

Check Up



Survey Says

94%
Satisfaction Rate

2008 DELTA DENTAL NETWORK DENTIST SURVEY

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

- 91% rated the Delta Dental claim payment statement as either good or better than 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

BON VOYAGE!



Congratulations to Dr. Shannon Toler, the winner of our \$500 travel certificate for completing our annual dentist survey.

BACK TO SCHOOL

Delta Dental University Announces Spring Dates

DELTA DENTAL UNIVERSITY
ESTABLISHED 2007

"Maximizing the Benefits of Dental Insurance"

Delta Dental University Educational Seminars Spring Dates

Tulsa, March 27, 2009	Registration for either location:
DoubleTree at Warren Plaza	First Person: \$150
Oklahoma City, April 17, 2009	Second Person: free
Crowne Plaza	Each additional staff member: \$50

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.

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OU – Alternate ID's (Member ID)



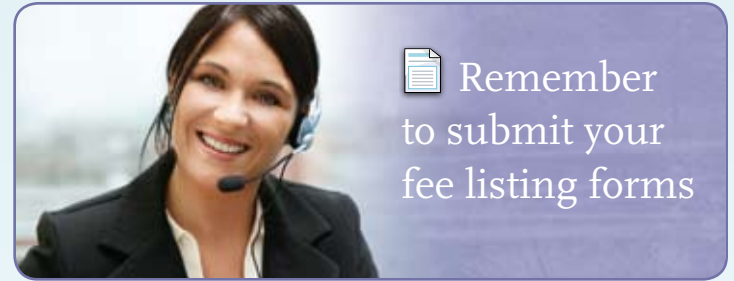
As you know, the University of Oklahoma selected Delta Dental as their new dental benefits provider effective January 1, 2009.

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.

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

Welcome new Delta Dental groups

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

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
3. Measuring Customer Satisfaction and Customer Service Performance
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

Makes one 9"x13" pan

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

Delta Dental of Oklahoma Board of Directors

Mr. Sandy Bjornson
 Dr. Terry Blackburne
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 Dr. Debbie Corwin
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 Dr. Stephen Glenn
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 Dr. Mike McLeod
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 Dr. Mike Howl, *Vice Chair*
 Mr. Jim Hampton, *Secretary*
 Mr. John Shearing, *Treasurer*
 Mr. John E. Gladden, *President/CEO*
 Dr. G. Ken Rains, *Past Chair*

Delta Dental of Oklahoma Staff

Mr. John E. Gladden, *President and CEO*
 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

April 10	Good Friday
May 22	Memorial Day
May 25	Memorial Day
July 3	Independence Day
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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Manager of Professional Relations

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Toll Free: 1-800-522-0188, ext. 142

Email: tgreen@DeltaDentalOK.org

P.O. Box 54709

Oklahoma City, OK 73154-1709

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Oklahoma City, OK 73154-1709

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
 Winter 2009

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