



FIRST IMPRESSIONS

The Provider Pub: News, Trends and Insights
For You and About You

Delta Dental of Arizona
Fall 2024



DENTIST SPOTLIGHT

Q&A with Dr. Gary Pulsipher

with Dr. Gary Pulsipher of Pulsipher Family Dentistry in Phoenix, AZ

Q: Any funny stories from the dental chair?

A: I have one patient who I asked to “jump in the chair, I’ll be right there.” He took it as a literal translation and jumped into the chair—both feet left the ground and he was in flight! Landed his back right onto the chair.

Q: If you could tell patients to start doing one thing, what would it be?

A: Pick a dentist, and establish a meaningful, comfortable relationship with them. And seek ongoing care. If everybody were to do that it would be so much better because it’s easy to find things when they’re small. Instead of putting out big fires, you’re doing the small things from time to time.

Q: What is the best thing about being a Delta Dental dentist?

A: Delta Dental has served the community for years. And I think the best thing is simply the opportunity to have exposure to establish these trusting relationships with patients and provide good care for them over a long period of time.

Q: Anything else you’d like to add?

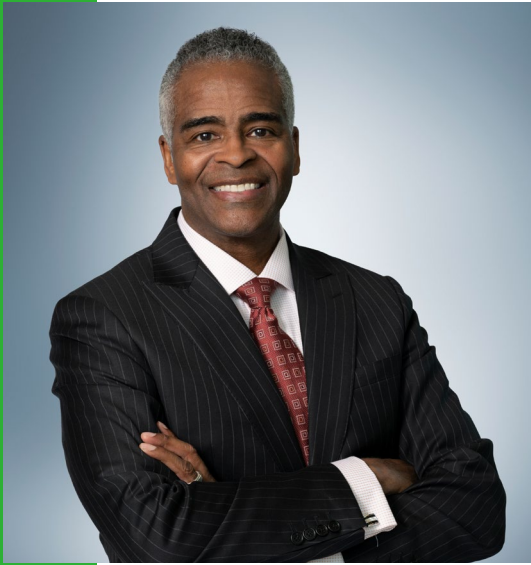
A: I learn a lot when I’m with my patients and I’m talking about their health. It’s surprising because the more they tell me and the more I learn about their treatments, I can translate it into their oral health care. So, I think there should be a general health, ongoing CE requirement for dentists. Right now, you learn only if you’re aware enough to ask the right questions.

If you’d like to be featured in First Impressions or the Delta Dental of Arizona Blog, email marketing@deltadentalaz.com

State of Oral Health and Wellness in Arizona

The **2024 Oral Health and Wellness in Arizona report** highlights the growing recognition of the connection between oral health and overall well-being. Arizonans are increasingly aware of how oral health impacts conditions such as heart disease, diabetes and even mental health. In fact, 9 out of 10 (92%) agree that a dental visit is as important as an annual physical.

Your role in promoting whole-person health is vital. By connecting oral health with overall wellness and advocating for preventive care, you can drive action, improve individual health and strengthen communities. [Download the report](#) for more insights into the state of oral health and wellness in Arizona.



CEO's CORNER

Increase to Reimbursement for DDAZ Providers Effective 9/1/2024

Delta Dental of Arizona is always striving to understand how to better support our network partners. During our visits to many of your offices, we have improved our understanding of the challenges you face and uncovered effective ways to address them. With this in mind, Delta Dental of Arizona is pleased to announce another increase to reimbursement rates effective September 1, 2024. This is the fourth increase Delta Dental of Arizona has made to reimbursement rates in less than three years,

underscoring our commitment to providing fair and competitive compensation to assist you with overcoming current economic challenges.

Based on your feedback and third-party data sources, most codes received an increase. Changes take effect based on your patient's date of service. The updated fee schedules are available in the Dental Office Toolkit (DOT).

Be sure to download your new fee schedule and update your practice management system to reflect the new fees! *Note: If your office has more than one specialty, you may need to download a fee schedule for each specialty. As a reminder, it's important to always include your UCR fees on claim submissions to ensure you receive future reimbursement increases.*

Thank you for being a valued network provider and for all you do to improve Arizonans' oral health!

Sincerely,

Michael Jones
President & CEO

WE'RE EXPANDING OUR SERVICES

To support our mission of creating a path to better health and wellness, we are expanding our services and are excited to announce a new Delta Dental Medicaid™ network that will serve Arizona Health Care Cost Containment System (AHCCCS) beneficiaries. Our credentialing team may reach out via letter, email and phone to discuss this opportunity with you, as participating providers in Delta Dental of Arizona's Medicaid network will play a crucial role in improving the oral health of income-challenged and underserved families. Your expertise and commitment to quality care are essential in making a meaningful difference in the lives of many Arizonans.

Claim Submission Reminders & Updates

Submit Timely Claims: To ensure timely processing, it's best to submit claims within one week of service. Claims are processed based on the date they are received. Submitting claims promptly is especially important when a patient has multiple treatments, services or providers, as it can affect their annual maximums.

Did you know that you can process claims in real-time via the [Dentist Office Toolkit](#) (DOT)? Check out the [How To Submit A Claim video](#) for a step-by-step demonstration on how to use this feature.

Submit Claims On Delivery Date: Claims are paid on the seat date. Benefit determination and payment for crowns and other prosthodontic services is based on the seat/delivery/cementation date.

Remember to include clear post-seat radiographs showing margins, along with any diagnostic pre-operative films when submitting claims. If your current service date doesn't reflect the delivery date, please submit a new claim with the correct delivery date. Following these guidelines will help avoid delays and ensure smooth processing.

Keep Procedure Codes Together: When submitting claims, please submit on a single claim, the procedure codes for **all** treatments completed on the same date of service, unless different providers are involved. For oral surgery, be sure to include both the surgery and anesthesia codes on a single claim unless anesthesia is administered by a different provider. If two providers offer services on the same date, separate claims should be used.

Fee Associated With Code D9997: We're thrilled that you're helping patients with our new Special Health Care Needs benefit! Just a quick reminder: when submitting the code D9997, please use the UCR fee and be sure to list the qualifying condition within the remarks section or attached as a claim narrative. For more details on processing claims for patients with special health care needs, check out the [benefit flyer](#) or watch our [on-demand webinar](#).

Claims Info On Mobile ID Card: Did you know that we recently updated the member ID card feature on the mobile app to include claims submission information? This enhancement allows you to quickly find where to send a patient's claims. Your patient can show your office staff information from the mobile app or easily email it to your office!

TRANSITION TO PACT FOR ENHANCED ENROLLMENT AND CREDENTIALING

We're transitioning from App Central to the Provider Application & Credentialing Toolkit (PACT). This new credentialing system offers an enhanced user experience, with better guidance and a series of checks and balances to ensure accuracy. Starting November 1, 2024, we will be launching PACT for both initial credentialing and recredentialing. During the transition period, some offices may use both platforms until App Central is fully retired in January 2025.

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982

**CONNECT
WITH US**



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TOP OF THE LIST

New groups welcomed
June 1 - October 1,
with 75+ employees

Company	Number of Employees	Location	Plan
Holbrook Unified School District No. 3	173	Phoenix	PPO Plus Premier

DONATE

RECEIVE

REPEAT

Make a donation to Delta Dental of Arizona Foundation in any amount. 100% of your donation benefits oral health and nutrition programs helping our community! Qualifying Charitable Organization code: 20261

File your AZ tax return, attach Form 321 to receive a dollar-for-dollar credit on your taxes for your donation up to \$470 (filing single return) or \$938 (filing joint return).

Donate today at deltadentalaz.com/taxcredit

