



FIRST IMPRESSIONS

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2009 Calendar

Please note our office will be closed the following dates:

Monday, February 16
Monday, May 25
Friday, July 3

First Impressions Schedule:

- February - Winter
- June - Summer
- October - Fall

Delta Dental of Arizona (DDAZ) Provider Newsletter
Winter 2009

FINALLY some GOOD news!

DELTA DENTAL OF ARIZONA ANNOUNCES A REDUCTION OF THEIR MEMBERSHIP FEE TO 0%

Delta Dental of Arizona's (DDAZ) Board of Directors and management are pleased to announce the reduction of our membership fee to zero, effective July 1, 2009. This change will affect all claims that are processed with a date of service on or after July 1, 2009. This reduction will return more than \$2.2 million dollars to our member dentists.

There were many purposes for initiating the membership fee over 37 years ago, one of which was to provide capital to start-up DDAZ and help maintain it as a financially stable company. By staying financially sound we have been able to honor our mission of providing quality dental insurance to our subscribers throughout Arizona. The membership fee has been as high as 8% compared to the current rate of 3%.

As a result of our ability to increase our financial reserves and growth, we believe that now is the time to affect a change. Delta Dental of Arizona fully understands the impact of these tough economic times on everyone and we are now in a position and feel it is important to give back to our loyal

dentists who have supported us over the years.

Fewer adjustments to be made

For those service with a July 1, 2009 or later date of service, your EOP should reflect a "0.0" for the membership fee. For service dates prior to July 1st, the membership fee will still apply. If your EOP shows a dollar amount for the membership fee and the date of service is July 1, 2009 or later, please contact Customer Service at 866-746-1834 for assistance.



Orthodontic Treatment Claim Submission Corner

1) Information required when submitting a claim for reimbursement of limited, interceptive or comprehensive orthodontic treatment, include:

- The total treatment fee.
- The total treatment time/months.
- The initial insertion, banding or placement date

2) When radiographic film/diagnostic imaging treatment, codes D0210, D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0273, D0274, D0277, D0290, D0310, D0322, D0330, D0340, D0350, D0470 were performed for orthodontic reasons the claim form must be marked "yes" under the box that states "Is treatment for Orthodontic reasons?", and must include a separate itemized fee for each code submitted.

3) When exam codes D0120, D0150, D0140 or D9310 were performed for orthodontic reasons the claim form must be marked "yes" under the box that states "Is treatment for Orthodontic reasons?", and include a separate itemized fee for each code submitted.

4) Monthly submissions for reimbursement are not required. Benefit payments will be distributed over the course of treatment as follows, or dictated by the Employer Group Dental Contract:

- An initial payment will be made upon insertion of the appliance or upon initial banding. The initial banding date is considered the date of service for orthodontic services.
- The second payment will be made one year after the insertion or banding date if the patient has current eligibility with the same employer group.
- Treatment must not begin prior to the age of eight, or as specified under the Employer Group Contract.
- Payments will be discontinued if treatment ceases for any reason.
- Repair or replacement of an orthodontic appliance that is broken or lost, for any reason, is not covered.
- Orthodontic benefits do not include removable or fixed appliances therapy to control harmful habits.

Did You Know?

- You can find the most current provider manual on our website at www.deltadentalaz.com
- Before you update those fee's, please make sure you are using the most current 2009 fee filing, you can get a current copy on our website or by calling the Provider Relations Department.

Dentist Direct Phone Numbers:

Toll free: 866-746-1834 • Local: 602-588-3982

Press 1 - Faxback of eligibility & benefit information

Press 2 - Automated claim information

Press 5 - DDS contracts/appeals - Professional Relations

Press 6 - Claims status/benefits/eligibility - Customer Service



Delta Dental of Arizona Foundation
GIVING PEOPLE A REASON TO SMILE.

Save the date!
Foundation Golf Tournament
Friday, May 8, 2009
@ Troon North Golf Club

for more details visit
www.deltadentalaz.com/foundation

2009/2010 CDT: Additions & Revisions

DDAZ's processing policies regarding recent code changes

As you know, the new 2009/2010 CDT codes were released in October, 2008. There were 30 changes/additions to the existing codes including four new codes. Following are the new codes and their applicable processing policies. Please make yourself familiar with all other changes to the nomenclature and descriptors.

DO417 - Collection and preparation of saliva sample for laboratory diagnostic testing

DO418 - Analysis of saliva sample

Chemical or biological analysis of saliva sample for diagnostic purposes. These procedures are considered experimental therefore are not a covered benefit. The approved amount is collectable from the patient.

D3222 - partial pulpotomy for apexogenesis - permanent tooth with incomplete root development

a. This procedure is generally not covered. When covered, it is benefited under individual consideration and only on permanent teeth with incomplete root development.

b. The fee for this procedure is disallowed when endodontic treatment or codes 3351-3353 are performed on the same tooth, on the same day, by the same dentist/dental office.

D5991 - Topical medicament carrier

A custom fabricated carrier which covers the teeth and alveolar mucosa or alveolar mucosa alone and is used to deliver topical corticosteroids and similar effective medicaments. Generally this procedure is not a covered benefit unless specified under maxillofacial prosthetics in the group contract. Not to be used for fluoride gel or bleach.

Pucker Up: The Effects of Sour Candy on Your Patients' Oral Health

*A review of the dental erosion and
pH values for popular candies*

*By Robyn R. Loewen, D.D.S.; Robert J. Marolt, D.D.S.;
and John D. Ruby, D.M.D., Ph.D.*

Walk into any convenience or grocery store candy aisle today, and take a look at the extensive and colorful array of candy on the shelves. In addition to the traditional concoctions of chocolate, caramel, and nuts, there has been a distinct shift in preference for "extreme" or "intense" sour and fruity flavor experiences. The specific marketing of these sour fruity candies to children through packaging style and labeling, such as brightly colored plastic baby bottles filled with citric-acid-laced powder, has increased their appeal and has led to a popular new source of dietary acid, and unfortunately, a new contributing factor in the increasing prevalence of dental erosion.



Sour Candy

Though the destructive potential of acidic beverages and fruits has been studied extensively, there should be growing concern over the preponderance of low pH candies marketed toward children and their potential for a different pattern of occlusal enamel erosion, especially on posterior teeth. Dr. John Ruby, a pediatric dentist and associate professor at the University of Alabama at Birmingham School of Dentistry, is convinced that the combination of extremely low pH candies, immature tooth enamel, and a high frequency of ingestion is causing serious harm to children's teeth.

When different candy flavorings are compared, the citric-acid-related fruit flavors of lemon, cherry, and grape destroy much more enamel than the near neutral aromatic flavors of cinnamon and mint.⁴⁶ Some examples of currently popular candies with the potential for erosive damage are the intensely flavored sour chewy candies, powdered candies, sour gels and sprays, and powder-coated gums. In addition to a low pH level, the consistency of a candy substance contributes to the erosive potential of a product as well.

Figure 2.
pH values for Sour Candy.*

	pH
1g candy/5mL water	4.0
pH at which teeth decalcify	4.0
Spree®	3.0
Sweetarts®	3.0
Big Stuff Pacifier® sucker	3.0
Sour Gummi Bears®	3.0
X-treme Airhead®	3.0
Sour Punch Straws®	2.5
Shockers®	2.5
Skittles®	2.5
Baby Bottle Pop® powder	2.5
Brach's Gummi Bears®	2.5
Sqwiggles Gummi Worms®	2.5
Wonka Laffy Taffy®	2.5
Starburst®	2.4
Sweet Tarts Shock®	2.4
Lemon Heads®	2.4
Mentos® fruit chew	2.4
WarHeads® Sour Rips Roll	2.3
Lollipop Paint Shop®	2.2
Zours®	2.2
Sour Skittles®	2.2
Airheads® cherry chew	2.0
Wonka Nerds® grape	2.0
Now and Later® cherry chew	1.9
Too Tart Extra Sour Goo®	1.9
Wonka Pixy Stix® powder	1.8
Altoids Mango Sours®	1.9
Wonka Fun Dip® powder	1.9
WarHeads Sour Spray®	1.6
Battery Acid	1.0

**pH data generated by John Ruby, Betsy Brown, Brandon Wesley, Stephanie Momeni, and Mike Vann, Department of Pediatric Dentistry, School of Dentistry, The University of Alabama at Birmingham, Birmingham, AL.*

Figure 4.

Preventive Measures to Reduce Erosion Risk from Acidic Foods.*

- Diminish frequency of consumption of acidic foods and beverages.
- Restrict acidic foods to main meals.
- Rinse with water after acid consumption.
- Chew sugar-free gum to stimulate salivary flow.
- Use only a soft toothbrush.
- Use low-abrasive fluoride and bicarbonate-containing toothpaste.
- Avoid toothbrushing immediately following an acid challenge.
- Rinse with a low-concentration, non-acidulated fluoride mouthwash two times daily.
- Apply pH neutral, highly concentrated fluoride gel or toothpaste two times weekly.
- Fluoride varnish to be professionally applied four times per year.
- Regular dental visits for ongoing assessment.

**Adapted from Imfeld 1996 and Gandara.*

Dr. Loewen is a pediatric dentist in private practice in Rochester, Minnesota, and Diplomate, American Board of Pediatric Dentistry and Fellow, American Academy of Pediatric Dentistry. E-mail is rloewen@charterinternet.com

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DDAZ Welcomes Our New Groups

Sunburst Pet Supplies, Inc.
Liberty League International
Aerospace Solutions
Southwest Access & Video Corp.
Monza Construction
S.M.I.L.E.
Western Water Technologies
Comprehensive Coding Solutions
Chas Roberts Air Conditioning
Holloway, Odegard, Forrest & Kelly
Convertabath, Inc.
Helios Education Foundation
itLogistixs Group, LLC
Professional Placement, Inc.
Unified Financial Services, LLC
Villa, Inc.
Sun Valley Urgent Care, PC
Soseus, LLC
Quantum Integrated Solutions, Inc.
Sharon L. Boyer DO, PLLC
Copper Post Digital
Benchmark Commercial, LLC
Cardiologists of Scottsdale
LeTip International, Inc.
Macalite Equipment, Inc.
Cornerstone Pediatric Urgent Care, Inc.
Penilla Metzger & Biggers
Lakeside Orthopedic Institute, LLC
James W. Foltz, MD, PC
Pediatric Speech & Language Sepsicilists
Diversified Transportation
Kendon Productions, LLC

Pima County Bar Association
Capital Wealth Management, Inc.
International Artist Publishing, Inc.
Bolt Security Monitoring Services
Professional Respiratory Care Services
Skyline Assayers & Laboratories
Pro Copy Office Solutions
Motto Productions, Inc.
Monument Hospitality, Inc.
Equiant Financial Services
Scottsdale Center for Dentistry
Cranial Technologies, Inc.
Freeport McMoRan Copper & Gold
The Guidance Center
U-Haul International, Inc.
DAE Aviation dba Standard Aero
SemiConductors, Inc dba ON Semi
Thunderbird School of Global Mgmt.
NPL Construction Company
Copperstate State Communications
Southwestern Arizona Neonatology
Hirani Oil Arizona
Int'l Simulation & Training Systems
Dominion Consulting, Inc.
Kastle Stairs AZ, Inc.
Desert Valley Urgent Care
Morrison & Associates, CPA's, PLLC
Sage Health, LLC
Hool Law, PLC
Clarity HR
Dominion Consulting, Inc.

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Glendale, AZ 85306

St. Elizabeth's Health Center, Tucson Arizona

St. Elizabeth's Health Center is a unique outpatient health center dedicated to serving people who are uninsured and ineligible for government funding in southern Arizona. They operate a Dental Clinic providing comprehensive dental care for approximately 9800 patients each year with a paid staff of one dentist, one hygienist and five dental assistants. The bulk of the dental work is provided by the large group of volunteer dental providers. Last year there were 8,144 dental visits to the Center. The operating budget of the dental clinic alone is \$967,000 but that number is equally matched by the value of donated dental services provided by the large number of volunteers St. Elizabeth's recruits annually.

Delta Dental of Arizona Board Member and dentist, Dr. Phillip Mooberry has a special relationship with St. Elizabeth's. His family was the founding volunteers of the dental clinic and they continue to not only dedicate time in the clinic but actively raise funds for the dental operations. They organize and host "Open Wide" Open

each spring so St. Elizabeth's can expand and serve more patients. Carrying on this great tradition his son also joins him in this community service effort. Dr. Mooberry recently accepted the "CUP" award, standing for "Commitment to Underserved Persons" on behalf of the 165 healthcare professionals giving their time at St. Elizabeth's. The award was sponsored by the Arizona Public Health Association.

Delta Dental of Arizona Foundation recently awarded a 2009 grant of \$20,000 for preventive dental care and treatment for approximately 1000 new patients at the newly opened Flowing Wells Neighborhood Center.

2009 Front Office Seminars

Throughout 2009 Delta Dental of Arizona will be holding a series of seminars for Front Office dental staff on how to Build a Better Practice. Delta Dental Provider Relations staff will explain how to verify benefits, submit clean claims, read and understand EOP's, access on-line patient marketing materials and more. These seminars will be scheduled in different locations across the state. To find out when a seminar will be in your town, please contact our Provider Relations department at **602-588-3982**.