

CHECK UP

FALL 2016

PROVIDER RELATIONS DEPARTMENT ADDS NEW STAFF MEMBERS



Delta Dental of Oklahoma continues to develop its Provider Relations department to better serve the providers and their staff.

We are excited to welcome **CHASTITY CORBIN** to our provider relations team! Chastity was recently promoted to Provider Systems and Data Supervisor.

Chastity is no stranger to DDOK as the company has benefited from her hard work in the Claims Department since 2002.

Her team's primary responsibility is servicing providers and managing processes and procedures to ensure that all provider systems are current and correct. She will also ensure that DDOK meets the guidelines enforced by our national Delta Dental Plans Association by meeting specific requirements and performing yearly audits. Ensuring that provider data is loaded accurately and remains updated is an essential task for DDOK functions to run efficiently.



LEAH RUMBAUGH also recently joined the Provider Relations staff in a new role as a Provider Resource Solutions Representative. Leah, who has been with DDOK for one year as a Claims Examiner, will be responsible for building and maintaining relationships with dentists and dental office staff within our networks.

She will also actively recruit dentists to join the networks in order to continue the growth and development of each network. Her background in dental offices, coupled with her skills and ability to build relationships, make her the ideal candidate for the Provider Relations team.

"I look forward to working with Chastity and Leah," said Alea Woods, Director of Provider Relations. "Their experience and background make them a huge asset to our team."



HIPAA AND OSHA TRAINING - Schedule Today!

Delta Dental of Oklahoma offers HIPAA and OSHA training courses for you and your dental staff. The HIPAA course qualifies for three (3) hours of Category B Continuing Education Credit. Our OSHA Training course qualifies for four (4) hours of Category B Continuing Education Credit, and both are conducted at your dental office, at the time of your choosing.

Contact our Provider Relations Department at **405-607-2137** (OKC Metro) or **800-522-0188, Ext. 137** (Toll Free) to schedule your training today!

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CHECK UP

CLAIM RESUBMISSION

For faster claims processing, please ensure each claim contains all necessary information upon initial submission. Requests for additional information are most commonly due to: missing tooth number/surface, radiograph, coordination of benefits information, or missing/incorrect member information.

When additional information is requested, please submit a new electronic claim containing the necessary information, which is identified in the processing policy found on the Claim Payment Statement.

THIRD PARTY AUTHORIZATION FORMS

Do you have a third party company or staff that telecommute to assist you with your day-to-day business of verifying eligibility benefits, and/or claims status and payment?

One of the most important jobs in our Customer Service Department involves guarding the Personal Health Information (PHI) of our members, your patients.

DDOK receives hundreds of inquiries each day and it is our responsibility to make sure members' privacy is safe guarded to the highest degree. **If you use a third party, corporate office, or telecommuting staff to contact us for benefit, eligibility and/or claim payment information, you will need to have the appropriate form(s) completed and returned to DDOK in order for the information to be released.** The DDOK forms include: 1) Dentist Third Party and Corporate Authorization form; and, 2) Remote Dental Staff form. These forms are located in PEARL and can also be provided by contacting the DDOK Provider Relations Department.

We take privacy very seriously and these completed forms allow DDOK to verify the release of PHI to only authorized entities/individuals.

Please note, if the third party, corporate office, or telecommuting staff is located outside the United States, DDOK will not be able to provide any requested information.

If you have any questions regarding the forms, please contact our Customer Service Department at **405-607-2189** (OKC Metro) or **800-990-7337** (Toll Free).

UPDATE YOUR FEES

It is that time of year once again - time to update your filed fees with DDOK! Offices now have the option to submit their updated fees on the Confidential Membership Fee Listing form online through PEARL.

The filed fees are used to calculate the Premier Network Maximum Allowable Amounts. If you want to update your fees and do not have a current form, you may access the online form in the Practice Manager page of PEARL.

If you have any questions, please email the Provider Relations Department at **PR@DeltaDentalOK.org** or call **405-607-2137** (OKC Metro) or **800-522-0188**, Ext. 137 (Toll Free).

IMPORTANT INFORMATION REGARDING 2017 CDT CHANGES

- For CDT-2017 updates and processing policies, please see the enclosed insert.
- Delta Dental's Choice copayment tables have been updated to reflect the CDT-2017 descriptions and benefits. Delta Dental's Choice copayment tables specific to your patients' plans are available 24/7 through PEARL and Benefax. The updated copayment tables will be available January 1, 2017.
- Updated PPO and Patient Direct fee tables are available through Practice Manager in PEARL for participating dentists. To request an email or paper copy, email **PR@DeltaDentalOK.org**.

DDOK CUSTOMER SERVICE MISSION STATEMENT

Our mission is to provide quality and efficient service to all internal and external customers of Delta Dental of Oklahoma. We exist to share our enthusiasm, knowledge, and be part of a team. We are responsible for providing accurate benefit and eligibility information along with timely claims status and payment information. At all times, we will strive for 100 percent customer satisfaction through effective communication and the most efficient, accurate, and highest quality service.

DELTA DENTAL OF OKLAHOMA WINS BEACON AWARD

Delta Dental of Oklahoma won a Beacon Award for Charitable Influence at the annual ceremony held July 14 at the Skirvin Hotel in downtown Oklahoma City.



The annual awards, sponsored by the Journal Record newspaper, recognize Oklahoma businesses for philanthropic impact and charitable influence.

DDOK was nominated for the award for employee volunteer support of the annual Oklahoma Mission of Mercy events, also known as OkMOM.

"In addition to its corporate sponsorship of the events, Delta Dental of Oklahoma promotes a culture of volunteerism that encourages employees to make a difference as well," the Journal Record reported. "At the Oklahoma Mission of Mercy event held in Oklahoma City this past February, 78 of 127 Delta Dental employees volunteered approximately 900 hours. Since 2010, Delta Dental employees have volunteered more than 3,800 hours."

DDOK was also nominated for philanthropic impact for its support of the Good Shepherd Ministries dental clinic, which serves uninsured Oklahomans.

"Basically, if it wasn't for Delta Dental's foundation, we probably wouldn't be able to run our dental clinic," said Pam Timmons, executive director of Good Shepherd Ministries. "They have not only helped us financially, but helped us with

community awareness by giving us a grant to pay the Gooden Group to do PR and marketing for us."

The Delta Dental of Oklahoma Oral Health Foundation has donated more than \$648,000 to Good Shepherd for dental equipment and supplies, including more than \$190,000 this year alone.

The awards were divided into three categories. Delta Dental of Oklahoma was awarded a Beacon for medium-sized businesses.



DDOK SPONSORS DENTAL SUITE AT OSU-OKC'S ALLIED HEALTH BUILDING

A health center will be embedded in OSU-OKC's new Allied Health Building to increase student, faculty and community access to health care and provide the university's students with cutting-edge training. The clinic is expected to treat approximately 2,000 patients per year and will be operated by Variety Care.

Delta Dental of Oklahoma is funding the clinic's dental suite through its Oral Health Foundation. John Gladden, president and CEO of Delta Dental of Oklahoma, spoke to an enthusiastic crowd at the facility's ribbon cutting ceremony on August 26.

"Delta Dental is a strong supporter of the Oral Health Safety Net, which is comprised of free and low-cost resources across our state," said Gladden. "We are proud to partner with OSU-OKC in order to provide access to dental care to many who otherwise could not afford it."

OSU-OKC redesigned the university's Health Science program around the new clinic. A growing number of jobs require healthcare workers to provide services in primary and community care settings. The expanded scope of the new curriculum provides access to a community care setting and hands-on learning opportunities for OSU-OKC students.

"The new Allied Health Building is also exciting for the health care industry because everyone in health care needs more and better-trained professionals at all levels," said Lou Carmichael, Variety Care CEO.



Captain SuperTooth visits OSU-OKC campus in support of new Allied Health Building

CONTEST CORNER

NEW QUESTION: What are the names of the two new employees in the Provider Relations Department?

Correct answers will be eligible for a drawing to win a \$25 Starbucks gift card! Email your responses to newsletter@DeltaDentalOK.org by January 15, 2017.



Congratulations to Tonya Teter, our summer Contest Corner winner! She correctly answered the question, "What date will Delta Dental of Oklahoma change the process for issuing paper checks for claim payments?"

Her answer was, "As of September 1, 2016, DDOK will only issue paper checks for claims that have been in their system for a minimum of 14 days. DDOK will continue to issue paper checks every Thursday; however, payment will not be issued if the claim was received during the previous 14 day period."

For answering correctly, Tonya received a \$25 gift card to Starbucks. Tonya is with Dr. Scott Wagner's office in Tulsa. Congratulations, Tonya!

DDOK Processing Policy Changes And CDT-2017 Updates

Definitions:

Denied: If the fee for a procedure or service is denied and chargeable to the patient, the procedure or service is not a benefit of the patient's plan. The submitted amount is not payable by Delta Dental, but is collectable from the patient.

Disallowed: If the fee for a procedure or service is disallowed, it is not benefited by Delta Dental nor collectable from the patient by a Participating Dentist.

The following changes will be effective for DDOK standard groups.

New CDT 2017 Procedure Codes – Effective January 1, 2017:

1. **Laboratory processing of microbial specimen to include culture and sensitivity studies, preparation and transmission of written report (D0414)** – DENIED. Not a covered benefit.
2. **Non-ionizing diagnostic procedure capable of quantifying, monitoring, and recording changes in structure of enamel, dentin, and cementum (D0600)** – DISALLOWED when submitted with an evaluation. DENIED when submitted separately from an evaluation.
3. **Distal shoe space maintainer – fixed – unilateral (D1575)** – Class I benefit. Benefit for eligible children through age 8. Benefits for repair and/or adjustment of the distal shoe space maintainer performed by the same dentist/dental office are DISALLOWED.
4. **Scaling in presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation (D4346)** – Class I benefit. Benefit is included in the frequency for D1110, D1120 or D4910 and are limited to persons age 19 and older. Benefits for D4346 include prophylaxis; fees for D1110, D1120, D4355, or D4910 are DISALLOWED when submitted with D4346 by the same dentist/dental office.
5. **Scaling and debridement in the presence of inflammation or mucositis of a single implant, including cleaning of the implant surfaces, without flap entry and closure (D6081)** – Class III benefit in conjunction with implant coverage. Allowed once per tooth in a twenty-four (24) consecutive month period for persons age 16 and older when implants are a covered benefit. DENIED if implants are not a covered benefit. DISALLOWED when performed in the same quadrant by the same dentist/dental office as D4341, D4342, D4240, D4241, D4260, D4261, D6101, or D6102. Fees for the retreatment by the same dentist/dental office are DISALLOWED within twenty-four (24) months of the initial therapy, DENIED when performed by a different dentist/dental office. Fees for the D6081 are DISALLOWED when performed in conjunction with D1110, D1120, D4346, or D4910. Fees for D6081 are DISALLOWED when performed within twelve (12) months of an implant restoration placement (D6058-D6094) by the same dentist/dental office.
6. **Provisional implant crown (D6085)** – Class III benefit in conjunction with implant coverage. Allowed once per tooth in a lifetime for persons age 16 and older to dentist/dental office not providing the permanent implant crown when implants are a covered benefit. DENIED if implants are not a covered benefit. Provisional implant crown is considered a component part of the permanent crown and is DISALLOWED when provided by the same dentist/dental office.
7. **Consultation with a medical health care professional (D9311)** – DISALLOWED. The fees for the consultation with a health care professional concerning medical issues are DISALLOWED.
8. **Dental case management – addressing appointment compliance barriers (D9991)** – DISALLOWED. Actions taken to schedule and assure compliance with patient appointments are inclusive with office operations and are DISALLOWED.
9. **Dental case management – care coordination (D9992)** – DISALLOWED. The fees for care coordination are considered inclusive in the overall patient management and are DISALLOWED.

10. **Dental case management – motivational interviewing (D9993)** – DENIED. Not a covered benefit. Personalized counseling is not a covered benefit and is DENIED. Fees for motivational interviewing are DISALLOWED when submitted on same date of service as nutritional counseling for control of dental disease (D1310), tobacco counseling for the control and prevention of oral disease (D1320), or oral hygiene instructions (D1330) by the same dentist/dental office.
11. **Dental case management – patient education to improve oral health literacy (D9994)** – DENIED. Not a covered benefit. Fees for patient education to improve oral health literacy are DISALLOWED when submitted on the same date of service as nutritional counseling for control of dental disease (D1310), tobacco counseling for the control and prevention of oral disease (D1320), or oral hygiene instructions (D1330) by the same dentist/dental office.

Delta USA Processing Policy Changes Effective January 1, 2017 - EXISTING CDT Codes:

1. **Panoramic radiographic image (D0330)** – A panoramic radiographic image is a benefit for individuals age 6 and older. Special consideration may be allowed based on medical necessity.
2. **Caries risk assessment and documentation, with a finding of low risk (D0601), Caries risk assessment and documentation, with a finding of moderate risk (D0602), Caries risk assessment and documentation, with a finding of high risk (D0603)** – One risk assessment (D0601, D0602, or D0603) is allowed in any thirty-six (36) consecutive month period for eligible persons age 3 and older.
3. **Prophylaxis – Adult (D1110) and Prophylaxis – Child (D1120)** – The fee for prophylaxis is DISALLOWED when submitted with scaling in presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation (D4346) by the same dentist/dental office.
4. **Periodontal Scaling and Root Planing – four or more teeth per quadrant (D4341), Periodontal Scaling and Root Planing – one to three teeth per quadrant (D4342)** – Special consideration may be given when more than two quadrants of scaling and root planing are performed on the same date of service with supporting documentation. Supporting documentation may include diagnostic quality radiographs, periodontal probing depths, proof of clinical attachment loss, and may also include evidence of length of the appointment in which the procedures were provided, information related to local anesthetic used, and/or a copy of the clinical progress notes.

Deleted CDT Codes as of January 1, 2017:

1. Posterior-anterior or lateral skull and facial bone survey radiographic image (D0290).

Delta Dental's Choice Update:

All Delta Dental's Choice copayment tables will be updated to reflect any CDT-2017 changes to the procedure code descriptions for those procedure codes currently included on the tables. No other changes will be made to these tables at this time.

To obtain appropriate Delta Dental's Choice copayment table specific to each patient, please access the tables through DDOK's Benefax or **online through PEARL**. The updated tables will be available January 1, 2017.

For more information on how to obtain these copayment tables, please call our Provider Relations Department at 800-522-0188, Ext. 137 (Toll Free), 405-607-2137 (OKC Metro) or email PR@DeltaDentalOK.org.

GET TO KNOW DDOK



TEOTA MCKNIGHT
Customer Service Representative

How long have you been with DDOK?

I have been with DDOK since April 2016.

Where were you employed before DDOK?

Prior to DDOK I worked in medical billing and collections for 6 years.

What were your reasons for wanting to work at DDOK?

I applied to DDOK to enhance my billing/insurance skills that I had already gained from my college and work experience.

What do you like about DDOK?

I like the positive and energetic atmosphere at DDOK.

What does DDOK do differently than any other company for which you have worked?

DDOK is always looking for ways to improve the experience of our providers, customers, and employees, and I really appreciate that.

Tell us something interesting about yourself.

I am addicted to Candy Crush!

DISHIN' WITH DELTA

CHEESY VEGGIE-BOOSTED B-FAST SANDWICH



JASON SHEUECKUK

Entire recipe: 228 calories, 4g total fat (2g sat fat), 764mg sodium, 26.5g carbs, 5.5g fiber, 4.5g sugars, 22g protein

INGREDIENTS

- Half (1/2) cup chopped spinach leaves
- One (1) tbsp. finely chopped red onion
- Half (1/2) cup fat-free liquid egg substitute
- One (1) 100-calorie flat sandwich bun
- One (1) slice 2% milk Swiss cheese

Makes one (1) serving.

DIRECTIONS

1. Spray a medium microwave-safe bowl with nonstick spray. (The bottom of the bowl should be about the size of the sandwich bun.) Microwave spinach and onion for one (1) minute, or until spinach has wilted. Blot away excess moisture.
2. Add egg substitute and stir well. Microwave for one (1) minute.
3. Gently stir, and microwave for one (1) additional minute.
4. Place the bottom half of the bun on a microwave-safe plate. Top with egg patty, followed by cheese. Top with the other half of the bun.
5. Microwave for 20 seconds, or until cheese has melted. **Eat up!**

KUDOS CORNER

HERE'S WHAT PEOPLE ARE SAYING ABOUT DDOK



DDOK Customer Service Representative **KARA TAM-WALTS** recently spoke with Mary from Dr. Voto's office regarding a claim. After answering her questions, Mary said she wanted to make sure that she complimented our office on its level of service. She said, "I work with insurance companies all day and do a lot of griping about them. It is a joy to work with Delta Dental of Oklahoma. You all always pick up the phone, answer our questions and are very eager to help. We always encourage patients to pick up Delta Dental of Oklahoma."

WAY TO GO, KARA!



P.O. Box 54709

Oklahoma City, Oklahoma 73154-1709

www.DeltaDentalOK.org

CHECK UP

Dental Practice News From
Delta Dental of Oklahoma

FALL 2016

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

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Comments and suggestions welcome.

FOR MORE INFORMATION CONTACT: PROVIDER RELATIONS DEPARTMENT

800-522-0188, Ext. 137 (Toll Free)

405-607-2137 (OKC Metro)

PR@DeltaDentalOK.org

P.O. Box 54709
Oklahoma City, OK 73154-1709

WELCOME NEW DENTISTS

Dr. Jamison Metcalf
Dr. Chandani Patel
Dr. Long Phung
Dr. Mohsen Moosavi
Dr. Sreekanth
Kanagarla
Dr. Joachim Ajala
Dr. Steffan Sigler
Dr. Joe Haynes
Dr. Stephen
Hoelscher
Dr. Christian Andrus
Dr. Matthew Maune

Dr. Melissa Jackson
Dr. Damilola Johnson
Dr. Shakir Feroz
Dr. Leah Nels
Dr. Christopher Burke
Dr. Ray Tate
Dr. David Lawrence
Dr. Jillian Prather
Dr. Clay Algeo
Dr. Bryan Blankenship
Dr. Felix Ky
Dr. Robert Johnson
Dr. Carren Langford

Dr. Taylor Field
Dr. Kelley Carlson
Dr. Matthew
McReynolds
Dr. Wesley Thompson
Dr. George Razook
Dr. Tzu Chein
Dr. Chelsea Taliaferro
Dr. Matthew Guffey
Dr. Lauren Lunday
Dr. Rebecca Hughes
Dr. John Ferguson
Dr. Jason Nicholson

Dr. Rocky Cullens
Dr. Qiong Liu
Dr. Gregory F.
Shanbour
Dr. Katherine Suit
Dr. Shalini Sanku
Dr. Sarah Tariq
Dr. Serena Ta
Dr. Calvin Nguyen
Dr. Aronda Jones
Dr. Angel Hinson
Dr. Robert Naffah
Dr. Martin Trockle

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Carlisle Mabrey IV
Dan Ramsey
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DDOK HOLIDAY SCHEDULE 2016

NOV. 23 Thanksgiving Holiday
CLOSE AT NOON

NOV. 24-25 Thanksgiving Holiday

DEC. 23-26 Christmas Holiday

DEC. 30 New Year's Holiday

DELTA DENTAL OF OKLAHOMA OPERATIONS STAFF

Alea Woods
Director of Provider Relations

Barbara Fennell
Chief Operating Officer

Tania Graham
Vice President of Operations

Deeya' Foreman
Director of Customer Service

Michelle White
*Director of Claims and
Benefit Administration*