



FIRST IMPRESSIONS

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

Delta Dental of Arizona
WINTER 2025

DENTIST SPOTLIGHT

Q&A with Dr. Henry Martinez

of Big Apple Pediatric Dentistry in Phoenix

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

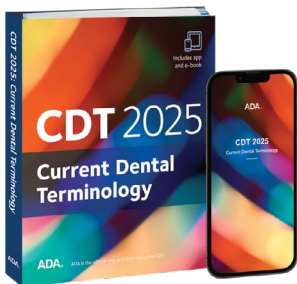
A: There are numerous studies of how well you take care of your teeth and how well your overall health is. I think it's an important topic that we like to emphasize with our patients because if they understand the importance of overall health, they're going to have a better understanding of their overall well-being and their overall health as they get older. Establishing those principles early on will make a huge difference in the patient's life.

Q: Can you explain why Delta Dental of Arizona's Special Health Care Needs benefit is important and how it will impact your patients?

A: I think it's important because we see a lot of special needs patients, children and even some adults. It allows us to work with those patients and to see them not only at our office, but also offer resources for parents to find dentists who are trained at treating people with special needs. It helps parents with children who have special needs to build a good relationship with a dentist for years to come.



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



2025 CDT Code Changes

The American Dental Association's CDT procedure codes and nomenclature have been updated for 2025. The CDT updates include 10 new codes, 8 revisions, 2 deleted codes and 4 editorial changes.

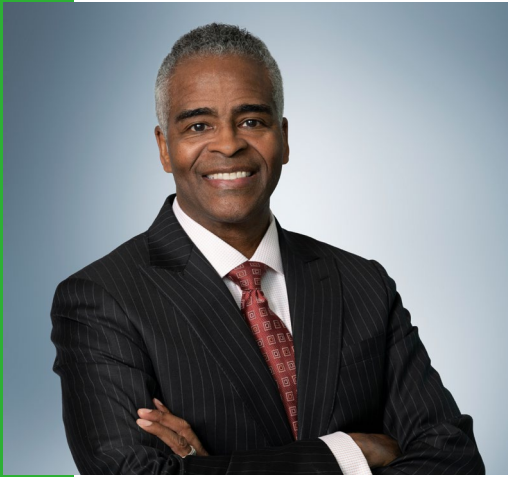
Note: The new code D6180 can be used for implant maintenance procedures when a full arch fixed hybrid prosthesis is not removed, including cleansing of prosthesis and abutments. Not all Delta Dental plans will include this benefit, but when it is included, it is limited to once every 36 months.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the CDT. To order resources from the CDT 2025 Collection which includes the CDT 2025, CDT 2025 Companion, CDT 2025: Current Dental Terminology, CDT 2025 App and Consumer-Friendly CDT 2025, visit www.ada.org/publications/ada-store-products/cdt-books-and-more.

With all the code changes, dental offices are encouraged to verify covered services for patients before providing treatment.

CEO's CORNER

2024 Year In Review



As we close out 2024, I want to personally thank you for your unwavering commitment to your patients and your partnership with Delta Dental of Arizona. This year has been one of incredible progress, and it's clear that the achievements we've realized are the result of a collective effort—one that includes your critical contribution as trusted members of our dental network.

Some of our proudest accomplishments this year include:

- Increased enrollment by over 15,886 primary dental subscribers (11,516 members).
- Adjusted reimbursement rates, aiming to alleviate financial pressures and promote long-term stability for your practice.
- Launched the Oral Health in Medicine Initiative in partnership with the University of Arizona College of Medicine - Phoenix, increasing oral health education for all medical students.
- Relocated to a dynamic new office space, positioning us at the epicenter of wellness.
- Launched free, [continuing education - virtual courses](#) for dentists, hygienists and dental office staff.
- Earned the Center of Excellence award for customer service for the 10th consecutive year.

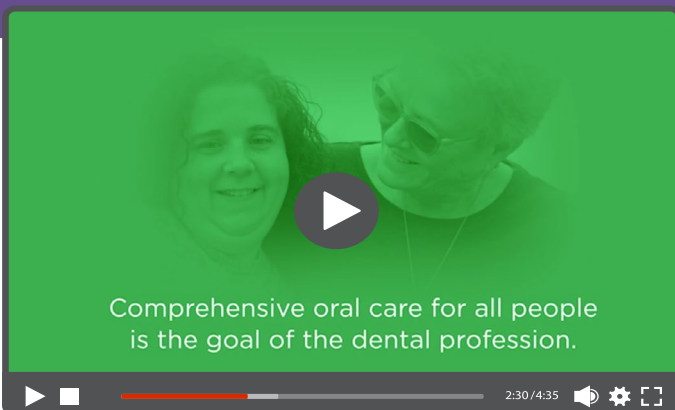
These milestones are not ours alone; they represent what's possible when we work together as partners who share a common purpose. Your expertise and dedication inspire us to push boundaries and continually improve how we serve you and your patients.

Looking ahead to 2025, I am excited to continue building on the foundation of trust, respect and collaboration that we've established. Thank you for being an essential part of our community and for everything you do to promote healthier lives for everyone.

Sincerely,

Michael Jones
President & CEO

BE THE ADVOCATE YOUR PATIENTS NEED



Every smile deserves extra care.

Starting a conversation about our Special Health Care Needs dental benefit is simple—just ask your patients if they're aware of it. Whether or not they currently have coverage with us, this small gesture could open doors for their care and introduce them to a program designed to meet their unique needs. When patients recognize your office as one that goes the extra mile, you could see new opportunities for growth.

For more details about the benefit or how to code and submit the qualifying condition, watch our [on-demand webinar](#) featuring our dental director, Dr. Heather Schneider, and members of our Professional Relations and Claims teams.

IMPORTANT REGULATORY NOTICE TO DELTA DENTAL NETWORK DENTISTS

The Center for Medicare and Medicaid Services, which oversees the sale of health and dental insurance plans on the federal and state exchanges including the Arizona Health Insurance Exchange (aka Arizona Marketplace) and other government programs (Medicare, Medicaid), and through which some Delta Dental members obtain dental benefits, has adopted a new provider wait time standard that is applicable to network dentists.

Beginning January 1, 2025, all health and dental insurers are required to ensure that new or existing patients who obtained dental coverage through a federal or state exchange or other government program can obtain a dental appointment with any in-network dentist (including specialists) within 30 business days¹ of the patient requesting an appointment from the dental office.

As a result, effective January 1, 2025, in-network dental offices will need to track new and existing patient appointment wait times for these members and be prepared to annually provide Delta Dental of Arizona with written documentation of compliance with this new standard.

Note that this requirement applies to all health and dental insurers that participate in any federal or state-based insurance exchange or in other government programs and is not limited to Delta Dental of Arizona.

We understand that this new federal requirement may be burdensome for some offices to implement, and we encourage you to call Delta Dental of Arizona's Provider Relations team at 866-746-1834 so that we can assist you with any questions.

¹Does not include weekends or public holidays.

Claim Submission Reminders & Updates

Submitting claims promptly and accurately helps you get paid promptly and avoid delays.



Timely Claims:

Submit claims within a week of service for timely processing; use the [Dentist Office Toolkit \(DOT\)](#) for real-time submission.



Submit Claims On Delivery Date:

Procedures for fixed and removable prosthetics are benefited based on the delivery/cementation date. It may be necessary to submit a new claim with the correct delivery/cementation date to allow the correct benefit allowance for the procedure being billed.



Keep Procedure Codes Together:

Submit all procedure codes for treatments on the same date of service in one claim, unless different providers are involved.



Attach Files To The Claim:

Use the [attachment feature in DOT](#) for X-rays, remarks or notes when submitting new claims.

DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834

Local: 602.588.3982



Delta Dental of Arizona
14850 N. Scottsdale Rd., Suite 400
Scottsdale, AZ 85254

TOP OF THE LIST

Groups acquired October 1, 2024 -
January 1, 2025 with 75+ employees

Company	Number of Employees	Location	Plan
Imagine Learning	1625		PPO
YAM Management, LLC	834	Scottsdale	PPO plus Premier
Cafe Valley, Inc.	277	Phoenix	PPO plus Premier
Homeowners Financial Group USA, LLC	193	Scottsdale	PPO
Rise48 AM, LLC.	188		PPO plus Premier
Gowan Companies	147	Yuma	PPO plus Premier
Millennium Vision, PC	146	Phoenix	PPO plus Premier
Legend DDD Services	135		PPO plus Premier
Pitchfork Partners, LLC. dba Sonoran Roots	112		PPO plus Premier
SmartHealth	105		PPO plus Premier
Accelerate Diagnostics, Inc.	84		PPO plus Premier

Continuing Education Virtual Courses

Are you looking for continuing education (CE) courses in the dental field?

You're in luck!



Delta Dental's free virtual CE platform offers more than a dozen online courses for our participating dentists, hygienists and dental office staff. Continue learning today!

Visit deltadentalaz.com/dentist/ce.