

Check Up



Delta Dental of Oklahoma Launches “Prevent•efits”



Oral Wellness Campaign to Encourage Dental Exams and Cleanings

In keeping with our mission of improving oral health across Oklahoma, Delta Dental of Oklahoma will soon roll out Prevent•efits, our Oral Wellness Campaign.

Prevent•efits will specifically seek out members who are not utilizing their preventive benefits and encourage them to make appointments for routine

evaluations and cleanings. The campaign will use direct mail, email, employer break-room posters and a special website (www.Preventefits.org) to help our members understand why regular dental visits are so important, and address commonly cited reasons for not going to the dentist.

The introduction of Delta Dental of Oklahoma’s new Oral Wellness Program to your patients *continued on page 2*

Delta Dental of Oklahoma’s 2012 Professional Educational Seminars

Delta Dental of Oklahoma’s Provider Relations Department announces the 2012 Professional Educational Seminar dates:

Oklahoma City: Friday, March 2, 2012
Tulsa: Friday, March 9, 2012

Don’t 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 questions.

Be sure to send an email including your name, phone number, and your dentist’s name to: PR@DeltaDentalOK.org by December 31, 2011, to be entered in a drawing to attend the Tulsa or Oklahoma City seminar for FREE!

For more information about the educational seminars, 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.

Going Green

Just a reminder, within the next few weeks, Delta Dental of Oklahoma will no longer mail Claim Payment Statements to dental offices enrolled in Electronic Funds Transfer. If you have questions or would like to get set up on our FREE online system, Practice Electronic Administration Resource Link (PEARL), to view your Claim Payment Statements, check benefits, and more, please contact DDOK’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.

INSIDE THIS EDITION



News & Updates	2
Get to Know DDOK	3
DDOK Staff	4
Dentist/Foundation Insert Inside	

“Prevent•efits”

continued from page 1

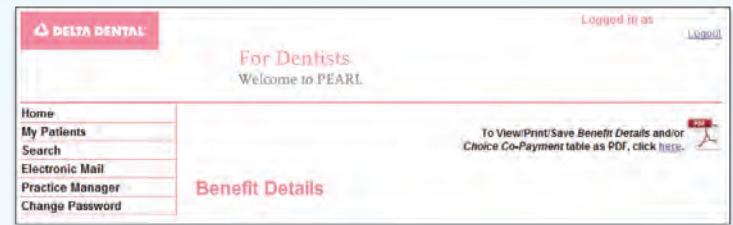


not only promotes the best dental benefits in the nation, it further demonstrates that DDOK truly cares about their oral health. In addition, the campaign will help to increase traffic to DDOK participating dentists by prompting patients who haven't had a recent dental visit into action.

Prevent•efits encourages your patients to take the initial step in caring for their teeth through a routine cleaning and evaluation. It also promotes a lifelong approach to a healthier smile, and helps your patients take an active role in not only achieving, but also maintaining great oral health for years to come.

For more information about Prevent•efits, 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.

Delta Dental of Oklahoma Choice Tables on PEARL



Did you know you can view and print the Delta Dental of Oklahoma Choice copayment table specific to each patient through PEARL by following these simple instructions listed below?

- » After you have accessed your PEARL account, click the My Patients link.
- » Enter the member SSN/ID number, then click Search.
- » You will then see the member and eligible dependents listed. Locate your patient, click the hyperlink under the View Benefits/Group-Sub Group.
- » At the top right corner, you will see the message “To View/Print/Save Benefit Details and/or Choice Co-Payment table as PDF, click here.”
- » The Delta Dental's Choice copayment table will be listed at the end of the benefit details in the PDF.

If you have any questions or would like to get set up to start using PEARL in your practice, 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.

Claims Processing/ Submission Tips

Social Security Number or Alternate Identification Number?

For enrollees of The University of Oklahoma and OneOK, Inc., Delta Dental of Oklahoma utilizes alternate identification numbers for claims processing. Therefore, please submit the member's alternate identification number when submitting claims for these enrollees. This number can be found on the member's Delta Dental ID card. The social security number should be used for enrollees in all other group plans and policies.

Quadrant vs. Tooth Number?

When submitting procedure code D4342 - Periodontal Scaling and Root Planing - One to Three Teeth, per quadrant, please submit the QUADRANT (UL, LL, UR, LR) of the mouth you are treating. If individual tooth numbers are submitted, the processing of your claim will be delayed.

Fixed Partial Dentures/Bridges?

When submitting a claim or predetermination for a fixed partial denture/bridge, please include a charting or listing of all missing teeth and a panoramic x-ray or full mouth series of x-rays to avoid delays in processing the claim.



What two employer groups require an alternate identification number for claims processing?

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

✉ **E-mail your responses to:**
newsletter@DeltaDentalOK.org
by December 30, 2011

Summer Newsletter Contest Winner!

Congratulations to Dara Jennings, the winner of our Contest Corner from the last edition of the Check Up. Dara correctly answered the question: What is Delta Dental of Oklahoma doing to become more environmentally friendly? Her correct answer was: “Discontinuing paper with EFT.”

Dara received a \$25 Starbucks gift card. She is with Dr. Michael Toole's office in Tulsa.

Getting to Know Delta Dental of Oklahoma



Wendy Trussell

Wendy Trussell has been with Delta Dental of Oklahoma for six years and brings over 20 years of customer service and dental office experience to the Delta Dental Customer Service team. She was a Practice Manager at a local dental office, and was so impressed with the level of customer service provided by Delta

Dental of Oklahoma staff it made her want to work here!

In her spare time, Wendy is very active with her “kids,” two bloodhounds she shows competitively. When asked why she loves working at DDOK so much, Wendy replied, “I’m very happy to work for a company that does so much for the community and its employees!”



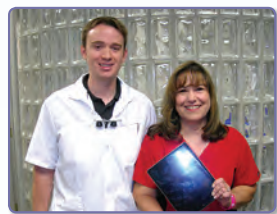
Qiana Kamyia

Qiana Kamyia has been with Delta Dental of Oklahoma for three and a half years. Qiana has nine years of customer service experience prior to joining DDOK’s Customer Service team.

Originally from Virginia, Qiana spent time in Tulsa before relocating with her family to Oklahoma City

four years ago. In her spare time, she enjoys reading, writing poems and fiction, and spending time with family and friends. When asked about her favorite part of DDOK, Qiana said, “The people I work with are the most enjoyable part of working here!”

2011 Dental Office Survey Drawing Winner



Dr. Timothy Kirby (left); Annette Wilson (right)

Congratulations to Annette Wilson with Dr. Timothy Kirby’s new practice in Oklahoma City. Annette won an Apple iPad for completing our 2011 dental office survey. Please look in the Delta Dental of Oklahoma Spring 2012 Check Up newsletter for the results of our 2011 dental office surveys.

Welcome

New Delta Dental Dentists

- | | | |
|----------------------|------------------------|-------------------------|
| Dr. Courtney Barrett | Dr. Blaire Bowers | Dr. Eric Pratt |
| Dr. Stephen Campbell | Dr. Stephan Zigo | Dr. Robert Simpson |
| Dr. Paul Peek | Dr. Brent Kutlesa | Dr. William Farmer |
| Dr. Scott Keys | Dr. Bennett Joe Parks | Dr. Michael Christensen |
| Dr. Farah Masood | Dr. Sandford W. Prince | Dr. Michael J. Gliddon |
| Dr. Jason Weilacher | Dr. Lin Zhu | Dr. Levy Do |
| Dr. Chris Fagan | Dr. Bryce Baumann | Dr. Mary L. Carter |
| Dr. Brandon Jones | Dr. Flauryse Baguidy | Dr. Richard A. Franklin |
| Dr. Wendell Grimes | Dr. Richard W. Howell | Dr. Dustin Watterson |
| Dr. Vanina Arrechea | Dr. David Whitlock | Dr. Daniel Messer |
| Dr. Rafiq Hirji | Dr. William Samuel | |
| Dr. William Brewer | Ward | |

Kudos Corner



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

A member of Delta Dental of Oklahoma stated that Rhonda spent about 20 minutes with her yesterday going over each of her EOBs. She said Rhonda was wonderful, explained everything to her in great detail, and even called the dentist to coordinate the benefits. She loves our closing “is there anything else I can help you with today?”

Sandy with Dental Depot of Tulsa stated how professional and friendly Kendra is to work with. She stated Kendra is able to provide her with answers before she can ask the questions. Sandy hopes to speak with Kendra every time she calls.



Chicken in a Jalapeno Cream Sauce

From Wendy Trussell

Ingredients

- 4 cups water
- 6 fresh chicken breasts
- ½ medium onion – sliced
- ½ tsp ground cinnamon
- 2 tbsp oil
- ½ cup chopped onion
- ¼ cup sliced jalapenos (jarred, not fresh)
- 1 medium tomato – diced
- 2 – 7oz cans of sliced mushrooms – drained
- ⅓ cup chicken stock from simmered chicken
- 2 cubes chicken bouillon
- 4 ounces cream cheese – cubed
- Salt to taste

Directions

- In a large pot, add water, chicken and sliced onion and place on medium high heat on stove.
- Bring chicken to boil then reduce heat to low and cover pot.
- Simmer 25-35 minutes until chicken is cooked.
- Take chicken out of pot, discard skin and bones, shred chicken and set aside.
- Save 1/3 cup of chicken stock and set aside.
- Return the emptied pot to stove and add the oil. Place on medium high heat.
- Once oil is hot, add the chopped onions and sauté for 3 minutes.
- Add the jalapenos, tomatoes, and the mushrooms to the pot.
- Let this cook for 10 minutes on low heat, stirring occasionally.
- Increase heat to medium and add the chicken stock and bouillon cubes.
- Stir until bouillon cubes dissolve.
- Add the cream cheese and stir until cream cheese is completely melted.
- Add the cooked chicken to the cream cheese mixture and stir.
- Cover pot and cook on low heat for 10 minutes.
- Serve with rice.
- Yields: 4-5 servings

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 Ms. Deeya Foreman, *Director of Customer Service*
 Ms. Terri Green, *Manager of Provider Relations*

DDOK Holiday Schedule 2011

December 23 Christmas
 December 26 Christmas
 December 31 New Year's Eve

DDOK Holiday Schedule 2112

February 20 President's Day
 April 6 Good Friday
 May 25 Memorial Day
 May 28 Memorial Day
 July 4 Independence Day
 August 31 Labor Day
 September 3 Labor Day
 November 21 Thanksgiving (*Offices close at noon*)
 November 22 Thanksgiving Day
 November 23 Thanksgiving
 December 24 Christmas
 December 25 Christmas Day
 December 31 New Year's Eve (*Offices close at noon*)
 January 1, 2013 New Year's Day

For more information contact:

Provider Relations Department:
 800-522-0188, ext. 137 (Toll Free)
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Public

Formed as a nonprofit organization in 1973, Delta Dental of Oklahoma is governed by a board comprised of consumers and dental professionals. © 2011 Delta Dental of Oklahoma. Comments and suggestions welcome.

Check Up
 Dental Practice News From
 Delta Dental of Oklahoma
 Fall 2011

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