

Delta Dental of Oklahoma / Spring 2011

Dentist Check Up

Meet the DDOK Board of Directors

Interview with Board Member Mitchell Kramer, DDS



Dr. Mitchell Kramer, a Delta Dental participating dentist serving patients in his Edmond and Chandler practices, has served on the Delta Dental of Oklahoma Board of

Directors for four years, and has served on the governance, dental policy and foundation committees.

After graduating from the OU College of Dentistry in 2000, Dr. Kramer then moved to Seattle, where he spent a year participating in a hospital dentistry program at the University of Washington. Upon his return to Oklahoma, Dr. Kramer started in private practice with Dr. W. Scott Waugh in Edmond. He currently resides there with his wife and their three children, and on his off time can often be seen either on the golf course or at an OU sporting event.

When asked about the major points of difference between Delta Dental and other carriers, Dr. Kramer stressed that Delta Dental's customer service is the best. "As a dentist interacting with other carriers and seeing the level of service they give, Delta

is not even comparable," he said. "To have a live voice on the phone within ten seconds is just unheard of in this industry. So it's a real feather in Delta's cap to be able to offer customer service like that. And that's not just for their doctors, but for their subscribers, and clients as well."

Dr. Kramer also mentioned DDOK's Oral Health Foundation as another way Delta Dental rises above the competition. "It's not even comparing apples to apples," he said. "It's just a whole different ballgame because the foundation does so much for organized dentistry and the people of Oklahoma."

Serving on the board has given Dr. Kramer insight into the dental benefits business as well, such as how a claim is processed. "You don't learn that in dental school," he said, "So the origination and the life cycle of a claim has been a fascinating process to learn about." In addition, the board has given him insight into corporate functions.

Since joining the DDOK board, Dr. Kramer has been witness to several changes that have increased the efficiency of DDOK, such as the recent upgrade to the new claims processing and eligibility software, and witnessing the board react to the economic environment and plan for the changes that have occurred to ensure DDOK stays on the right track. Dr. Kramer was also present for the introduction of

Terrisa Singleton, the Foundation Specialist whose focus has energized the Oral Health Foundation and made it more efficient than ever.

"I've been a part of a lot of benevolent organizations in the past, and I'm currently a member of Henderson Hills Baptist Church in Edmond," Dr. Kramer said. "I have a big heart for organizations that take care of people. I couldn't be any more proud to be part of the Foundation because of what they do throughout the state of Oklahoma. Fresh on my mind is what we were able to accomplish at the OkMOM event. Serving over 2,200 people in only two days is just phenomenal, and the fact that it wouldn't have happened without Delta Dental gives me tremendous pride to be a part of that."

Looking at the future, Dr. Kramer sees bright things ahead for dentistry and dental benefits, despite the uncertainty of the health care reform. "The industry I think is in a very, very good position because we have new technology and more people are getting access to dental care than ever before," he said. "Being able to see an overall level of people's oral health improve is great. Hopefully we'll see a much higher level of oral health in the next five to ten years than what we're seeing now due to people's access to that care."

Mark Nichols, D.D.S., to Present at Oklahoma Dental Association Annual Meeting

Sponsored by Delta Dental of Oklahoma



C. Mark Nichols, D.D.S., will present "Oral Manifestations of HIV" at the Oklahoma Dental Association Annual Meeting on Saturday, April 30 from 9 a.m. to 12 p.m. at the Tulsa Convention Center. He will discuss how to identify HIV-related oral lesions,

a review of diagnostic techniques, treatment methods for these oral lesions and the importance of post-treatment follow-up, and unusual psychosocial issues that may accompany some of the serious lesions. The presentation is sponsored by the Texas/Oklahoma AIDS Education and Training Center;

University of Oklahoma Health Sciences Center, Department of Medicine, Infectious Diseases, and in collaboration with Delta Dental of Oklahoma.

In the past 23 years, Dr. Nichols has seen over 15,000 HIV-infected patients. He is considered one of the foremost experts in the world concerning oral diseases found in compromised immune systems, such as those found in HIV+ and AIDS patients, and has trained dentists from the United States, Africa, China, India and South America. In October, 2009, Dr. Nichols was the recipient of the prestigious Community Leadership Award presented by St. Luke's Episcopal Health Charities in Houston.

A graduate of the University of Texas Dental Branch-Houston, Dr. Nichols is currently the VP of Clinical Affairs for the Bering Omega Dental Clinic, a Houston clinic serving HIV+ and AIDS patients. He is also the Dental Director of the Texas and Oklahoma AIDS Education and Training Center. He is a Clinical Associate Professor, Adjunct, in the Department of General Dentistry at UTDB-Houston, and he also serves on the Committee for the Protection of Human Subjects for the University of Texas Health Science Center-Houston.

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Foundation Spotlight

2011 Grant Recipients Announced

At a time when economic hardship is impacting thousands of Oklahomans, Delta Dental of Oklahoma is contributing more than \$1.2 million to its Oral Health Foundation to support dental care and education programs and initiatives in 2011. We congratulate the following grantees and express our sincere gratitude to the volunteer dental professionals, general volunteers, and staff who make these programs possible.

Free Dental Clinics and Care Facilitation Programs

- » Catholic Charities Mother Teresa Dental Care Center in Tulsa: \$15,000
- » City Rescue Mission Indigent Care Fund in Oklahoma City: \$20,000
- » Crossings Community Clinic in Oklahoma City: \$5,000 (Plus \$20,000 year-end 2010)
- » D-DENT Dental Care Facilitation Program (statewide): \$90,000
- » Eastern Okla. Donated Dental Services (918 Area Code): \$70,000
- » Free Clinic of Mayes County in Pryor: \$5,000
- » Good Shepherd Clinic in Ardmore: \$20,000
- » Good Shepherd Clinic in Oklahoma City: \$20,000 (Plus \$16,200 year-end 2010)
- » **NEW!** Green Country Free Dental Clinic in Bartlesville: \$15,000
- » Heart and Hand Ministries Indigent Care Fund in Oklahoma City: \$3,000
- » King's Klinik in Oklahoma City: \$5,000
- » Ministries of Jesus Clinic in Edmond: \$25,000
- » Morton Midtown Family Health Center in Tulsa: \$10,000
- » Neighbor for Neighbor in Tulsa: \$50,000
- » Neighborhood Services Org. Transitional Program Indigent Care Fund: \$3,000
- » Oklahoma Dental Foundation Mobile Dental Care Unit Program: \$298,000
- » 2012 Oklahoma Mission of Mercy (McAlester): \$50,000 (Plus \$50,000 challenge grant)
- » 2011 RAM Oklahoma City Medical/Dental Clinic Event : \$7,000 (cash and in-kind)
- » **NEW!** Rose State College Dental Hygiene Children's Clinic in MWC: \$5,000
- » Tri-County Technology Center Volunteer Dental Clinic in Bartlesville: \$5,000
- » **NEW!** Varnish Oklahoma in Northwest Oklahoma: \$10,000
- » **NEW!** Western Okla. Family Center in Elk City: \$5,000 challenge grant (Plus \$15,000 year-end 2010)

Low-Cost Dental Clinics

- » Health for Friends Dental Clinic in Norman: \$15,000 plus \$5,000 challenge grant
- » NSO Dental Clinic in Oklahoma City: \$45,000 plus \$5,000 challenge grant
- » Southern Okla. Tech Center OU Dental Hygiene Clinic in Ardmore: \$5,000
- » OU College of Dentistry Student Clinic in Oklahoma City: \$100,000

Education and Other Initiatives

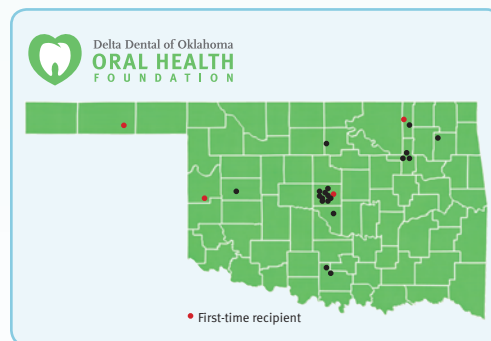
- » DDOK-OHF Captain Supertooth Dental Education Program: \$57,000
- » OU College of Dentistry Scholarships (\$50,000) and Software (\$125,000)
- » Alliance to the Oklahoma Dental Association Dental Library, Tulsa: \$2,000
- » Alliance to the Oklahoma Dental Association "Give Kids a Smile" Day, Tulsa: \$2,000
- » Norman Regional Foundation "Give Kids a Smile" Day, Norman: \$600
- » Special Olympics Healthy Athletes "Special Smiles" Program: \$1,500
- » Western Okla. Tech Center GKAS/Sealant Program, Weatherford: \$2,677
- » NSO Dental Clinic Outreach Program, Oklahoma City: \$1,070

Challenge Grants: A creative response to greater demand for funds

Due to state budget shortfalls, the Oklahoma State Department of Health has eliminated all of its funding of charitable dental programs, creating more demand than ever before for Delta Dental of Oklahoma Oral Health Foundation funds.

The Foundation is utilizing Challenge Grants as a creative way to multiply its available funding. A Challenge Grant matches, dollar for dollar, new donations made to the recipient, up to the maximum total award. In fourth quarter 2010, the Foundation issued its very first challenge grant which resulted in \$42,050 in funding for D-DENT by matching \$21,025 in new donations.

2011 Challenge Grant recipients include Health for Friends Dental Clinic in Norman, NSO Low-Cost Dental Clinic in Oklahoma City, and Western Oklahoma Family Care Center Free Dental Clinic in Elk City. For information on contributing toward any of these organizations' challenge grants, contact Terrisa Singleton at 405-607-4771.



New Resource for Dental Care guide available

Each quarter the Foundation publishes the **Resource for Dental Care** guide, a directory of free and low-cost dental care resources throughout the state. This is a valuable tool for individuals in need of dental care they cannot afford, as well as the many organizations that serve as referral sources for those in need. The guide is now available at www.ResourceForDentalCare.org. Those without internet access can still request a printed copy by calling the Dental Care Hotline at 405-607-4725.