

# Check Up



## Delta Dental Again Named Benefits Carrier for State of Oklahoma

### 3 Programs to be Offered to State Employees in 2011

Delta Dental of Oklahoma is proud to announce we will continue serving as a dental benefits provider for State Employees, their dependents, and eligible retirees.

In 2010, we offered two programs to State Employees, Delta Dental PPO - Point of Service (POS) and Delta Dental PPO – Choice. Effective **January 1, 2011**, Delta Dental will offer *three* dental program options to State Employees.

» **Delta Dental Premier** – This is a new option available for State Employees.

» **Delta Dental PPO** – This plan *replaces* the Delta Dental PPO POS plan. Please note: If a patient with this new plan sees a Premier only Participating Dentist, the patient will be responsible for the difference between the PPO maximum allowed amount and the Premier maximum allowed amount.

» **Delta Dental PPO – Choice**

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.

## “Delta Dental University” Series Announces 2011 Dates!

### Seminar Program’s Name to Change Soon

#### Educational Seminar Dates

**Oklahoma City:** February 25, 2011

**Tulsa:** March 4, 2011

While the program name will soon change, Delta Dental of Oklahoma’s Provider Relations Department

announces it will host two of its “Delta Dental University” Professional Educational Seminars for dental office staff in 2011.

You won’t want to miss this unique opportunity to learn how to streamline claims processing in your office allowing you more time with your patients. Seminar participants will gain a thorough understanding of processes that will speed claims reimbursement and provide answers to common dental plan issues.

And new for this year, in conjunction with the Professional Educational Seminars, we will sponsor a FREE HIV Seminar at each location for dentists and hygienists who can receive 3 hours of Continuing Education credit. “HIV Update for Oral Healthcare

Providers” will be presented by Linda J. Salinas, M.D., Associate Professor of Medicine, Oklahoma University Health Sciences Center, Department of Medicine, Infectious Diseases Section. This three hour training for dentists and hygienists will provide current information on the new HIV testing guidelines; common oral presentations of HIV-related processes; initial clinical presentations; and post-exposure prophylaxis for occupational blood borne exposures for oral healthcare providers.

Also, be sure to send an e-mail to PR@DeltaDentalOK.org by December 31, 2010, to enter a drawing to attend the Tulsa or Oklahoma City Seminar for FREE!

For more information about the Education or HIV Seminar, please 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.

### 2010 Dentist Survey Drawing Winner



Congratulations to Rhonda Crawford, the winner of our iPad for completing our annual dentist survey. Rhonda has been the office manger for Dr. Stephen Beard’s office in Bartlesville for six years.

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## HIPAA Habits & News



Delta Dental of Oklahoma does a lot to protect your patient's health information. All Protected Health Information (PHI) is locked in cabinets and drawers at the end of each day. We dispose of information by shredding or placing it in locked

recycle bins. We check our printers and fax machines before we leave the office to ensure there is no health information left out. All health information is behind doors which are access-controlled.

*HIPAA Habits is a periodic article highlighting some of Delta Dental of Oklahoma's HIPAA procedures to protect health information.*



When will the next two Professional Education Seminars presented by Provider Relations take place?

**Correct answers will be eligible for a drawing for a \$25 gift card from Starbucks!**



**E-mail your responses to:**  
newsletter@DeltaDentalOK.org  
by November 30, 2010

### Summer Newsletter Contest Winner!

Congratulations to Janet McKellips, the winner of our Contest Corner from the last edition of the *Check Up*.

Janet correctly answered the question: Who do you contact to set up your user name and password for PEARL? Her correct answer was: "Contact Delta Dental of Oklahoma's Provider Relations Department to set up your username and password."

Janet received a \$25 Starbucks gift card. She is with Dr. Warren Murray's office in Claremore.

## Customer Service Tip



### Benefax: Patient information at the touch of a button

*Benefax* is Delta Dental of Oklahoma's telephone/fax-based information service designed to provide convenient, clear, and concise patient information at the touch of a

button. The *Benefax* system provides information 24/7 on eligibility, claims, and much more! Recently, we further simplified menu options and prompts to help *Benefax* callers get the information they need even more quickly - via voice read back or fax.

We invite you to use our convenient *Benefax* service. For a quick overview on how to use *Benefax*, please visit the "For Dentists" section of our website at [DeltaDentalOK.org](http://DeltaDentalOK.org), or call *Benefax* at 1-800-990-7337 (Toll Free) or 405-607-2189 (OKC Metro) and simply follow the prompts.

## Claims Processing/ Submission Tips

### Avoid Claim Processing Delays



When submitting services that require a tooth number, surface, quadrant or arch, be sure the dental area you submit is correct for the procedure code submitted.

For example, procedure code D2330 by definition requires an anterior tooth; so be sure to submit an anterior tooth number with this code. Also, because this is an anterior tooth; neither the buccal (B) nor the occlusal (O) surface should be submitted with this procedure code. The facial (F) and the incisal (I) surfaces are two of the valid surfaces for benefits on anterior teeth.

If invalid combinations for these scenarios are submitted, DDOK will be unable to make a benefit determination until additional information is received from your office.

### Claim Attachment Requirements



When submitting electronic claims for procedures that require attachments such as x-rays, periodontal charting and/or a narrative, we ask you to select "YES" in the field your practice management software system provides for indicating x-rays are being sent. Please indicate the National Electronic Attachments (NEA) or Renaissance System Services (RSS) number in the appropriate field. If "YES" is not checked and the attachment number is not completed, the claim will be delayed until additional information is received from your office.

## Get to Know Delta Dental of Oklahoma



Rhonda Moore

Rhonda Moore was born in Anchorage, Alaska and grew up in Sacramento, CA. She is the oldest of three, mother of seven, and grandmother of nine with one more on the way. Rhonda moved to Oklahoma in 1979. She started working for a dental office in 1990 where she eventually served as office manager. She worked there

until joining Delta Dental of Oklahoma in June of 2008. Rhonda likes to crochet, listen to music and really enjoys watching her grandchildren play together.

Asked what Rhonda likes most about her job, she replied, "I really enjoy speaking with our members and helping them resolve their issues. I also like working for Delta Dental because it actually feels like we are a family – and not just in the Customer Service Department, but across the company. The people here are friendly and willing to help with any issue I might have".

### Welcome

### New Delta Dental Dentists

Dr. Stephanie Meeks  
Dr. Katie To  
Dr. Aaron M. Neale  
Dr. Oliver L. Rusher  
Dr. John E. Taylor  
Dr. Todd W. Walker  
Dr. Brandi Thompson  
Dr. Steven T. Mueller  
Dr. Samuel A. Owens  
Dr. Callie Bouziden  
Dr. David O. Marks  
Dr. Marilina Resasco  
Dr. Damon R. Johnson  
Dr. Heather R. Koch  
Dr. Clint Pitt  
Dr. Jeffery R. Holyoak  
Dr. Steve Truong  
Dr. Miguel Gonzalez Ascar  
Dr. Robin M. Ross

Dr. Pamela A. Gentile  
Dr. Nathan Hinckley  
Dr. Geoffrey Cameron Sloat  
Dr. Sterling Foy  
Dr. John M. Rogers  
Dr. Seth Bingham  
Dr. Anton Hoang  
Dr. Zane M. Weaver  
Dr. Steven Brock Miller  
Dr. James C. Peck  
Dr. Matthew M. Kincaid  
Dr. G. D. Donathan  
Dr. Amin Pakzad  
Dr. Chase Youngblood  
Dr. Christopher N. Corbin  
Dr. Ryan Roberts  
Dr. Kylie R. Alexander  
Dr. Mark Balenseifen

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### Vibrant Veggie Stir Fry

From Rhonda Moore (Weight Watchers recipe)

#### Ingredients

- 2 Tbsp canola oil
- 1 Tbsp of Mrs. Dash Original Blend
- 2 medium carrots, thinly sliced diagonally
- 2 cups broccoli florets
- 2 cups fresh, slice mushrooms
- 6 oz snow peas
- 1 small tomato, cut into wedges
- 1 Tbsp red wine vinegar

#### Directions

Heat oil and Mrs Dash Original Blend over high heat.  
Add carrots and broccoli, cook for 2 minutes, stirring constantly.  
Add mushrooms and snow peas, cook for 2 more minutes.  
Add tomato wedges and red wine vinegar, stir for another minute or until vegetables are tender.

**Serving size:** about 1 cup  
**Weight Watchers points** 2  
**Takes about 10 minutes to prepare and 7 minutes to cook.**  
**Servings:** 6

## Kudos Corner

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



Jamie at Dr. William Clark's office stated how wonderful Marie Ryan was and how she has gone way beyond the call of duty to make sure their claims get processed - even notifying the doctor's office at 7:00 am one morning so a patient could pay their remaining portion before leaving the country that same day. Dr. Clark's office appreciates the extra effort that Marie put into this issue and wanted to recognize her for outstanding performance.

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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 2010**

November 24	Thanksgiving ( <i>Offices close at noon</i> )
November 25	Thanksgiving
November 26	Thanksgiving
December 23	Christmas
December 24	Christmas
December 31	New Year's Eve

For more information contact:

**Provider Relations Department:**  
 800-522-0188, Ext. 137 (Toll Free)  
 405-607-2137 (OKC Metro)  
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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.  
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 Comments and suggestions welcome.

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 Dental Practice News From  
 Delta Dental of Oklahoma  
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