grandson, shopping and teaching dance classes. “It has been great working at Delta Dental. I enjoy working with a professional team and a successful company,” she said.

Congratulations!



Delta Dental Gift Card Winner

Congratulations to Dr. Wilguss, the winner of a \$500 Visa gift card at the 2009 annual Oklahoma Dental Association meeting in Tulsa April 23-25. The gift card is provided by Delta Dental of Oklahoma. Dr. Wilguss also won a genuine Fossil handbag valued at nearly \$200. He says it will go to a very special lady!

Welcome New Delta Dental Dentists

Dr. Khem M Wood
Dr. Crystal Phillips
Dr. Trevor Knowles
Dr. Eric Massad
Dr. Jeffery Nelson

Dr. Matthew Cole
Dr. Neil R. Cornell
Dr. Brian Chastain
Dr. Charles Owens
Dr. Jeff A. Lunday

Dr. Laurie Southard
Dr. Robert Baird
Dr. Stephen Meacham
Dr. Euna K. Chang

dishin' with delta

Millionaire Pie

From Felecia Osborne



Ingredients

- 1 graham cracker crust
- 2 or 3 sliced bananas
- 1 cup crushed pineapple
- 1 pkg. 8oz cream cheese
- 1 cup powder sugar
- 1 tub whipped topping
- Chopped pecans

Directions

In the graham cracker crust, layer sliced bananas. Mix cream cheese and powder sugar together then spread over bananas. Drain pineapples and spread over cream cheese mixture. Top with whipped topping and pecans.

Customer Service Team Expands to Better Serve You



Front row, left to right: Holly, Sonja, Shameeca.
Back row, left to right: Kristen, Deeya, Melanie, Qiana, Debbie, Marie, Debra, Wendy, Rhonda, Shayla, Felecia, Kay

Over the past year, the Customer Service Department at Delta Dental has added three additional employees to its customer service team to serve you better.

Rhonda Moore joined the department in June 2008. She comes to Delta Dental with 18 years of experience as an office manager in a general dental practice. Holly Davis, featured in a previous *Check Up*, joined Delta Dental in August 2008. Shayla Brison joined Delta Dental in February 2009. Her most recent experience was in the front office of a general dental practice as well.

There are now 15 members of the customer service team ready to assist with your needs when you call. Delta Dental continues to strive for excellence in customer service by keeping your hold time down to a minimum. Customer Service answered nearly 154,000 calls in 2008, and the average hold time was 25 seconds.

Customer Service 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 will strive for 100% customer satisfaction through effective communication and the most efficient, accurate, and highest quality service.

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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

September 4	Labor Day
September 7	Labor Day
November 25	Thanksgiving Holiday (<i>Offices close at 12 p.m. noon</i>)
November 26	Thanksgiving Day
November 27	Thanksgiving Holiday
December 24	Christmas Eve
December 25	Christmas Day

For more information contact:
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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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