

Check Up



DDOK's Online Dentist Directory to be Enhanced

Delta Dental Search Results

Your Dentist Search Summary

| | | | |
|---|--------------------------------|--|----------------------------------|
| Network Delta Dental PPO | Distance 15 Miles | Dentist Last Name Smith | Gender Female |
| Your Location Edmond, OK | Number of results 25 | Practice Name Dentistry, LLC | Extended Hours Weekend |
| NOTE: Please confirm your dentist participates with your plan and facility information is current when you make your appointment. | | My Lists Manager | |

Search Results: 15 dentists found in your area

**Smith, Jane
Dentistry, LLC**

| | | | |
|--|--|--|--|
| Dentist Information Smith, Jane Specialty: General Dentist Education: OU COD Gender: Female | Location Dentistry, LLC 1000 Main Street Oklahoma City, OK 73000 Phone: 405-500-0000 www.website.com | Distance 2.3 miles from your location Map & Directions | Location Information Extended Hours: Weekend Network: Delta Dental PPO Accessibility Handicapped Accessible: Yes Dentist Accepting New Patients: Yes Languages Spoken: Spanish |
|--|--|--|--|

These new features will enhance the existing “Find a Dentist” feature, which already allows patients to find a dentist based on dentist name, practice name, location, distance, specialty, and network of participation.

The new search features will become available later this year. To gather the additional data needed to enhance the search feature, DDOK has added questions regarding the new search fields to our annual Provider Information Verification letter. Watch for this mailing to arrive at your office soon!

If you have any questions about the new dentist search, please contact the Provider Relations Department at 800-522-0188, ext. 137 (Toll Free) or 405-607-2137 (OKC Metro) or email PR@DeltaDentalOK.org.

PEARL Tip

Claim Details

Assignment of Benefits: Yes No
Occupational Injury: Yes No
Electronic Attachment?: None X-Ray
Electronic Attachment #: RSS 01234567

When sending an electronic attachment through PEARL, please include the attachment vendor's name in front of the attachment number.

Example: RSS 1234567 OR NEA 12345678

Delta Dental of Oklahoma will soon upgrade the “Find a Dentist” feature on our website. To make it even easier for patients to find a dentist who fits their specific needs, the enhanced system will allow patients to search using expanded criteria.

Patients will be able to search for dentists based on:

- » Handicap accessibility
- » Language(s) spoken
- » Gender
- » Whether the dentist is accepting new patients
- » Education
- » Availability of extended hours (early, evening, weekend)

Inside this edition



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Claims Processing/Submission Tips

Avoid Claim Processing Delays

Dentist's Information on Claim

It is important to list the business' tax identification number (TIN) that is in effect as of the date of service listed on the claim. If you have recently changed your business tax identification number, please verify you are providing the correct TIN for the date of service for which you have submitted charges. This will help avoid claim processing delays and errors.

Patient's Name and Date of Birth (DOB)

Please be sure to list the patient's name in the corresponding area of each claim. It is also important to double check the patient's date of birth and be sure it is included in the appropriate area of each claim.

Customer Service Tips



Have a claim or dental benefits question about a patient and need to speak with our Customer Service Team? Our friendly staff is always ready and happy to help you! To make sure we meet your needs quickly and accurately, here are a few tips before you call:

- » To help you better plan your daily schedule, please note that our call volume tends to be lowest on Wednesdays and Thursdays.
- » We typically receive the fewest calls between 7:30 a.m. to 9:00 a.m. CST.
- » Also, to expedite the process please have the social security number or member ID number, along with the patient's date of birth ready when you call.
- » Our automated systems also have a vast amount of information available for you at the touch of a button. Benefax and PEARL provide 24/7 access to the information you need – when you need it! Simply call Benefax at 800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro) and follow the prompts or visit PEARL through DDOK's online tools at www.DeltaDentalOK.org/for_dentists.

Our commitment to service excellence has earned Delta Dental of Oklahoma a 98% customer service satisfaction rating. So whether it's online, on the phone or in person, we are ready to assist you in every way possible!

To contact Delta Dental of Oklahoma's Customer Service Department, call 800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro).



What additional information will DDOK's online dentist search soon include?

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

- ✉ *Email your responses to newsletter@DeltaDentalOK.org by Sept. 30, 2012.*

Spring Newsletter Contest Winner!

Congratulations to Chris McKelvey, the winner of our Contest Corner from the last edition of the *Check Up*. Chris correctly answered the question: What forms should dental offices complete to update their fees with DDOK? Her correct answer was: Confidential Membership Fee Listing forms.

Chris received a \$25 Starbucks gift card. She is the office manager for Dr. Lester Cowden's office in Oklahoma City.

HIPAA Habits & News



It is a good habit to lock your computer when you step away from your desk so that visitors cannot see the patient information on your screen. Most computers can be locked by pressing Ctrl, Alt and Delete simultaneously. Set a password so that only authorized personnel can unlock the computer screen.

Getting to Know Delta Dental of Oklahoma



Sonja

Sonja Blair

Sonja started with Delta Dental of Oklahoma in June of 2003 in the Client Services Department and now works as Team Lead in the Customer Service Department. She started working in the insurance industry almost two decades ago as an insurance clerk in Pine Bluff, AR. Later, Sonja worked as an insurance

coordinator for an oral surgery group in Rowlett, TX, before moving to Edmond, OK nearly nine years ago.

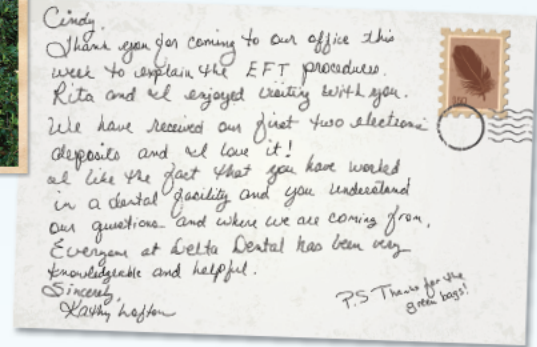
Sonja, who was recently named DDOK's Employee of the Year for 2011, loves working in Customer Service and is very proud of the company's 98% customer satisfaction rating. She adds that the people at Delta Dental of Oklahoma are among the best she's ever worked with during her 20-year career. When she's not assisting her customer service team, dentists or your patients with questions, Sonja enjoys reading, baking, politics, and social media. She is happily married with four teenage sons.

Kudos Corner

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



Cindy



dishin'
with
delta

Gazpacho

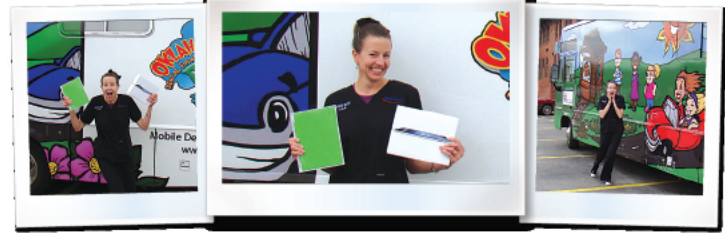
From Terri Green

| Ingredients | Directions |
|--|--|
| <p>4 cups of tomato juice</p> <p>1 onion, chopped</p> <p>1 bell pepper, chopped</p> <p>1 cucumber, chopped</p> <p>2 cups chopped tomatoes (Tomatoes can be blanched and skins removed as an option.)</p> <p>2 green onions, chopped</p> <p>1 clove garlic, minced</p> <p>3 tablespoons fresh lemon juice</p> <p>2 tablespoons red wine vinegar</p> <p>1 teaspoon dried or fresh basil</p> <p>$\frac{1}{4}$ cup chopped fresh parsley (may substitute with cilantro)</p> <p>$\frac{1}{2}$ to 1 teaspoon white sugar to taste</p> <p>Salt and pepper to taste</p> | <p><i>In a blender or food processor, combine tomato juice, onion, bell pepper, cucumber, tomatoes, green onions, garlic, lemon juice, red wine vinegar, tarragon, basil, parsley, sugar, salt and pepper. Blend until slightly chunky or to preference. Chill at least 2 hours before serving.</i></p> <p><i>For a slightly spicier gazpacho, add chopped jalapeno peppers. For a chunkier texture, substitute an additional tomato for one cup of the tomato juice. Enjoy!</i></p> |

Welcome New Delta Dental Dentists

- | | | |
|-----------------------|------------------------|----------------------|
| Dr. W. A. Goodwin Jr. | Dr. Daniel Griffiths | Dr. Adelaide Allen |
| Dr. James L. West | Dr. Erin M. Smart | Dr. Soren Michaelsen |
| Dr. Richard Smith | Dr. Niklas Resla | Dr. Drew Endicott |
| Dr. Daniel Ramey | Dr. David C. Bird | Dr. Ronald Montano |
| Dr. Spencer Friedrich | Dr. Priscilla Larson | Dr. Melissa Montano |
| Dr. Dina R. Mejia | Dr. Carah Burrill | Dr. Michael Baird |
| Dr. Alan W. Cady | Dr. Adam Brewer | Dr. Shane Cashman |
| Dr. Joshua C. Looney | Dr. Gabriel Shahwan | Dr. Bailey Coleman |
| Dr. Audrey May-Jones | Dr. Creed Cardon | Dr. Taylor Sprague |
| Dr. Jonathan Garcia | Dr. Michael Behrmann | |
| Dr. Adam J. Anderson | Dr. Anaita Mullasseril | |

ODA Drawing Winner



Congratulations to Dr. Jeannie Bath, the winner of an iPad at the 2012 annual Oklahoma Dental Association meeting in Oklahoma City. The iPad is provided by Delta Dental of Oklahoma. With her new iPad, Dr. Bath can now conveniently access DDOK's online tools for dentists at www.DentalDentalOK.org.

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 Ms. Terri Green, *Manager of Provider Relations*
 Ms. Michelle White, *Manager of Claims*

DDOK Holiday Schedule 2012

| | |
|-----------------|---|
| 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:

Provider Relations Department:
 800-522-0188, ext. 137 (Toll Free)
 405-607-2137 (OKC Metro)
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 P.O. Box 54709
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Public

Formed as a nonprofit organization in 1973, Delta Dental of Oklahoma is governed by a board comprised of consumers and dental professionals. © 2012 Delta Dental of Oklahoma. Comments and suggestions welcome.

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 Delta Dental of Oklahoma
 Dental Practice News From
Check Up

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