

Delta Dental of Oklahoma / Summer 2009

Dentist Check Up

This addition to the Check Up newsletter is designed especially for the dentist. Please be sure to have your dentist review it for important information.

Norman Dentist Joins Delta Dental of Oklahoma Board



Dr. Vincent Montgomery

Dr. Montgomery is a graduate of Southern Illinois University School of Dental Medicine and operates a practice in Norman, OK.

“Dr. Montgomery’s specialist perspective as an oral surgeon will help to expand the Board of Director’s collective knowledge for strategy development and execution,” said President and CEO John E. Gladden.

Dr. Montgomery fills a position on the board vacated by longtime member Dr. Terry Blackburne, who retired recently, and whose Norman periodontal practice was purchased by Dr. Scott Renfrow.

Delta Dental of Oklahoma welcomes Vincent Montgomery, DMD, to its Board of Directors for a term of three years. He will serve on the dental policy committee.

Delta Dental Breaks Two-Day Turnaround on Claims

Delta Dental of Oklahoma’s claims department announced recently that it had achieved a stellar average of less than two business days for payment on all claims received in 2008. The Claims Department also achieved an incredible 99.97 percent accuracy in financial accuracy over that same period. The department handled 648,300 claims in 2008.

With performance like this, it is no surprise Delta Dental continues to receive ringing endorsements from its constituents. In fact, a recent study found DDOK enjoyed a customer satisfaction rate of nearly 98 percent.

“Breaking the two-business-day barrier for claims turnaround with a near 100-percent accuracy is very unique among dental carriers. Delta Dental is possibly the only one that can say it with confidence,” said Manager of Professional Relations Terri Green. “This speaks volumes about the service Delta Dental provides to our customers and dentists. It makes my job easy when I visit with them.”

Volunteer Dentists and Hygienists Can Receive Continuing Education Credit

Dentists and hygienists who provide unpaid volunteer services to indigent patients can receive continuing education (CE) credit. One hour of service equals one hour of CE. Dentists may count 10 hours and hygienists may count five hours of service as CE during each reporting cycle. Use the Oklahoma Board of Dentistry “Oklahoma Continuing Education Reporting Card” to

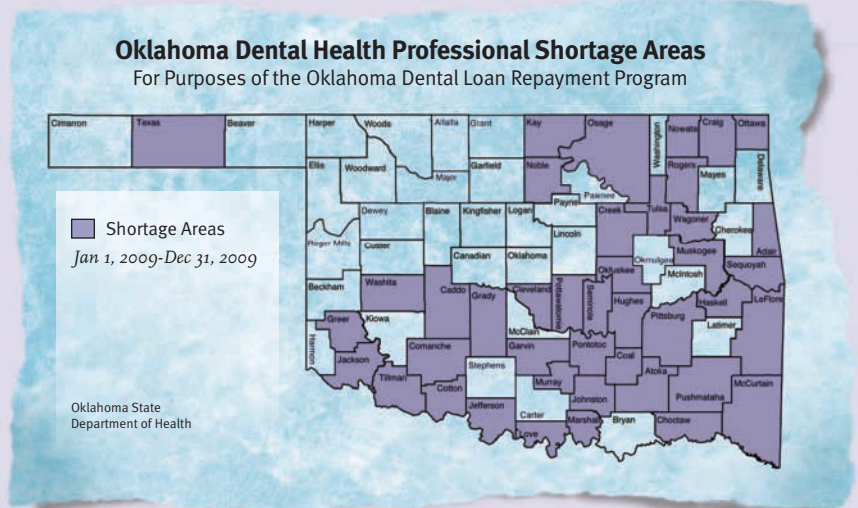
submit your CE credits. Looking for a place to volunteer? See our *Resource for Dental Care* guide for a statewide listing of free and low-cost programs that need your help.

Download the *Resource for Dental Care* guide at: www.DeltaDentalOK.org/foundation

Practicing in an Underserved Area May Help Repay Your Dental School Loans

Forty-six Oklahoma counties are designated as Dental Health Professional Shortage Areas for the 2009 calendar year. In some rural areas, the need is dire. The Oklahoma Dental Loan Repayment Program (ODLRP) is designed to help increase the number of dentists serving those dependent on the state for dental care and to make dental care accessible to underserved metropolitan and rural areas. The ODLRP provides educational loan repayment assistance for new dental school graduates who agree to serve in a designated shortage area.

For more details visit: www.DeltaDentalOK.org/foundation



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New Foundation Position Created



Terrisa Singleton

Terrisa Singleton has been named Charitable Foundation Specialist for the Delta Dental of Oklahoma Charitable Foundation. Singleton will be responsible for the daily operations of the foundation including grant management, program development, and marketing.

"During my first month with Delta, I traveled throughout

Oklahoma meeting our various grant recipients and seeing the amazing work they accomplish in their communities," said Singleton. "I heard the stories and saw photos of many others and I must admit I was moved to tears on more than one occasion. Those on the front lines who are using what resources they have and donating their time to meet needs and change lives are more than inspirational. They are heroic. It's truly an honor to serve in this position and work with such extraordinary people."

Terrisa brings with her more than 23 years of marketing, advertising, and communications experience.

Welcome, Terrisa!

New and Expanded Resource for Dental Care Guide Now Available

One of the Foundation's main goals is to serve as a force multiplier, connecting volunteer organizations with each other to leverage their limited resources in addition to connecting people in need with those volunteers and resources.

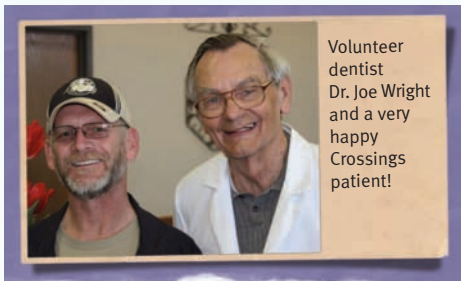
To accomplish this we publish the Resource for Dental Care guide, a directory of every free or low-cost dental care resource we have located in the state of Oklahoma. The updated and expanded guide provides more information to the individuals who are seeking help and the organizations who serve as referral sources for the needy.

The Resource for Dental Care guide is a valuable tool

for dental offices to have on hand when presented with patients who cannot afford the care they need. Each listing is divided conveniently into regions and contains eligibility requirements, service descriptions, contact information, and languages spoken. The new guide also designates which programs are Delta Dental grant recipients and includes Web site links when available.

In order to keep the guide complete and accurate, DDOK will be updating it each quarter. We encourage you to visit www.deltadentalok.org/foundation and download a copy today. Be sure to contact us if you know of other resources we should include in our next update.

Foundation Spotlight: Crossings Community Clinic



Volunteer dentist Dr. Joe Wright and a very happy Crossings patient!

When you walk in the front door of Crossings Community Clinic in Oklahoma City, you'd never know it's a free clinic. With its bright open spaces, attractive décor, and roomy waiting area it could easily be mistaken for a private practice. And that's the goal, according to Steve Turner, the program's director.

"We want to give our patients a sense of dignity," says Turner. "Many of them are going through very tough times. That's why they're here. We want them to know someone cares."

The dental clinic has three well-outfitted operatories and offers extractions, restorative care, and preventative care. The DDOK Charitable Foundation has invested \$90,000 in the clinic to date. But, the facility needs additional volunteer dentists to maximize its reach. The clinic currently has a four-month waiting list for dental care. Dentists can volunteer for any day and time period they choose, then the clinic contacts patients on their waiting list to fill those time slots.

Some dentists volunteer for a few hours once a week, others once a month or quarter. In some cases, dental offices volunteer their entire staff for a full day once a year.

Volunteers with all types of dental office experience are needed, including dental and administrative assistants.

For details, contact Steve Turner at 405-753-4070. Learn more about this and other Foundation grant recipients at www.DeltaDentalOK.org/foundation.



Classified Giving

WANTED: PANORAMIC X-RAY UNIT

Crossings Community Clinic is in need of a late-model film or digital X-ray unit.

Please contact Steve Turner at 405-753-4070.

DENTISTS NEEDED

The OU/Southern Oklahoma Technology Center in Ardmore needs volunteer dentists for their Dental Hygiene Clinic. There is also an opening for a part-time supervisory dentist. Contact Christy McCullers at 580-223-2070 ext. 268 for details.