Delta Dental Again Named Benefits Carrier for State of Oklahoma

3 Programs to be Offered to State Employees in 2011

Delta Dental of Oklahoma is proud to announce we will continue serving as a dental benefits provider for State Employees, their dependents, and eligible retirees.

In 2010, we offered two programs to State Employees, Delta Dental PPO - Point of Service (POS) and Delta Dental PPO – Choice. Effective January 1, 2011, Delta Dental will offer three dental program options to State Employees.

» Delta Dental Premier – This is a new option available for State Employees.

» Delta Dental PPO – This plan replaces the Delta Dental PPO POS plan. Please note: If a patient with this new plan sees a Premier only Participating Dentist, the patient will be responsible for the difference between the PPO maximum allowed amount and the Premier maximum allowed amount.

» Delta Dental PPO – Choice

You may contact Delta Dental of Oklahoma’s Provider Relations Department at 800-522-0188, Ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or email: PR@DeltaDentalOK.org with any questions.

“Delta Dental University” Series Announces 2011 Dates!

While the program name will soon change, Delta Dental of Oklahoma’s Provider Relations Department announces it will host two of its “Delta Dental University” Professional Educational Seminars for dental office staff in 2011.

You won’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 plan issues.

And new for this year, in conjunction with the Professional Educational Seminars, we will sponsor a FREE HIV Seminar at each location for dentists and hygienists who can receive 3 hours of Continuing Education credit. “HIV Update for Oral Healthcare Providers” will be presented by Linda J. Salinas, M.D., Associate Professor of Medicine, Oklahoma University Health Sciences Center, Department of Medicine, Infectious Diseases Section. This three hour training for dentists and hygienists will provide current information on the new HIV testing guidelines; common oral presentations of HIV-related processes; initial clinical presentations; and post-exposure prophylaxis for occupational blood borne exposures for oral healthcare providers.

Also, be sure to send an e-mail to PR@DeltaDentalOK.org by December 31, 2010, to enter a drawing to attend the Tulsa or Oklahoma City Seminar for FREE!

For more information about the Education or HIV Seminar, please contact Delta Dental of Oklahoma’s Provider Relations Department at 800-522-0188, Ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or email: PR@DeltaDentalOK.org with any questions.

2010 Dentist Survey Drawing Winner

Congratulations to Rhonda Crawford, the winner of our iPad for completing our annual dentist survey. Rhonda has been the office manager for Dr. Stephen Beard’s office in Bartlesville for six years.
**HIPAA Habits & News**

Delta Dental of Oklahoma does a lot to protect your patient’s health information. All Protected Health Information (PHI) is locked in cabinets and drawers at the end of each day. We dispose of information by shredding or placing it in locked recycle bins. We check our printers and fax machines before we leave the office to ensure there is no health information left out. All health information is behind doors which are access-controlled.

*HIPAA Habits is a periodic article highlighting some of Delta Dental of Oklahoma’s HIPAA procedures to protect health information.*

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**Customer Service Tip**

**Benefax: Patient information at the touch of a button**

Benefax is Delta Dental of Oklahoma’s telephone/fax-based information service designed to provide convenient, clear, and concise patient information at the touch of a button. The Benefax system provides information 24/7 on eligibility, claims, and much more! Recently, we further simplified menu options and prompts to help Benefax callers get the information they need even more quickly - via voice read back or fax.

We invite you to use our convenient Benefax service. For a quick overview on how to use Benefax, please visit the “For Dentists” section of our website at DeltaDentalOK.org, or call Benefax at 1-800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro) and simply follow the prompts.

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**Claims Processing/Submission Tips**

**Avoid Claim Processing Delays**

When submitting services that require a tooth number, surface, quadrant or arch, be sure the dental area you submit is correct for the procedure code submitted. For example, procedure code D2330 by definition requires an anterior tooth; so be sure to submit an anterior tooth number with this code. Also, because this is an anterior tooth, neither the buccal (B) nor the occlusal (O) surface should be submitted with this procedure code. The facial (F) and the incisal (I) surfaces are two of the valid surfaces for benefits on anterior teeth.

If invalid combinations for these scenarios are submitted, DDOK will be unable to make a benefit determination until additional information is received from your office.

**Claim Attachment Requirements**

When submitting electronic claims for procedures that require attachments such as x-rays, periodontal charting and/or a narrative, we ask you to select “YES” in the field your practice management software system provides for indicating x-rays are being sent. Please indicate the National Electronic Attachments (NEA) or Renaissance System Services (RSS) number in the appropriate field. If “YES” is not checked and the attachment number is not completed, the claim will be delayed until additional information is received from your office.

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**Winter Newsletter Contest Winner!**

Congratulations to Janet McKellips, the winner of our Contest Corner from the last edition of the *Check Up*. Janet correctly answered the question: Who do you contact to set up your user name and password for PEARL? Her correct answer was: “Contact Delta Dental of Oklahoma’s Provider Relations Department to set up your username and password.” Janet received a $25 Starbucks gift card. She is with Dr. Warren Murray’s office in Claremore.

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E-mail your responses to: newsletter@DeltaDentalOK.org by November 30, 2010
Rhonda Moore was born in Anchorage, Alaska and grew up in Sacramento, CA. She is the oldest of three, mother of seven, and grandmother of nine with one more on the way. Rhonda moved to Oklahoma in 1979. She started working for a dental office in 1990 where she eventually served as office manager. She worked there until joining Delta Dental of Oklahoma in June of 2008. Rhonda likes to crochet, listen to music and really enjoys watching her grandchildren play together.

Asked what Rhonda likes most about her job, she replied, “I really enjoy speaking with our members and helping them resolve their issues. I also like working for Delta Dental because it actually feels like we are a family – and not just in the Customer Service Department, but across the company. The people here are friendly and willing to help with any issue I might have”.

**Vibrant Veggie Stir Fry**

*From Rhonda Moore (Weight Watchers recipe)*

<table>
<thead>
<tr>
<th>Ingredients</th>
<th>Directions</th>
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<tbody>
<tr>
<td>2 Tbsp canola oil</td>
<td><em>Heat oil and Mrs Dash Original Blend over high heat.</em></td>
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<tr>
<td>1 Tbsp of Mrs. Dash Original Blend</td>
<td><em>Add carrots and broccoli, cook for 2 minutes, stirring constantly.</em></td>
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<tr>
<td>2 medium carrots, thinly sliced diagonally</td>
<td><em>Add mushrooms and snow peas, cook for 2 more minutes.</em></td>
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<tr>
<td>2 cups broccoli florets</td>
<td><em>Add tomato wedges and red wine vinegar, stir for another minute or until vegetables are tender.</em></td>
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<tr>
<td>2 cups fresh, slice mushrooms</td>
<td><em>Serving size: about 1 cup</em></td>
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<tr>
<td>6 oz snow peas</td>
<td><em>Weight Watchers points 2</em></td>
</tr>
<tr>
<td>1 small tomato, cut into wedges</td>
<td><em>Takes about 10 minutes to prepare and 7 minutes to cook.</em></td>
</tr>
<tr>
<td>1 Tbsp red wine vinegar</td>
<td><em>Servings: 6</em></td>
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</tbody>
</table>

**Kudos Corner**

*Here’s what you have to say about Delta Dental of Oklahoma.*

Jamie at Dr. William Clark’s office stated how wonderful Marie Ryan was and how she has gone way beyond the call of duty to make sure their claims get processed - even notifying the doctor’s office at 7:00 am one morning so a patient could pay their remaining portion before leaving the country that same day. Dr. Clark’s office appreciates the extra effort that Marie put into this issue and wanted to recognize her for outstanding performance.
For more information contact:
Provider Relations Department:
800-522-0188, Ext. 137 (Toll Free)
405-607-2137 (OKC Metro)
PR@DeltaDentalOK.org
P.O. Box 54709
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DDOK Holiday Schedule 2010
November 24  Thanksgiving (Offices close at noon)
November 25  Thanksgiving
November 26  Thanksgiving
December 23  Christmas
December 24  Christmas
December 31  New Year’s Eve