

# Check Up



## Delta Dental and ODA's OKMOM Partnership Reaches 2,201 Patients

**OKC Event Now the Largest Dental Care Event in State's History**



At 2:15 p.m. on Thursday, February 3rd, nearly 16 hours before the doors opened for the 2011 OkMOM event at the Cox Convention Center in Oklahoma City, the first person seeking dental care took his place in a line that would eventually grow to more than

1,100 people braving the cold to receive help. Incredibly, all 1,100 were treated that Friday.

Organized by the Oklahoma Dental Association, OkMOM was once again funded by a \$150,000 grant from the Delta Dental of Oklahoma Oral Health Foundation. Services were provided on a first come, first served basis for those in need of vital dental care they could not afford. The event was staffed by more than 1,400 dental professionals and other volunteers who worked long hours to deliver the required care during the two day clinic. Additionally, more than 50 sponsors and businesses provided free breakfast and lunch for the volunteers and patients

both days, as well as dental supplies and other resources.

When asked about the event, John Gladden, CEO and President of Delta Dental of Oklahoma, was quick to recognize the event's volunteers. "OkMOM is a perfect union of resources and specialized talents and we're very grateful to the dentists, dental assistants, hygienists and other volunteers who donated their skills for such a great cause. Because quite simply, Delta Dental can grant all the money in the world, but if these professionals aren't willing to give of their time and skills - nothing can happen."

The clinic offered extractions, fillings, cleanings and root canals in addition to dental education and medical screenings. The goal was to treat 2,000 people on that Friday and Saturday. With everyone pulling together and tirelessly putting in the hours, 2,201 patients were treated and nearly 9,000 procedures performed. The total value of dental care delivered exceeded \$1.1 million and the number of patients treated tied a national record with New Mexico. "I am proud to see Oklahomans *(continued on page 2)*

## Delta Dental Seminars



Delta Dental of Oklahoma's 2011 Professional Educational Seminars were a big success! The seminars were presented by the Manager of Provider Relations Terri Green, Director of Customer Service Deeya Foreman, and Provider Relations Representative Cindy Davidson.

These seminars help dental staff spend less time with dental benefit plans and more time with their patients. Participants received information about DDOK's networks, Benefax – our telephone/fax-based information service, the appeals process, coverage levels, direct deposit vs. paper checks, and our FREE online claims system, Practice Electronic Administration Resource Link (PEARL).

Based on responses to post-seminar surveys, attendees said the practical knowledge they received at the seminar will make a difference in the overall efficiency of their practice. Participants also said they appreciated the opportunity to ask questions and receive instant feedback directly from DDOK staff. *(continued on page 2)*

### Is It 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 800-522-0188, ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or email us at PR@DeltaDentalOK.org.

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helping Oklahomans. More than 1,400 volunteers donated their time and resources to make the Oklahoma Mission of Mercy a success," said Governor Mary Fallin. "It's wonderful to see the private sector donating these services so that we could provide more than 2,200 patients with free dental care in just two days."

The next OkMOM event is planned for February 3-4, 2012 in McAlester.

## Seminars continued from page 1

"Everyone should attend one of these seminars because the training is a valuable resource for staff and the practice," said Shirley Arnn with Dr. Justin Beasley's office. "The seminar covers many aspects of our everyday business and it will really help us to be more efficient."

By providing relevant information about dental benefits and the day-to-day workings of both DDOK and dental offices, these seminars offer tremendous insight for newcomers who have limited experience with dental benefits.

The Provider Relations Department offers these informative seminars annually, so be sure to follow the Checkup newsletter for details. You may also contact Terri Green by calling 800-522-0188, ext. 142 (Toll Free) or 405-607-2142 (OKC Metro), or email PR@DeltaDentalOK.org to inquire about upcoming seminars, or, should you have any other practice related questions.



### What new feature has been added to Benefax and PEARL?

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



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

### Fall Newsletter Contest Winner!

Congratulations to Laura Herrera, the winner of our Contest Corner from the last edition of the Check Up.

Laura correctly answered the question: *When will the next two Professional Education Seminars presented by Provider Relations take place?* Her correct answer was: "Oklahoma City on February 25, 2011 and Tulsa March 4, 2011."

Laura received a \$25 Starbucks gift card. She is with Dr. Floyd Simon's office in Clinton.

## Customer Service Tip

### New Feature Added to Benefax and PEARL!

Delta Dental of Oklahoma is always looking for ways to better serve our dental offices. One way is to offer electronic resources such as Benefax - our telephone/fax-based benefit information service, and Practice Electronic Administration Resource Link (PEARL), our free online portal for dental offices.

Benefax and PEARL were both recently updated to allow users to now view a patient's last two visits for preventive care. This new feature will help the user determine when a patient is eligible for his or her next treatment by showing the last date(s) of preventive care.

As always, if you have any questions about Benefax, PEARL or this new feature, please don't hesitate to contact DDOK's friendly Customer Service Department at 800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro).

## Claims Processing/ Submission Tips

### Avoid Claim Processing Delays

We continue to see claim payments delayed due to the submission of incorrect combinations of tooth code, procedure code and/or tooth surfaces submitted. Please be sure to submit the correct procedure code, tooth number and/or tooth surface combinations. When submitting services that require a tooth number, quadrant or arch, be sure the dental area you submit is correct for the procedure code submitted.

For example, procedure code D2330 requires an anterior tooth; therefore, only submit this procedure when you are restoring one surface on an anterior tooth.

**Also, please be sure to submit valid surfaces for specific tooth numbers.**

For example, procedure code D2332 is for anterior teeth; therefore, 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. This delays final benefit determination and payment to your office.

If you have questions regarding any procedure code, tooth number and/or surface combinations, please contact the DDOK Customer Service Department.

## Getting to Know Delta Dental of Oklahoma



Debra Nugent has been with the Delta Dental of Oklahoma Customer Service Department since 2006. Her career in medical and dental insurance spans nearly 29 years. Prior to joining the Delta Dental team, Debra held various positions such as claims examiner, auditor, assistant supervisor and grievance coordinator, all of which have

helped her at DDOK to continuously provide callers with the best possible service through her valuable insight and experience.

When asked about her favorite part of her job, she said, "I am thrilled to be part of a company that is so concerned with the dental needs of Oklahomans, and I really respect the principles that Delta Dental of Oklahoma upholds."

Debra also enjoys the group of people she works with, and she loves the variety of people she gets to speak with on the phone each day. "I really love being a part of the DDOK customer service team," she said. "DDOK is known for its high standards and customer service, and it's really great to be a part of that."

When she's not helping people find answers to their questions about DDOK's services, Debra's hobbies include reading, writing poetry, watching old movies and playing with her three grandchildren.

## 2010 Dentist Office Survey Results

According to our 2010 dentist survey results, Delta Dental of Oklahoma continues to lead the pack in satisfaction! Over 1400 surveys were mailed and nearly 500 surveys were returned to DDOK, and nine out of every ten responders were satisfied with DDOK.

A summary of the results shows:

- » 98% are very satisfied/satisfied with the promptness and accuracy of DDOK's claims processing services;
- » 99% are very satisfied/satisfied with the accuracy of response and the professionalism of DDOK's Customer Service and Provider Relations Departments.

We want to thank everyone who took the time to complete our survey. We listen to what you say, and we strive to provide the best service possible and create new ways to further improve our efficiency, performance, and your experience.

### Welcome

## New Delta Dental Dentists

Dr. James Palmer  
Dr. Beau Evans  
Dr. Marc Chalkin  
Dr. Bridget Doyle  
Dr. Jan Cobble  
Dr. Glen Conrad Hornbuckle  
Dr. Veera Kaja  
Dr. Jamie Branham-Williams  
Dr. Leslie Genoff  
Dr. Changa Cannon  
Dr. Dale Mayfield  
Dr. Diane Earle  
Dr. Edward Kahn  
Dr. Steven Gregg

Dr. Clement Qaqish  
Dr. Patricia Bevan  
Dr. Jason Nicholson  
Dr. Chanda Kennemer  
Dr. Andrea Rios  
Dr. Wrany Southard  
Dr. Cristina Brovont  
Dr. Elie Abou-Nassar  
Dr. Chan B. Kim  
Dr. Vinh K. Vu  
Dr. Richard S. Homsey III  
Dr. Brent S. Dobson  
Dr. Hyunsuk Choi  
Dr. Nadia Wheeler

## Kudos Corner

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

A patient called stating she spoke to customer service representative, Felecia and wanted us to know what a great asset she is to Delta Dental of Oklahoma. She stated Felecia was very patient and helpful and even called her back after she found additional information that would be of further help. The patient also said she has never had a customer service representative call her back with additional information and was impressed with the customer service she received from Felecia.

A patient called to say that she had worked with customer service representative Kendra and wanted us to know how wonderful and helpful Kendra was. The patient stated she was very impressed with Kendra and the amount of time she took to help her. Kendra even made the extra effort to call her dental office to get the issue resolved. She said Kendra handled everything very professionally and she had never been treated this well by a customer service representative. She said she really appreciated how well Kendra handled everything.

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### Touchdown Appetizer

From Debra Nugent

#### Ingredients

**8 oz** pkg. cream cheese, softened  
**½** cup mayonnaise  
**¼** cup grated Parmesan cheese  
**1** cup torn lettuce  
**8** slices bacon, cooked crisp and crumbled  
**4** plum tomatoes, chopped  
**4** green onions, chopped  
**1½** cups shredded cheddar cheese

#### Directions

Combine cream cheese, mayonnaise, and parmesan cheese in small bowl. Spread onto serving plate. Top with lettuce, cooked bacon, plum tomatoes, green onions, and cheddar cheese. Chill until serving. Serve with bagel chips, toast wedges, bread sticks, or crackers for dipping.

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 Ms. Tania Graham, *Vice President of Claims and  
 Customer Service*  
 Ms. Deeya Foreman, *Director of Customer Service*  
 Ms. Terri Green, *Manager of Provider Relations*

**DDOK Holiday Schedule 2011**

April 22	Good Friday
May 27	Memorial Day
May 30	Memorial Day
July 1	Independence Day
July 4	Independence Day
September 2	Labor Day
September 5	Labor Day
November 23	Thanksgiving ( <i>Office closes at noon</i> )
November 24	Thanksgiving
November 25	Thanksgiving
December 23	Christmas
December 26	Christmas
December 31	New Year's Eve

For more information contact:

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Public

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