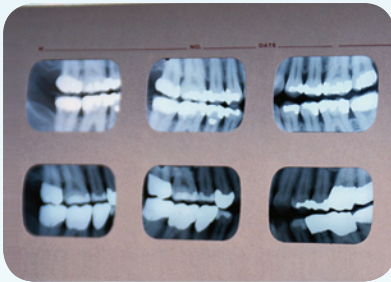


# Check Up



## Important Notice Regarding X-rays



Delta Dental of Oklahoma continually looks for ways to improve our efficiency and streamline business processes to better serve you.

**Effective May 1, 2010, Delta Dental of Oklahoma will no longer return x-rays to dental offices!**

The American Dental Association advises dental offices to maintain patients' original radiographs in the office. When you need to send an x-ray for a procedure, we encourage you to send duplicate

x-rays or digital films. You can also send your x-rays electronically. We accept electronic attachments from Renaissance System Services (RSS) and National Electronic Attachments (NEA) Fast-Attach.

Renaissance System Services (RSS) works with or without internet access and is making electronic attachments available to any office, FREE of charge. For additional information, please visit their website at [www.RSS-LLC.com](http://www.RSS-LLC.com) or call Richard at 866-712-9584 ext. 2588.

National Electronic Attachment (NEA) has provided a special "one time" offer to waive their \$200.00 registration fee. This offer is good March 1, 2010 through *continued on page 2*

## Claims with Incorrect SSN or Member ID

Occasionally, we receive claims with an incorrect Social Security Number or member ID. This can cause an incorrect Claim Payment Statement and Explanation of Benefits (EOB) statement to be issued. If this occurs, the EOB could be mailed to someone other than your patient and may result in HIPAA violations. To prevent someone else from viewing your patient's personal information, please be sure to check the Social Security Number or Member ID before you submit the claim.

## ODA & Delta Dental Partner for Oklahoma Mission of Mercy – the Largest Dental Event in State's History



*Delta Dental and the ODA extend our greatest appreciation to the amazing OkMOM volunteers. None of this would have been possible without them.*

- Total Patients Treated: 1,805  
(The goal was 1,600)
- Total Procedures performed: 6,997
- Total Value of Donated Services: \$859,463
- Total Event Volunteers - 1,312, including:
  - 247 Dentists
  - 148 Hygienists
  - 239 Assistants
  - 50 Dental Students
  - 628 General Volunteers

At 5 a.m. on February 5th, 2010 there was a long line at Tulsa's Convention Center. It wasn't for a concert, conference, or school volleyball tournament – but for a much needed trip to the dentist.

More than 1,400 people lined up on day one of the Oklahoma Mission of Mercy (OkMOM) event. Organized by the Oklahoma Dental Association, OkMOM was funded by a \$150,000 grant from the Delta Dental of Oklahoma Charitable Foundation.

"Our charitable foundation continually seeks ways to support dental professionals

willing to provide their specialized talents. OkMOM was a perfect marriage of resources and ability and we are very grateful to the dentists, dental assistants and hygienists for donating their skills to such a great cause. Helping those with the greatest need of care was really a sight to behold," said John Gladden, CEO and President of Delta Dental of Oklahoma.

OkMOM was staffed by more than 1,300 volunteers who worked long hours to deliver this vital care. The clinic was available on a first come, first serve basis for those in need of quality dental care they simply couldn't afford. Many arrived two days in advance and braved the cold to make sure they received care.

The clinic offered extractions, fillings, cleanings and root canals in addition to dental education and medical screenings. The goal was to treat 1,600 people on that Friday *continued on page 2*

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## Regarding X-rays

June 30, 2010. Please provide Promotion Code: DDOK Z to take advantage of this offer. Once you have registered, NEA's monthly fee is \$25.00 and requires a high speed internet connection. For more information, please visit their website at [www.nea-fast.com](http://www.nea-fast.com) or call 800-782-5150.

When the occasional instance arises and an x-ray must be returned to your office, please clearly mark the request on your claim form and provide a self-addressed, stamped envelope. Otherwise, please keep your original films and send us duplicate x-rays or electronic films or images.

For a chart of procedure codes that require x-rays, visit our website at [www.DeltaDentalOK.org](http://www.DeltaDentalOK.org) under the "For Dentist" section – Useful Forms and Links.

Please contact our Provider Relations Department for additional information or questions at: 800-522-0188, ext. 137 (Toll Free) 405-607-2137 (OKC Metro). You may also send an email to: [PR@DeltaDentalOK.org](mailto:PR@DeltaDentalOK.org).

Continued from page 1

## Oklahoma Mission of Mercy

and Saturday. But with everyone pulling together, they actually treated 1805 patients and performed almost 7,000 procedures. Additionally, dozens of sponsoring businesses donated food, supplies and materials.

"OkMOM was a huge success and I'm proud that due to Delta Dental's not-for-profit status, our Foundation is able to realize its mission and fund these types of events that really change people's lives." said Gladden.

Future OkMOM events are planned for 2011 in Oklahoma City and 2012 in McAlester.

# 2009 Delta Dental Network Dentist Survey

In September 2009, Delta Dental of Oklahoma surveyed all participating dentists. More than 500 surveys were returned. The survey results indicated 95% of those dentists are satisfied with Delta Dental of Oklahoma. We would like to thank all dental offices who completed the survey. We do listen to our dentists and work toward providing what they need to be more efficient in their processes so that they have more time to spend caring for their patients. The following is a summary of the results from our 2009 network dentist survey.

### Satisfaction with Delta Dental of Oklahoma's Claims Processing

98% say the promptness of claims processing is excellent or very good

98% say the accuracy of claims is excellent or very good

96% say the Delta Dental claim payment statement is either good or better than good

### Satisfaction with Delta Dental of Oklahoma's Customer Service

98% say they are very satisfied or satisfied overall

98% say they are very satisfied or satisfied with the professionalism

99% say they are very satisfied or satisfied with the ability to provide accurate information

### Two most frequent requests from dental offices

- Claim Payment Statements to include a column showing the dentist's adjustment
- More benefit and eligibility information on Benefax. (Delta Dental's Automated Fax System)

We are currently working on both of these requests and plan to have these improvements by the end of the year.

## It's Time To Update Your Fees

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 is used to calculate the new Premier Network Maximum Allowable Amounts. If you want to update your fees and do not have a **current** Confidential Membership Fee Listing form, please call the Provider Relations Department at 405-607-2137 or 800-522-0188, ext. 137 or email us at: [PR@DeltaDentalOK.org](mailto:PR@DeltaDentalOK.org).



**What is the effective date for Delta Dental of Oklahoma's new policy for not returning x-rays?**

E-mail your responses to: [newsletter@DeltaDentalOK.org](mailto:newsletter@DeltaDentalOK.org)  
by April 30, 2010

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



### Fall Newsletter Contest Winner!

Congratulations to Shawnda Phares, the office manager for Central Oklahoma Oral and Maxillofacial Surgery Associates in Stillwater.

Shawnda was the winner of our Contest Corner from the last edition of the *Check Up*. She correctly answered the question: What are the four things you do not have to worry about with Patient Direct patients? Her correct answer: "No claims to file or deductibles to track and no pre-existing conditions or waiting period to worry about." Shawnda received a \$25 Starbucks gift card.

## Provider Relations Team

The Delta Dental of Oklahoma (DDOK) Provider Relations Team is here for you! Our goal is to enable dentists and their staff to spend more time caring for their patients and less time working with insurance.

Our department's staff has more than 70 years of combined experience in the dental field – so it's no wonder Delta Dental of Oklahoma's Provider Relations team takes great pride in being quickly responsive, easily accessible and thoroughly informative.

We provide training and education on our networks and free electronic services including direct deposit, claim submission and the ability to verify benefits and eligibility on-line. We are not only here to answer your phone calls, but a staff member is also readily available to visit your office personally.

Our Provider Relations team also hosts Delta Dental University Educational seminars for dental office staff every year. Participants gain a thorough understanding of processes that will speed claim reimbursement and provide answers to common insurance questions.

The Provider Relations team at Delta Dental of Oklahoma is comprised of:



**Terri Green**- Manager of Provider Relations – Terri brings with her more than 25 years experience working in general and specialty practices as an insurance coordinator, oral surgical assistant, implant coordinator, and office manager.



**Cindy Davidson**- Provider Relations Representative – Cindy has worked in the dental industry for 22 years in both general and specialty practices as an insurance coordinator and receptionist. Cindy is available to come to your office for training and education on our services.



**Michelle Rogers**- Provider Relations Communications Coordinator – Michelle has more than 25 years of experience in general and specialty practices as an oral surgical assistant and receptionist. She is available by phone to assist you with your immediate needs and questions. Michelle is also available to help train and educate you and your staff about our services.



**Katrena Chormicle**- Provider Relations Specialist – Katrena has several years of customer service experience. Katrena handles your day-to-day business requirements, such as changes to your TIN, business name and address. She is also available to assist you with problems with your out-of-state Delta Dental claims.

To reach us, simply call (405) 607-2137 or (800) 522-0188, ext. 137 (outside OKC metro area) or you can e-mail at: [PR@DeltaDentalOK.org](mailto:PR@DeltaDentalOK.org).



Provider Relations Team at OkMom

Welcome

New Delta Dental Dentists

*Dr. Richard Jungers*

*Dr. Zach McNickle*

*Dr. Chad Wassink*

*Dr. Dustin Shane Ragan*

*Dr. John Groves*

*Dr. G. Meghan Sellmeyer*

*Dr. Robert Schick*

*Dr. T. J. Nugent*

*Dr. Abby Young*

*Dr. Arthur E. Weigel*

*Dr. Thomas Oas*

*Dr. Katie Warlick*

*Dr. Jared Smith*

*Dr. Justin Marriott*

*Dr. Abdessamad Benbajja*

*Dr. Nicole Reynolds*

*Dr. Michael Auld*

*Dr. John Sinclair*

*Dr. Jonathan Thomas*

*Dr. Jeromy Dauphin*

*Dr. Jon Lindblom*

*Dr. Samuel Clayton Sigmon*

*Dr. Lena Turner*

*Dr. Russell A. Poole*

*Dr. Eric R. Castillo*

*Dr. Francis Sommer*

*Dr. Siriporn Thayaprasat Webb*

*Dr. Richard M. Jackson Jr.*

*Dr. Eric D. Hanson*

*Dr. Ryan L. Turpin*

*Dr. Ronald A. Campbell*

*Dr. Kera Collier*

dishin'  
with  
delta

### Cream Cheese Sausage Ring

From Katrena Chormicle

#### Ingredients

2 – 8 ounce packages of cream cheese

1 pound of sage sausage (I usually buy JC Potters)

2 packages of Pillsbury Crescent Roll Dough

Chopped Garlic

1/4 cup diced onion

Salt/pepper

Dill Weed

#### Directions

Brown sausage with the diced onion and add as much chopped garlic as desired. Season with salt and pepper while cooking. Drain sausage mixture.

Have cream cheese softened at room temperature or soften in the microwave for 30 -45 seconds.

Combine sausage mixture and cream cheese, adding one tablespoon of dill weed. Lay out crescent roll dough on baking pan with points out in a circle overlapping wide edges to make a ring. Place cream cheese mixture on dough and then fold points of dough into center of ring.

Bake at 375 degrees for 15-20 minutes until brown. Let stand at room temperature for at least 15 min before covering, if desired. Cut into wedges and serve.

**Delta Dental of Oklahoma****Board of Directors**

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 Dr. Colin Foster  
 Dr. Stephen Glenn  
 Mr. Jim Hampton  
 Mr. Homer Hilst  
 Mr. Brad Hogan  
 Dr. Mike Howl  
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 Dr. Mike McLeod  
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 Ms. Barbara Fennell, *Vice President and Chief Operating Officer*  
 Ms. Tania Graham, *Asst. Vice President of Operations*  
 Ms. Deeya Foreman, *Director of Customer Service*  
 Ms. Terri Green, *Manager of Provider Relations*

**DDOK Holiday Schedule 2010**

April 2	Good Friday
May 28	Memorial Day
May 31	Memorial Day
July 2	Independence Day
July 5	Independence Day
September 3	Labor Day
September 6	Labor Day
November 24	Thanksgiving ( <i>Offices close at noon</i> )
November 25	Thanksgiving
November 26	Thanksgiving
December 23	Christmas
December 24	Christmas Eve
December 31	New Year's Eve

For more information contact:  
 Provider Relations department:  
 800-522-0188, Ext. 137 (Toll Free)  
 405-607-2137 (OKC Metro)  
 PR@DeltaDentalOK.org  
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**Terri Green**

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 Oklahoma City, OK 73154-1709

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  
 Spring 2010

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