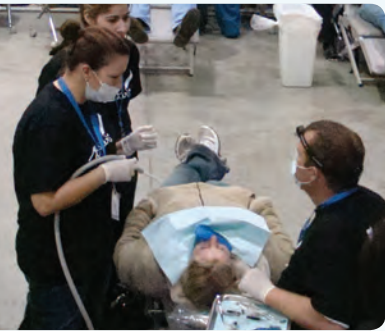


Check Up



OkMOM Brings Dental Care to Those in Need



Volunteer dental professionals treat patients at the third annual OkMOM event.

The third annual Oklahoma Mission of Mercy event was held Feb. 3 and 4 at the SE Expo Center in McAlester, Okla. OkMOM is a two-day clinic designed to meet the critical needs of dental patients of all ages by providing free dental care to those who would not otherwise be able to afford it. The clinic served 1,733 patients with dental care valued at more than \$1.1 million.

This year's OkMOM, the first to be held in a rural area, was co-sponsored by the Oklahoma Dental Association, the Oklahoma Dental Foundation, and the Delta Dental of Oklahoma Oral Health Foundation. The Delta Dental of Oklahoma Oral Health Foundation provided \$100,000 in funding for the event. Additionally, several businesses and local organizations provided donations and discounts.



A young patient receives much needed dental care.

"We are grateful to the 1,700 general and dental professional volunteers, many of whom traveled to McAlester from throughout the state, who donated their time and skills to make Oklahoma's first rural Mission of Mercy a great success," said John Gladden, CEO and president of Delta Dental of Oklahoma. "Supporting the

efforts of volunteer dental professionals and meeting the needs of the underserved are at the very heart of our Oral Health Foundation's mission."

The next OkMOM event is planned for February 1-2, 2013, in Lawton, Oklahoma.

DDOK Conducts Annual Professional Education Seminars

Delta Dental of Oklahoma recently held its 2012 Professional Educational Seminars in Oklahoma City and Tulsa. The annual events are designed to educate dental staff members on all aspects of DDOK's dental benefit plans, including networks, coverage levels, and our FREE online claims system, **Practice Electronic Administration Resource Link (PEARL)**. The seminars were presented by the Manager of Provider Relations, Terri Green; the Director of Customer Service, Deeya' Foreman; and the Provider Relations Representative, Cindy Davidson.



Terri Green, Cindy Davidson and Deeya' Foreman presented the 2012 Professional Education Seminars.

Now, in addition to the annual seminars, DDOK has begun offering seminars in the offices of interested dental practices. The on-site seminars offer the opportunity for practices to have the seminar's content tailored to their specific needs, and

Important Update

Effective May 1, 2012, Delta Dental of Oklahoma will no longer accept claims via fax. Dental practices can use our **FREE** online system, **Practice Electronic Administration Resource Link (PEARL)**, to submit claims, view Claim Payment Statements, check benefits, and more. To register for **PEARL**, please contact DDOK's Provider Relations Department at 800-522-0188, Ext. 137 (Toll Free) or 405-607-2137 (OK Metro) or email PR@DeltaDentalOK.org with any questions.

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Education Seminars *continued from page 1*

permits the entire staff to learn together in a casual atmosphere allowing for practice-specific questions.

When asked if the seminar met expectations, Dr. Wesley Barker said, "Yes, very much so. It is very educational, informative and useful information that can be put into immediate use in the office."

The convenient on-site seminars will present the same valuable information as the annual seminars, and are a great option for practices unable to attend the annual events. For on-site seminar rates and scheduling information, contact Terri Green by calling 800-522-0188, ext. 142 (Toll Free) or 405-607-2142 (OKC Metro), or email PR@DeltaDentalOK.org.

Update Your Fees

To update your fees, 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** form, you may access the forms in the Practice Manager section of **PEARL**, call the Provider Relations Department at 800-522-0188, ext. 137 (Toll Free) or 405-607-2137 (OKC Metro), or email PR@DeltaDentalOK.org.



What forms should dental offices complete to update their fees with DDOK?

Those who answer correctly will be entered into a drawing to win a \$25 Starbucks gift card.

Email your responses to newsletter@DeltaDentalOK.org by April 30.

Fall Newsletter Contest Winner!

Congratulations to Nicole Good, the winner of our Contest Corner from the last edition of *Check Up*. Nicole correctly answered the question: What two groups require an alternate identification number for claims processing? Her correct answer was: The University of Oklahoma and OneOK, Inc.

Nicole received a \$25 Starbucks gift card. She is with Dr. Amy Stone's office in Tulsa.

Coordination of Benefits



Various staff members at DDOK are frequently asked if Delta Dental honors Coordination of Benefits (COB) and for the correct way to coordinate benefits (when a patient is covered by two or more dental benefits plans).

Delta Dental does coordinate benefits for our employer/group plans. A patient with two or more dental benefits plans may collect up to, but never more than 100 percent of charges for covered services. The standard COB provision allows the secondary carrier to reduce the amount of its benefits by the amount paid by the primary plan. *Please note, there are a few DDOK employer/group plans that do not use the standard COB provision, but use "non-duplication of benefits" to calculate the secondary payment.*

Delta Dental of Oklahoma provides the following tips, which apply in the vast majority of coordination of benefits situations:

- » The benefit plan that has the patient listed as the employee, member or retiree is primary and the plan that has the patient listed as a dependent is secondary.
- » Coordination of dental benefits for dependents usually (but not always) follows the birthday rule. This means that the dental plan for the parent whose birthday (month and day) is earlier in the calendar year provides the primary coverage.
- » In cases of divorce, if the responsibility is not detailed in the divorce decree, the parent with custody is usually primary, the stepparent with custody is usually secondary and the non-custodial parent is usually third. If the parents have joint custody, then the parent with the birthday earlier in the calendar year usually has primary coverage, unless stated otherwise.
- » For certain oral surgery procedures for some groups, the medical plan is the primary plan when those procedures are covered under that plan.
- » The benefit plan that covers the patient as an employee, member, retiree, or dependent of such person, shall be determined before those of the plan that covers them under a right of continuation (such as COBRA) pursuant to federal or state law.

For members enrolled in an individual policy offered by DDOK **coordination of benefits is not allowed**. In addition, DDOK has an enrollment restriction stating that if a person is covered by another dental benefits plan, they are not eligible to enroll in an individual policy through DDOK.

By using these guidelines, you can help prevent incorrect coordination of benefits and ensure more timely benefit payment. If you have any questions, please contact DDOK's friendly Customer Service Department at 800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro).

Claims Processing/Submission Tip

National Electronic Attachments (NEA) and Coordination of Benefits

If you are submitting an electronic attachment via NEA and DDOK is the **secondary carrier**, you **must** submit a different NEA number than the one submitted to the primary carrier. We are unable to access the attachment if it was initially designated for a different carrier.

Getting to Know Delta Dental of Oklahoma



Yvonne

Yvonne Kelso

Yvonne joined Delta Dental of Oklahoma as a customer service representative in 2011. She came to DDOK from EPBS, a medical billing firm, and has experience in data entry, collections, accounts receivable, customer service, and administrative work.

“My previous jobs have all been connected to customer service in one way or another,” she said. When a friend told her about an opening for a customer service representative at DDOK, she felt she would be a great fit for the job.

“It has been the best decision I have ever made! Every day is different because every person is different. I like being able to educate people about their benefits,” she said. “I love working here at Delta Dental because I’m surrounded by a great team. It is hard to find people who are genuinely happy with what they do, but when you find them, that feeling is contagious,” she added.

When she’s not busy working at DDOK, Yvonne enjoys singing, dancing, and doing arts and crafts projects.

2011 Dentist Office Survey Results



According to our 2011 dentist office survey results, Delta Dental of Oklahoma continues to earn top marks for satisfaction. More than 1,500 surveys were mailed and nearly 550 surveys were returned. The results showed that 97 percent of responders were satisfied with their overall experience with DDOK.

A summary of the results shows:

- ✓ **99 percent** are satisfied or very satisfied with the attentiveness to their needs shown by the Customer Service Department.
- ✓ **98 percent** are satisfied or very satisfied with the Provider Relations Department’s timeliness of follow-up to resolve issues.
- ✓ **98 percent** were satisfied or very satisfied with the accuracy of the Claims Department.

Across all departments, virtually no dissatisfaction was reported. The results also indicated that responders have shifted from satisfied to very satisfied in many categories since last year’s survey.

DDOK would like to thank everyone who took the time to complete the survey. We value your input, and we strive to provide the best service possible and create new ways to further improve your experience.

Welcome

New Delta Dental Dentists

- | | | |
|--------------------------|-------------------------|------------------------------|
| Dr. Phoebe Brown | Dr. Xuemei Zhao | Dr. Brett Francis |
| Dr. Benjamin Edwards Jr. | Dr. Sara Bassett | Dr. Gabriel Bird |
| Dr. Benjamin Edwards III | Dr. ThanhVan Vu Tran | Dr. Iris Lo |
| Dr. Daniel Cannon | Dr. Daniel Stipe | Dr. Tennille Cheek-Covey |
| Dr. Clinton Blake | Dr. Tawana Bourlier | Dr. Catherine Fillmore |
| Dr. Joseph J. Feng | Dr. Joshua Brasher | Dr. Emily Lloyd |
| Dr. Tom Lee | Dr. Robert C. Johnson | Dr. Tristan Taylor |
| Dr. Chelsea Harper | Dr. Benjamin Hill | Dr. Amelia Hopper |
| Dr. Kellie Ophus | Dr. Jackson Sullivan | Dr. Charles Morin |
| Dr. Jacob Whitney | Dr. Gerardo Quinones | Dr. Danny Craig |
| Dr. Jonathan Clarke | Dr. John R. McDavid | Dr. Courtney Wedel |
| Dr. Dalia Georgy | Dr. Lucas Smith Lumpkin | Dr. Lauren Sims |
| Dr. Julie J. Storm | Dr. Scott K. Brecheisen | Dr. Rob Geunes |
| Dr. Jonathan Denton | Dr. Stephanie Flinchum | Dr. Ryan Theobald |
| Dr. Christopher Barnett | Dr. Jay Oakey | Dr. David Fooshee |
| Dr. Brent Amaya | Dr. Janet Julian | Dr. Emily Jane Sunga |
| Dr. Sukhmeet Kaur | Dr. Kimberly Hill | Dr. Arlene Tagalicud-Benitez |
| | Dr. Brian Burke | Dr. L. Darryle Gibson |

Kudos Corner

Here’s what people are saying about Delta Dental of Oklahoma

Elizabeth with Dr. Stephanie Wendt’s office said, “Not only did you set the bar, but raised it with the **PEARL** improvements.” She said she wishes all of their patients had DDOK because the whole office loves the representatives. Elizabeth appreciates that DDOK will listen to what they need and make it happen.

One of DDOK’s customer service associates took a call from an individual who was not listed as a valid contact for the small business he was calling to discuss. The associate had to have him added as a contact for the group before speaking to him. The customer service associate later learned he is the owner’s son and is the VP for the company. She asked the son and owner for the required information for security purposes and felt a little bad knowing they were the business owners. However, at the end of the conversation, he was very complimentary of the way the call was handled and appreciated the security DDOK maintains as well as the care that was taken with their account.

dishin’ with delta

Cheese Ball Appetizer

From Yvonne Kelso

Ingredients

- 1 lb package of ham
- 6-10 green onions
- 2 8-oz packages of cream cheese, softened
- Pecans (optional)
- Club crackers

Directions

Chop the ham into small cubes. Do the same with green onions and cream cheese. Mix all ingredients in a bowl until well combined. Form into a ball shape. Roll in pecans. Serve with crackers. For variations on this simple recipe, try adding pineapple for a Hawaiian twist, or cayenne pepper for a spicy kick.

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 Mr. David Cleveland

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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 2012

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 (<i>Offices close at noon</i>)
November 22	Thanksgiving Day
November 23	Thanksgiving
December 24	Christmas Eve
December 25	Christmas Day
December 31	New Year's Eve (<i>Offices close at noon</i>)
January 1, 2013	New Year's Day

For more information contact:

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 800-522-0188, ext. 137 (Toll Free)
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Public

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 Dental Practice News From
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