

Check Up



New PEARL System to Offer Advanced Tools for Your Dental Practice

Dental Office Toolkit (DOT) Replacement Will Further Enhance Administration

You told us what you wanted and we listened! As part of our ongoing commitment to provide you with the very best products and services available, Delta Dental of Oklahoma (DDOK) is implementing a series of system enhancements to help your practice run easier and faster. Our overriding goal: *online, real time services.*

Later this year, Delta Dental of Oklahoma will be introducing **PEARL**, DDOK's new and robust **Practice Electronic Administration Resources Link**, to replace DOT. New upgrades and features include:

- **NEW!** Column showing the dentist's adjustment and automatically calculated for your convenience on the Claim Payment Statement (CPS).
- **NEW!** Single log-in to access all services.
- Access Direct Deposit (EFT) information.
- Easily verify patient eligibility & benefits.
- Confirm claim status & View claims history.
- Submit dental claims to DDOK for **FREE!**
- Access accurate and timely information 24/7!

PEARL

Helping your practice
run easier & faster.

With Delta Dental of Oklahoma's new PEARL system, you still have all of the services that DOT provided and even more!

That's right! Once it's launched, PEARL will serve as your faster, easier and FREE online resource for Direct Deposit (EFT) information, retrieving copies of your checks, submitting claims, viewing Claim Payment Statements, and verifying benefit and eligibility information with Delta Dental of Oklahoma.

If you are currently enrolled in DOT, our Provider Relations Department will be in touch, or, simply call us at your convenience to get your practice set up with a new username and password for PEARL. And if you're not taking advantage of DDOK's online services, call us today at 800-522-0188, Ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or email: PR@DeltaDentalOK.org. *You'll be very glad you did!*

Accuracy of dentist information is important



Each year Delta Dental of Oklahoma performs an audit to confirm accuracy of our dentist's information in order to eliminate delays in claims processing and payment. A letter to confirm your business information will be sent on September 1, 2010. Please return this form to us by October 1, 2010 so we may verify we have the correct business information in our national system. If you have questions or misplace your form, please call Vonda Rackley at 800-522-0188, Ext. 761 (Toll Free) or 405-607-2100, Ext. 761 (OKC Metro).

Delta Dental iPad Winner



Congratulations to Dr. Conrad Casler, the winner of an iPad at the 2010 annual Oklahoma Dental Associate meeting in Oklahoma City. The iPad is provided by Delta Dental of Oklahoma. Dr. Casler also won a \$100 Visa gift card to purchase accessories for his new iPad. With his new iPad, Dr. Casler can now conveniently access DDOK's online tools for dentists at www.DeltaDentalOK.org/for_dentists.

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When and How Should You Fill Out a W-9?

Delta Dental of Oklahoma requires a W-9 with current business information for every dentist. If you have a change in name, business, tax ID, address or zip code, you need to complete and submit a W-9 form so we can update our records. In addition, we also request notification from your dental office anytime you have a dentist joining your practice by sending us a completed W-9 form.

If any of these changes occur, please indicate the treating dentist on the top line of the W-9. This may be the same as the business name, but if it is different, please indicate the business name on line 2.

Fill in the billing address, city, state and zip in the appropriate lines. If the location where patients are treated is different than the billing address, please put that information in the box to the right (see example for further information).

Finally, we need either the social security number or the tax identification number the doctor is using when filing claims. We only need one or the other – not both. Please include phone and fax numbers at the top of the form with the effective date.

If you have questions, please contact our Provider Relations Department at 800-522-0188, Ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or you can e-mail us at PR@DeltaDentalOK.org.

EXAMPLE ONLY

Form **W-9**
 (Rev. January 2003)
 Department of the Treasury
 Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Name: **TREATING DENTIST NAME**
 Business name, if different from above: **BUSINESS NAME**

Check appropriate box: Individual/Sole proprietor Corporation Partnership Other Exempt from backup withholding

Address (number, street, and apt. or suite no.): **BUSINESS ADDRESS**
 City, state, and ZIP code: _____
 Register's name and address (optional): _____
 If the location where patients are treated is different from the Business Address; Enter treating address information here.

Part I Taxpayer Identification Number (TIN)
 Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.
 Note: If the account is in more than one name, see **Enter only the number you use when filing taxes. We need only one number.**

Part II Certification
 Under penalties of perjury, I certify that:
 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
 2. I am a U.S. person (including a U.S. resident alien).
 Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign this Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here: Signature of U.S. person: **SIGNATURE REQUIRED** Date: **DATE REQUIRED**



Who do you contact to set up your user name and password for PEARL?

E-mail your responses to: newsletter@DeltaDentalOK.org by September 30, 2010

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



Fall Newsletter Contest Winner!

Congratulations to Gabbie Quezada, the winner of our Contest Corner from the last edition of the *Check Up*.

Gabbie correctly answered the question:

What is the effective date for Delta Dental of Oklahoma's new policy for not returning x-rays? Her correct answer was: "May 1, 2010."

Gabbie received a \$25 Starbucks gift card. She is with Dr. Rodney Sandburg's office in Oklahoma City.

The Chickasaw Nation and The Bama Companies, Inc. using SSN

The Chickasaw Nation, headquartered in Ada, selected Delta Dental as their new dental benefits provider effective January 1, 2010. The Bama Companies, Inc., headquartered in Tulsa, selected Delta Dental as their new dental benefits provider effective June 1, 2010.

The Chickasaw Nation and The Bama Companies, Inc. no longer utilize the subscriber's alternate ID number they used with their previous carriers. Please submit the subscriber's social security number for all claims submitted for these groups. If the alternate ID number is submitted, the claim will be denied.

Please submit all claims for your patients who are enrolled with DDOK through The Bama Companies, Inc. to Delta Dental of Oklahoma (regardless of the date of service).

If you have any questions, please do not hesitate to contact our Customer Service Department at 800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro).

Make sure to Submit Your 2010 Dentist Survey for a Chance to Win an iPad!

Delta Dental of Oklahoma dentist surveys have been mailed, and your office should have received a survey by now. All completed surveys returned to DDOK by September 15th will be eligible for a drawing to win an Apple iPad!

If your office has not received a copy of the 2010 Dentist Survey, please call our Provider Relations Department at 800-522-0188, Ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or you can e-mail us at PR@DeltaDentalOK.org.

Get to Know Delta Dental of Oklahoma

Debbie Joplin



Debbie began her career in elementary education for the Oklahoma City Public Schools, and, 6 years later, she decided she needed a change. She began her dental career working at a small dental office in OKC. At that office, Debbie trained to be a dental

assistant and enjoyed working chair side. Debbie then moved on to become the office's insurance coordinator; her new position involved contacting dental insurance companies and checking on patients' benefits and history for certain procedures, as well as, making appointments and calling patients with reminders. She was then promoted to office manager, a position that allowed her to keep track of the production end of the business. Through her experiences, Debbie enjoyed meeting new people and helping them with their dental needs. In 2005, Debbie began working for Delta Dental of Oklahoma. In her previous roles, Debbie had to call Delta Dental of Oklahoma to speak to its customer service team. She said Delta Dental of Oklahoma's customer service team was always ready and willing to help and now she is part of that team. Debbie's hobbies are reading, scrapbooking and playing with her grandchildren.

Marie Ryan



Marie Ryan came to Delta Dental in September of 2004. Marie has extensive experience in the insurance industry; she spent the last 18 years in the medical and dental insurance fields. During her career with Delta Dental, Marie has obtained a Customer Service Certification. She enjoys the

opportunity to help customers understand their dental policies and get their claims processed. Marie said she chose to work with Delta Dental because she knew it was a wonderful place to advance. Her hobbies include walking, cross-stitching, camping, and fishing with friends and family.

Welcome

New Delta Dental Dentists

Dr. Barrett Hall
Dr. Lindsay Hall
Dr. Heath Whitfield
Dr. Ruth Youngquist
Dr. Amanda Ward
Dr. John C. Phillips
Dr. Hyung Phil Jun
Dr. Lauren Avery
Dr. Jamie Ariana
Dr. David Cowling
Dr. Robert Gilkerson
Dr. Darrell R. Dedrick
Dr. Kenneth W. Garner
Dr. Danny Stos
Dr. Ryan P Coombs
Dr. Chad Hoecker
Dr. Whitney Tetik
Dr. Husain Ali Khan
Dr. Nella Bello

Dr. Ann N. Truong
Dr. Toby M. Rhodes
Dr. Brent Spear
Dr. Jerry M. Wyatt
Dr. Eric S. Touet
Dr. Kristen Wolever
Dr. Thomas Ryan Daniel
Dr. Adam Bulleigh
Dr. Melanie Sheils-Vergeldt
Dr. Kevin J. Howarth
Dr. David Allen
Dr. Stephen Taylor
Dr. Akbar Dawood
Dr. Kim Wilkinson
Dr. Lesley Maxwell
Dr. Shyler Vincent
Dr. Zack Ritter
Dr. Bradford R Williams II

dishin' with delta

Mexican Black-eyed Pea Dip

From Debbie Joplin

Ingredients

- 2 Chopped Tomatoes (for more sauce and spice, use 1 can of diced rotel)
- 2 14oz. can black-eyed peas – drained
- 1 Bunch green onions – chopped
- 2 Tbsp. Garlic
- 1 Green pepper – chopped
- 1 Cup chopped fresh parsley
- 1 Small jar picante sauce
- 1 8oz. bottle Italian dressing

Directions

Mix all ingredients together
Toss lightly and chill at least 2 hours
Enjoy with tortilla chips



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 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

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
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
 P.O. Box 54709
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Public

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Delta Dental of Oklahoma
 Dental Practice News From
Check Up
 Summer 2010

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