



FIRST IMPRESSIONS

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

Delta Dental of Arizona
SUMMER 2024



DENTIST SPOTLIGHT

Q&A with Dr. Joseph Sadykov

with Dr. Joseph Sadykov of EndoArt, PLLC in Phoenix, AZ

Q: What is the best dental advice you've ever received?

A: Make yourself the patient and you'll always have the right answer. That's from my friend Tom who is a fellow dentist. And that advice has always stuck with me. I think it's good.

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

A: They're very transparent. The CEO and staff [have] really made an effort to get to know me and that's very important for me from a dentist standpoint. You normally don't get these interactions, so I think it says a lot about the company. That means they care, they want to listen to what's really going on out there, and they really want to make a difference. I like working with people that care because this is a profession about taking care of people.

Q: How would you describe oral health's impact on overall health and well-being?

A: You can pick up a lot of things inside the mouth that would tell you that there's something going on systemically. And there have been numerous studies to show the connections. If you have any major surgery, you have to be cleared of any infections because they will affect the success of the procedure. A good medical professional will get clearance from the patient's dentist and will know to review the patient's overall and dental health. It's basically a team effort—a good team will work together to carry the football to the endzone.

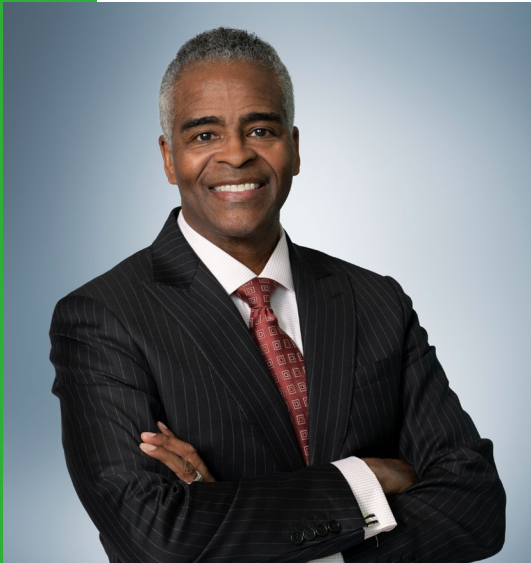
If you'd like to be featured in First Impressions or the Delta Dental of Arizona Blog, email marketing@deltadentalaz.com

Delta Dental Continuing Education Virtual Courses

Delta Dental of Arizona is pleased to offer FREE, Delta Dental Continuing Education - Virtual Courses to our in-network dentists, hygienists and dental office staff. We're offering more than a dozen online courses aimed at fostering your professional growth and enhancing your knowledge and skills.

Get started today at deltadentalaz.com/dentist/ce.





CEO's CORNER

Expanding Our Services to Provide Greater Access to Affordable Dental Care

I am excited to bring you news of an important initiative at Delta Dental of Arizona that aligns perfectly with our mission to create a path to better health and wellness by providing greater access to affordable dental care for all Arizonans. To support these efforts, 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.

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.

As Arizona's largest and most experienced dental insurer, we are uniquely positioned to influence and enhance the health and wellness of our communities. Your partnership is crucial to our success and to the well-being of those who need it most. Together, we can make a profound impact on the oral health of our state and create a brighter, healthier future for all.

Sincerely,

Michael Jones
President & CEO

2023 Community Impact Report Reinforces Delta Dental's Commitment to Oral Health

Last year, Delta Dental member companies and their foundations invested more than \$106 million and impacted 16 million lives to support programs in all 50 states, Washington D.C., and Puerto Rico. In Arizona, we invested \$2.1 million, working with 109 nonprofits to support oral health education, disease prevention and food assistance programs serving the underserved and underinsured.

deltadentalinstitute.com/cir/

DAY 1 DISCOVER OUR DAY-ONE COVERAGE DENTAL PLANS

Did you know that we offer Individual & Family plans with services covered from day one? Many of our plans have no waiting periods, or the waiting period may be waived with prior coverage, allowing your patients to get the care they need as soon as their new dental plan is effective. Plans range from preventive only care to comprehensive coverage for composite fillings, extractions, implants and more! To explore how Delta Dental of Arizona's individual and family dental plans can benefit your patients, visit smilepoweraz.com.

2024 ADA DENTAL CLAIM FORM IS LIVE

Effective January 1, 2024, the latest version of the American Dental Association's claim form went live with updates that help streamline dental claims processing, including last scaling and root planing dates, payer ID fields and more. You can access a fillable PDF of the 2024 ADA Dental Claim Form by signing into the Dental Office Toolkit (DOT) at deltadentalaz.com/dentist.

4 Tips to Make Reading Your Faxback Easier

With so much information on the faxback, trying to find the information you need quickly can sometimes be overwhelming. Here are the locations of 4 frequently requested items:

1. **Crowns that have an alternate benefit:** Located under Major Restorative and is a bullet point after procedure codes
2. **Posterior composites covered or alternate benefit:** Located under Minor Restorative and is a bullet point after procedure codes
3. **Last Date of Service for Preventive and Diagnostic services:** Located on first page of fax under Office Visit (however will only provide dates of history if not eligible for services)
4. **Currently Eligible/Active:** Located on the upper left of the first page titled Currently Eligible with yes or no as of date

Documentation Required for Claims

As a reminder, it's important to ensure that you're including everything we need to process dental claims quickly. We have a [processing policy lookup tool](#) on our website and within the Dental Office Toolkit that will allow you to double-check processing policies and confirm what documentation is required. In particular, there are two CDT codes with documentation requirements that we'd like to highlight:

Code D9997: Dental Case Management – Patients with Special Health Care Needs

We're pleased to see many of our Delta Dental of Arizona dentists treating special health care needs patients since we introduced our Special Health Care Needs dental benefit. Just a quick reminder: **when you submit a D9997 code, make sure to include the qualifying condition on the claim form**—either in the **remarks section** or as an **attached narrative**. We'll verify this information during our review.

For more details, you can view, download or print the Special Health Care Needs Instructions flyer, or watch the on-demand webinar about the Special Health Care Needs Benefit on our website at deltadentalaz.com/dentist/forms.

Code D6010: Surgical Placement of Implant Body; Endosteal Implant

Pre and post operative radiographs of diagnostic quality are necessary for consideration of implant benefits on a claim. X-rays should include the sites directly mesial and distal to the implant, including the root apices when those teeth are present. *Note: Panos are ok unless there is perceived pathology at one or both neighboring sites. In those instances, additional and more diagnostic X-rays would be requested.*

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



Delta Dental of Arizona
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TOP OF THE LIST

Groups acquired May 1 - June 30,
with 75+ employees

| Company | Number of Employees | Location | Plan |
|---------------------------|---------------------|----------|-----------------------|
| Sunwest Employer Services | 127 | Phoenix | PPO, PPO Plus Premier |



ANNUAL MEETING RAFFLE WINNERS

Congrats to the following Delta Dental of Arizona dentists who each won \$200 American Express gift cards in the 2024 Annual Meeting raffle:

- Dr. Samantha Yineman, Dynamic Dental Health Associates
- Dr. Sam Thomas, Dysart Dental LLC
- Dr. Vincent Chunwen Chen, Mesa Modern Dentistry LLP