In November 2008, Delta Dental of Oklahoma mailed surveys to all participating Delta Dental dentists. More than 400 surveys were returned and 94% of those dentists are satisfied with Delta Dental of Oklahoma. We would like to thank everyone who completed the survey. The following is a summary of the results for our 2008 network dentist survey.

2008 NETWORK DENTIST SURVEY RESULTS

Satisfaction with Delta Dental of Oklahoma's Claims Processing
- 96% say the promptness of claims processing is excellent or very good
- 96% say the accuracy of claims is excellent or very good

Satisfaction with Delta Dental of Oklahoma's Customer Service
- 98% say they are very satisfied or satisfied overall
- 99% say they are very satisfied or satisfied with the professionalism
- 98% say they are very satisfied or satisfied with the ability to provide accurate information

Satisfaction with Delta Dental of Oklahoma's Provider Tools
- 99% say they are satisfied with Delta Dental of Oklahoma's electronic claim submission (70% of respondents use electronic claim submission)
- Nearly 90% say they are satisfied with Delta Dental of Oklahoma's Benefax system, including ease of use, speed, convenience and ability to provide accurate information
- 99% say they are satisfied with Delta Dental of Oklahoma's Check Up newsletter for dentists and their office staff

Delta Dental University Announces Spring Dates

Delta Dental of Oklahoma’s Professional Relations Department announces it will host two Delta Dental University Educational Seminars for dental office staff this Spring.

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.

For more information contact Delta Dental of Oklahoma’s Professional Relations Department at 405-607-2137 or 800-522-0188, ext. 137.

The winner of the Delta Dental University drawing to attend the Tulsa seminar for free was Carie Fischer from Dr. Gerhard Fischer’s office in Glenpool, OK.

We still need a winner for the Oklahoma City seminar! Send your e-mail to PR@DeltaDentalOK.org by March 16th for a chance to attend the Oklahoma City Delta Dental University Seminar for FREE.
OU – Alternate ID’s (Member ID)

As you know, the University of Oklahoma selected Delta Dental as their new dental benefits provider effective January 1, 2009.

OU has chosen to utilize an alternate ID number (or member ID) instead of the employee’s social security number. This decision means when your office provides services to an active OU employee or one of their eligible dependents, you will need to ask that employee for their member ID. This member ID will be printed on their Delta Dental ID card. Please note: retiree and COBRA members will still use their SSN.

The use of the OU member’s ID will prevent delays in receiving responses to any inquiries made by your office to our Customer Service Department and will prevent possible claim delay or claim denial. If you have any questions, please do not hesitate to contact our Customer Service Department at 405-607-2189 or 800-990-7337.

Confidential Membership Fee Listing

In order to update your fees, you must submit a current Delta Dental of Oklahoma Confidential Membership Fee Listing form. Computer generated forms cannot be accepted. Once your updated fees are received and entered, a letter will be sent to your office acknowledging the receipt of those fees.

The Confidential Membership Fee Listing form you send to our office is used to calculate the new Premier Maximum Allowable Amounts. If you want to update your fees and do not have a current Confidential Membership Fee Listing form, please call the Professional Relations Department at 405-607-2137 or 800-522-0188, ext. 137.

Welcome new Delta Dental groups

<table>
<thead>
<tr>
<th>Employer Groups</th>
<th>City</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superior Companies</td>
<td>Elk City</td>
<td>November 1, 2008</td>
</tr>
<tr>
<td>Anchor Drilling Fluid USA, Inc.</td>
<td>Tulsa</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>City of Bartlesville</td>
<td>Bartlesville</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>City of Midwest City</td>
<td>Midwest City</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>The Crosby Group</td>
<td>Tulsa</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>Fenton Motors</td>
<td>Oklahoma City</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>Foundation Surgery Affiliates</td>
<td>Oklahoma City</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>Oklahoma Christian University</td>
<td>Oklahoma City</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>Pioneer Telephone Cooperative, Inc.</td>
<td>Kingfisher</td>
<td>January 1, 2009</td>
</tr>
<tr>
<td>University of Oklahoma</td>
<td>Norman</td>
<td>January 1, 2009</td>
</tr>
</tbody>
</table>

Contest Corner

What is one of the benefits you will gain from attending the Delta Dental University Seminar?

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

E-mail your responses to: newsletter@DeltaDentalOK.org by March 1, 2009.

Fall Contest Corner Winner of $25 gift card from Starbucks
Jenny Haberman from Dr. Todd Gentling’s office in Broken Arrow, OK
Get to Know Delta Dental of Oklahoma

“Been there, done that” is a popular phrase that certainly fits Delta Dental of Oklahoma’s Customer Service Supervisor Kay Mosley. But even after 30 years of working in Oklahoma’s dental industry, Kay is still enjoying dentistry as much as she did her first day on the job.

Kay’s career in dentistry began in 1978 as an office manager in a local dental office. She attended nursing school initially, but decided dentistry appealed to her more, becoming a Certified Dental Assistant. She later moved to administration, where she worked as an office manager for 18 years. Kay went on to serve as secretary to the Dean at the University of Oklahoma College of Dentistry and Membership Director for the Oklahoma Dental Association.

She joined the Delta Dental of Oklahoma team three years ago. Never one to rest, Kay most recently earned her certification as a Certified Customer Service Professional.

Kay is an active member and past President of the American Dental Assistants Association. She says her interest in leadership and desire to help people, coupled with her background, really helps with her responsibilities at Delta Dental.

Outside of work, Kay enjoys spending time with her two grandchildren. “They are truly the lights in my life,” she says. Kay also enjoys cooking and hosting parties for friends and family. Her other hobby is deer hunting in the Fall and turkey hunting in the Spring.

“It has been a great learning experience working at Delta Dental. I truly enjoy working with a professional team and successful company,” she says.

Deeyá/Kay receive certification

Delta Dental of Oklahoma’s Director of Customer Service Deeyá Foreman and Customer Service Supervisor Kay Mosley have earned the designation of CCSP—Certified Customer Service Professional. The program consisted of six units that required documentation and certification.

They include:
1. Introduction to Quality Customer Service
2. Best Practices in Quality Customer Service
4. Technology Enablers
5. Effective Management Skills
6. Advanced Topics in Quality Customer Service

Each unit focuses on one key aspect of service excellence and builds upon the next, creating a higher level of understanding, more confidence and an enhanced ability for success. Deeyá says it took about five months to complete the program through the International Customer Service Association and Rockhurst University.

dishin’ with delta

Cream Cheese Coffee Cake
From Kay Mosley

Ingredients
- 2 pkgs. cream cheese
- 2 pkgs. crescent rolls
- 1 1/4 cups sugar
- 2 egg yolks, separated from whites (keep whites)
- 1 tsp. vanilla
- 1 cup walnuts or pecans (we prefer pecans)
- 1 cup sugar

Directions
Take 1 pkg. crescent rolls; separate, flatten out and lay in bottom of 9”x13” glass dish. Mix cream cheese, 1 cup sugar, egg yolks and vanilla until smooth. Spread evenly over crescent rolls. Take second can of crescent rolls; flatten out to spread as layer over top of cream cheese mixture. Whip egg whites until foamy/fluffy. Brush over crescent roll top. Sprinkle remaining sugar over egg whites and top with nuts. Bake for 35 minutes at 325 degrees or until golden brown on top. Refrigerate after cooling.

Welcome New Delta Dental Dentists

Dr. Christopher C. Vinson
Dr. Kenneth Keith Shankle
Dr. Robert Lee Warren
Dr. Randall Ellis
Dr. Brendon Swisher
Dr. William Gardner
Dr. Swati Dixit

Dr. Gregory Conner
Dr. Mark Unruh
Dr. Matthew Heim
Dr. Amy Stone
Dr. Bryan Bratton
Dr. James Young
Dr. Daniel McNair

Visit us online at: www.DeltaDentalOK.org
## Delta Dental of Oklahoma Officers

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair of the Board</td>
<td>Mr. Richard Teubner</td>
</tr>
<tr>
<td>Vice Chair</td>
<td>Dr. Mike Howl</td>
</tr>
<tr>
<td>Secretary</td>
<td>Mr. Jim Hampton</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Mr. John Shearing</td>
</tr>
<tr>
<td>President/CEO</td>
<td>Mr. John E. Gladden</td>
</tr>
<tr>
<td>Past Chair</td>
<td>Dr. G. Ken Rains</td>
</tr>
</tbody>
</table>

## Delta Dental of Oklahoma Staff

- Ms. Barbara Fennell, **Chief Operating Officer**
- Ms. Tania Graham, **Asst. Vice President of Operations**
- Ms. Deeya Foreman, **Director of Customer Service**
- Ms. Terri Green, **Manager of Professional Relations**
- Ms. Chastity Corbin, **Provider Service Representative**

## DDOK Holiday Schedule 2009

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 10</td>
<td>Good Friday</td>
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<tr>
<td>May 22</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>May 25</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>July 3</td>
<td>Independence Day</td>
</tr>
<tr>
<td>September 4</td>
<td>Labor Day</td>
</tr>
<tr>
<td>September 7</td>
<td>Labor Day</td>
</tr>
<tr>
<td>November 25</td>
<td>Thanksgiving Holiday (Offices close at 12 p.m. noon)</td>
</tr>
<tr>
<td>November 26</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>November 27</td>
<td>Thanksgiving Holiday</td>
</tr>
<tr>
<td>December 24</td>
<td>Christmas Eve</td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas Day</td>
</tr>
</tbody>
</table>

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