

The Bridge

News you can use from Delta Dental of Tennessee

Spring 2008



Dr. Anne E. Peaks
Lenox Village Dentistry, Nashville

For Participating Dentists and Staff

Dentist and Member Satisfaction at All Time High

The results of Delta Dental's annual satisfaction surveys are in, and we are happy to report that overall the survey indicated uniformly high satisfaction levels with Delta Dental.

PLEASE READ AND ROUTE TO ALL OFFICE STAFF:

- Dentist(s)
- Office Manager
- Insurance Staff
- Dental Hygienist(s)
- Dental Assistant(s)

Dentist Surveys

Late last year, dental offices were asked a series of questions about office technology and methods of claims submission, evidence-based benefits, and professional relations representatives.

Overall satisfaction was an impressive 93.6 percent, which firmly places Delta Dental as the overwhelming leader among benefit providers in Tennessee. Delta scored more than double that of our next competitor.

Delta Dental	93.6%
Blue Cross/Blue Shield	40.9%
Aetna	40.3%
MetLife	42.5%
Guardian	44.9%
Cigna	42.5%
Ameritas	30.4%
Assurant	25.7%
Compbenefits	21.3%

Other notable results show that 84 percent of dentists are in favor of using evidence-based dentistry to drive plan designs. Since 36.5 percent of dentists surveyed indicated they had not heard of our online Dental Office Toolkit, we've included an article in this issue.

Staff members were also surveyed to determine interest in an automated telephone inquiry system and fax request for receiving eligibility and benefit information. Based on your high level of interest, we hope to be able to make these tools available to you in the near future.

By targeting these specific areas, we can use the information to improve existing services. Thanks to all who participated in our survey!

Group & Member Surveys

Each year we also survey all groups and a random sampling of members.

Delta Dental of Tennessee has traditionally garnered high satisfaction scores in these surveys. This year is no exception.

An astounding 100 percent of groups indicated an overall satisfaction with Delta Dental.

Members also rated Delta near perfect marks with an overall satisfaction of 96.6 percent!

Survey questions ranged from customer service and billing to eligibility and e-Commerce tools available on our Web site.

Along with positive feedback for the various departments, the surveys show important areas with opportunities for continued improvement, especially in the area of technology and our e-commerce tools.

The evidence presented in these surveys assures us that our level of service is meeting the needs and expectations of virtually all our groups and members.



What's New:

Delta Dental Scholars Announced

14th Annual Golf Tournament To Be Held May 2nd

Board of Directors

- Mr. John Collier, Chairman
- Dr. Campbell Sowell, Vice Chair
- Mr. Leslie Sellers, Secretary/Treasurer
- Dr. Joseph Rainey, Immediate Past Chair
- Mr. Andy Beasley
- Dr. Victor Beck
- Mr. L.C. Burkhalter
- Dr. Terence Comar
- Ms. Jerre Harris
- Dr. Wayne Johnson
- Dr. David C. Morton
- Dr. Carmen Reagan
- Mr. Christian (Pat) Rice
- Mr. Drew Robinson
- Dr. James E. Sexton
- Ms. Laura O. Stearns
- Ex Officio:
- Dr. Paul Bacon
- Dr. Bruce Baird
- Dr. Dan Bottomley
- Dr. Tom Fleszar

What people are saying

"I have never had a problem with Delta Dental! I give you guys an A+!"

"Your systems work so well that I have never had to call you."

"I like the promptness of receiving my statements within a week of the dentist office filing the paperwork. Thanks."

Dental Office Toolkit is Fast, Efficient, User-Friendly

The Dental Office Toolkit offers a wide range of free services that make administration for Delta Dental-covered patients fast and easy. After a simple, confidential registration, dentists and designated staff can use the Toolkit to:

- Verify patient eligibility
- Access patient/group benefits, including maximums and deductibles
- Check claims status (electronic AND paper claims)
- View Claim Payment Statements, predeterminations, and information requests
- Submit claims/predeterminations for Delta Dental covered patients
- Sign up for direct deposit (participating dentists only)

Submitting claims through the Toolkit is FREE. The Toolkit eliminates costs and delays from standard mail, claims entry, and clearinghouses. Toolkit claims go directly into our system for the fastest possible processing. The Toolkit accepts:

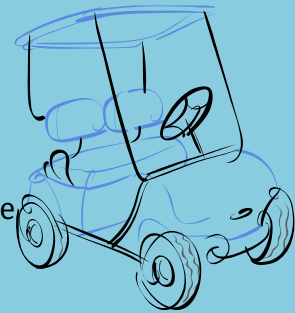
- Claims
- Predeterminations
- Predeterminations in-for-pay
- Coordination-of-benefits claims
- Orthodontic claims
- Claims with radiographs/attachments (Submit radiographs/attachments electronically, or hold them until Delta Dental sends an Information Request.)



To access the Toolkit, go to www.DeltaDentalTn.com, click Dentists and then Dental Office Toolkit.

Delta Dental of Tennessee / TDA 14th Annual Charity Golf Classic

The 14th Annual Charity Golf Classic, hosted by Delta Dental of Tennessee and the Tennessee Dental Association, raises money for the Concerned Dental Professionals, indigent dental clinics statewide, and other charities.



This annual outing is traditionally a sell-out and this year's is looking to be no exception. Spaces are still available, but are **very limited**, so get your registration form in soon. Because of our sponsorships, the full cost to play is tax deductible. Registration deadline is April 24, and the Tournament is limited to 144 players. For more information, call Mary Stewart at (615) 255-3175 or (800) 223-3104 extension 247.

Tournament Information

Four Person Scramble

Friday, May 2, 2008

Hermitage Golf Course, Old Hickory, Tenn.

Registration/Lunch 11:00 a.m. - 1:00 p.m.

Shotgun Start - 1:00 p.m.

Cost: \$150.00 payable to the Tennessee Dental Association

FOR REGISTRATION FORM, E-MAIL mstewart@deltadentaltn.com.

(Check must accompany registration form.)



NPI - Are you ready for May 23?

Dental Organizations, such as groups, partnerships, and corporations that receive payment directly from Delta Dental need to obtain a Type 2 NPI that can be used as an identifier when the organization is named as the billing entity on a claim. Individual dentists of these organizations need to obtain Type 1 NPIs if they do not have them.

On May 23, 2008, Delta Dental will require the Type 1 Individual NPI for claims processing and access to the Dental Office Toolkit. Claims that do not have the Type 1 NPI will be returned to you.

For more information contact our Professional Relations Department at 1.800.223.3104. or locally at 615.255.3175.



Dr. Anne E. Peaks
Nashville, TN

Cover Shots

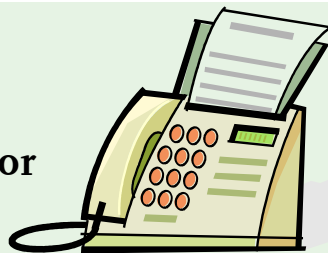
When I opened my first dental practice in the summer of 2007, Delta Dental of Tennessee was the only insurance company to guide me through the maze of insurance billing. In fact, Janet Floyd came to my office and personally showed me how to bill and collect on dental claims. Janet proved to be an integral part to the success of my new practice. With all other insurance companies, I was on my own and completely lost.

Now that I am up and running, I take advantage of the services that Delta Dental of Tennessee offers its dentists. For instance, the Dental Office Toolkit allows for easy filing of claims. Thereafter, the claims are processed and paid via electronic funds transfer (EFT) in as little as 24 hours. Predeterminations are processed quickly as well. If a problem does arise, the experienced personnel at Delta Dental will solve it usually with one phone call.

My overall experience with Delta Dental has been fantastic. I look forward to growing my practice with Delta Dental of Tennessee and the extraordinary people it employs.

If you are a Delta Dental participating dentist and would like to share a testimonial about your experience working with Delta Dental of Tennessee, please email your story along with a high resolution color photo to: anapoli@deltadentaltn.com.

**Note our new toll-free fax #
888-900-1373
for claims with no attachments or
x-rays.**



If you have comments or suggestions for *The Bridge*, or if you have any questions, call Professional Relations at 800-223-3104.

Welcome New Participating Dentists!

Timothy Hacker, Bartlett
Robert Dziejma, Brentwood
Mark Lambrick, Brentwood
Mark Dill, Chattanooga
Benjamin Haws, Chattanooga
Naomi Koh, Chattanooga
Anna Frederick, Clarksville
Carol Montee, Clarksville
Stanley Montee, Clarksville
William Regenold, Crossville
Mitzi Wade, Goodlettsville
Richard Turner, Gray
George Bare, Hermitage
Misty Horn Blake, Johnson City
Rachael Frisbie, Madison
James Anderson, Memphis
Katherine DeColibus, Memphis
Pranav Desai, Memphis
Brooke Dishmon, Memphis
Darryl Jones, Memphis
Taylor McGuire, Memphis
Manish Rana, Monterey
James E. Bishop, Murfreesboro
James F. Bishop, Murfreesboro
Melanie Bishop, Murfreesboro
Jerry Compton, Murfreesboro
John Kinard, Murfreesboro
Jack Mallette, Murfreesboro
Roy Thompson, Murfreesboro
Carol Darnell, Nashville
Lance Harrison, Nashville
Peete Lewis, Nashville
John Dinsmore, Oak Ridge
Ragonva Walls, Oakland
David Campbell, Ooltewah
Mark Connolly, Tullahoma
Hicham Riba, Tullahoma

Delta Dental Scholars



(Left to Right) Brien R. Polk (D-4), Scott A. Weiskopf (D-3), Ryan M. Jones (D-2) and James E. Sexton, D.D.S., Delta Dental Board Member

special advisor to the dean and chair of the scholarship committee. “Delta Dental’s scholarship endowment provides fantastic support for deserving Tennessee dental students, and their sponsorship of the annual scholarship banquet gives us the opportunity to honor our scholarship recipients and the donors who fund the scholarships.”

Students at the University of Tennessee College of Dentistry have more reasons to smile these days. Nearly a decade ago, Delta Dental established an endowment to help provide tuition support for students in their second, third, and fourth years of dental school.

Since that time, more than two dozen scholarships totaling over \$60,000 have been presented. This year’s recipients include Brien R. Polk (D4), Scott A. Weiskopf (D3) and Ryan M. Jones (D2). Each student received an award of \$2,500.

The Delta Dental scholarships are awarded to students from Tennessee and are based on academic merit as well as financial need. The scholarships are also continued from one year to the next as long as students maintain good standing.

“The College of Dentistry is very fortunate to have a corporate partner like Delta Dental of Tennessee,” explains Dr. Phil Dowdle,

**Save time and receive
payment faster with our
Dental Office Toolkit!**
Learn how inside.

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