OkMOM Brings Dental Care to Those in Need

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.

“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.

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 (OKC Metro) or email PR@DeltaDentalOK.org with any questions.
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.

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 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.

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.

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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DDOK Holiday Schedule 2012
April 6        Good Friday
May 25        Memorial Day
May 28        Independence Day
July 4        Labor Day
August 31     Labor Day
September 3   Thanksgiving (Offices close at noon)
November 21   Thanksgiving Day
November 22   Thanksgiving
November 23   Christmas Eve
December 24   Christmas Day
December 25   New Year’s Eve (Offices close at noon)
December 31   New Year’s Day
January 1, 2013

For more information contact:
Provider Relations Department:
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