

Check Up



Delta Dental of Oklahoma is going GREEN



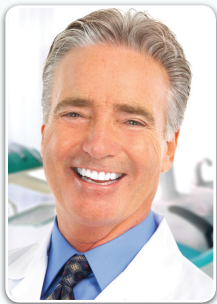
Discontinuing Paper with EFT

In response to numerous requests, by year-end Delta Dental of Oklahoma will no longer mail Claim Payment Statements to dental offices enrolled in Direct Deposit (EFT). Claim Payment Statements will continue to be available

through PEARL (Practice Electronic Administration Resource Link), DDOK's online resource for dentists.

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

Five Reasons Your Practice Should Participate with Delta Dental Patient Direct



Since its development in 2003, a growing number of Oklahomans have been enrolling in the Delta Dental Patient Direct program. For a small fee, patients gain access to nearly 500 Oklahoma dentists who participate in the Delta Dental Patient Direct network.

Here are five reasons you should consider joining our Delta Dental Patient Direct network:

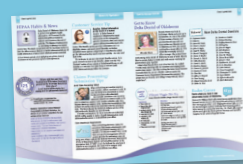
1. Delta Dental Patient Direct may broaden your patient base. Patients use the "Dentist Search" feature on DDOK's website through the Individual Family Plan Section to find participating Delta Dental Patient Direct dentists near them.
2. Patients pay you directly. There are no forms to submit, no waiting periods, no annual maximums, no deductibles and no co-payments. Patients simply pay you at the time of service.
3. You can better accommodate patients with no employer-sponsored dental coverage. Many people without dental coverage postpone dental care. But patients enrolled in Delta Dental Patient Direct know how much their treatment will cost, and they are able to better budget for care.

4. The fee schedule benefits both you and your patients. The Delta Dental Patient Direct general dentist fee schedule is the same as our Delta Dental PPO fee schedule. Patients benefit because they pay these set fees, and you receive the same fee amounts from Delta Dental Patient Direct patients as you do participating as a Delta Dental PPO dentist.
5. You are promoting better oral health to more Oklahomans. Delta Dental Patient Direct is affordable and encourages patients without dental benefits to visit their dentist regularly to ensure good oral health.

Not yet a participating Delta Dental Patient Direct dentist and want to learn more?

Please contact DDOK's Provider Relations team at 800-522-0188, ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or email: PR@DeltaDentalOK.org. Be sure to let your uninsured patients know how this program could benefit them. Patients can also call 877-433-5821 (Toll Free), or they can visit www.DeltaDentalOK.org/PatientDirect for more information.

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HIPAA Habits & News

Delta Dental of Oklahoma works hard to ensure 100% compliance to prevent the release of protected health information to the wrong person. So when you submit another carrier's Explanation of Benefits (EOB) to show Coordination of Benefits (COB) with your claims, please make sure only the Delta Dental patient's name is viewable on the other carrier's EOB and omit any other patient names.

We occasionally receive claims with an incorrect Social Security Number or Member ID. This can cause an incorrect Claim Payment Statement and EOB to be issued. If this occurs, the EOB could potentially be mailed to someone other than your patient and could result in a possible HIPAA violation for your office. To prevent someone else from viewing your patient's personal information, please be sure to double-check the Social Security Number or Member ID before you submit the claim.

We appreciate your help protecting the privacy of all Delta Dental enrollees. You may 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.

Customer Service Tip



For most groups, you can now use Benefax or PEARL to determine if bleaching, occlusal guards, nitrous oxide and/or space maintainers are covered benefits for a patient. By year-end, the information will be available for all groups.

Claims Processing/ Submission Tips



When submitting claims for Limited Orthodontic Treatment (D8010, D8020, D8030, D8040), Interceptive Orthodontic Treatment (D8050, D8060), and/or Minor Treatment to Control Harmful Habits (D8210, D8220), please be sure to indicate the arch being treated. If both arches are being treated, please submit a procedure code and fee for each arch.

Please remember to submit multi-stage procedures based on the completion date.

- » The completion date is the date of insertion for removable prosthetic appliances.
- » The completion date for immediate dentures is the date the remaining teeth are removed and the denture is inserted.
- » For fixed partial dentures, crowns and onlays the completion date is the cementation date.

Dental Policy Reminder:

Delta Dental of Oklahoma's standard policy for interim partial dentures (D5820, D5821) allows benefits to replace anterior teeth during the healing period or in children age 16 and under for missing anterior permanent teeth. If an interim partial denture is submitted for any other reason, the charge will be denied.

Delta Dental Television Winner




Congratulations to Dr. Alan R. Owen, the winner of a 32' LED high definition television at the 2011 annual ODA meeting in Tulsa.



What is Delta Dental of Oklahoma doing to become more environmentally friendly?

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

 **E-mail your responses to:**
newsletter@DeltaDentalOK.org
by July 31, 2011

Spring Newsletter Contest Winner!

Congratulations to Christi Roberts, the winner of our Contest Corner from the last edition of the *Check Up*. Christi correctly answered the question: What new feature has been added to Benefax and PEARL? Her correct answer was: "Patient's last 2 visits for preventive care."

Christi received a \$25 Starbucks gift card. She is with Dr. Joe M. Harris' office in Edmond.

Getting to Know Delta Dental of Oklahoma



Rachel Harrowa

Rachel Harrowa recently joined the Delta Dental of Oklahoma Customer Service Department after spending ten years working in the health insurance industry.

So far, Rachel's favorite aspect of her job is the people she works with, both internally and the ones she interacts with on the phone every day. She loves that there is

always someone or something that makes her smile while on the job. Rachel also loves everything the Delta Dental Oral Health Foundation does to help people and support dental volunteerism, especially programs such as the Oklahoma Mission of Mercy.

"It seems that in the world today it is such a rarity to see a company put so much time and effort into helping those who are less fortunate," said Rachel.

When she's not at DDOK offering top-notch customer service, Rachel can often be found cheering on her two sons at their little league football games. She also enjoys reading, baking, sewing and traveling. She has had the pleasure of visiting India and the Philippines, and she hopes to some day visit Scotland.



Deb Rathbun

Deb Rathbun is excited to be the newest member of the Delta Dental Customer Service team. Prior to coming to Delta Dental of Oklahoma, Deb worked as an Expanded Duties Dental Assistant for 28 years in various practices, including 4 years with a Prosthodontist.

"My favorite thing so far about my job is the verbal gratitude I get from members and dental offices during phone calls," Deb said. "It's very rewarding."

Deb also loves the work being done by DDOK's Oral Health Foundation, and she's proud to be a part of a team that cares so much about the community it serves.

Originally from Lakewood, CO, Deb has a great appreciation for the outdoors, and in her spare time she and her husband can often be found at Lake Eufaula. She has two Golden Retrievers she adopted from a rescue, and she considers them to be her "kids."

Welcome

New Delta Dental Dentists

Dr. Jahyun Koo
Dr. Todd Corbitt
Dr. Joseph Fleming
Dr. Jay C. Case
Dr. Edwin L. Wilson Jr.
Dr. Ayan L. Lawson

Dr. Jarrod Lack
Dr. Donna Stevens
Dr. Karl Gubser
Dr. Julia Morrison

Kudos Corner



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

Kitty in Dr. Lad's office stated there is not a single insurance company that has the same quality of customer service as Delta Dental of Oklahoma. She said the level of expertise, friendliness, and efficiency is beyond anything she has ever experienced, and that other insurance companies do not seem to care as much about the dentists and the patients. She feels like Delta Dental of Oklahoma is the only company with a heart for both.

Peggy at Dr. Johnson's office in Yukon said she loves calling Delta Dental because we provide their office all the information they need, are willing to help, and speaking with us is always a very pleasant experience.

dishin' with delta

Apple Crisp

From Rachel Harrowa

Ingredients

3 lbs tart apples
2 tbsp lemon juice
½ cup light brown sugar,
packed
½ tsp ground cinnamon
½ tsp ground nutmeg
⅓ cup all-purpose flour
⅓ cup granulated sugar
⅓ cup rolled oats
4 tbsp tablespoons cold
butter (½ stick)
½ cup chopped walnuts
or pecans (optional)

Directions

Peel, core and chop the apples; toss in a bowl with lemon juice. In a separate bowl, combine the brown sugar, cinnamon, and nutmeg; add to the apples and toss to combine.

In another bowl, combine flour, sugar and oats. Cut butter into 8 small pieces, and cut butter into flour with a pastry blender or two forks until mixture is crumbly. Stir in the chopped nuts.

Butter a 9-inch square baking dish. Spread apple mixture in bottom of baking dish then sprinkle with flour mixture. Bake at 375° for 30 to 45 minutes, or until apples are tender and topping is lightly browned.

Serve warm or at room temperature with vanilla ice cream or a little heavy cream, if desired.

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

DDOK Holiday Schedule 2011

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:

Provider Relations Department:
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Public

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 Delta Dental of Oklahoma
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