Effective December 1, 2009, Delta Dental of Tennessee will issue check payments on a weekly schedule for all claims, regardless of how those claims are submitted.

To ensure speediest delivery of your payments, dental offices can elect direct deposit and funds will be transferred directly to your account, in most cases in as little as 48 hours.

Not only is direct deposit safe and secure, you won’t have to worry about payments being lost or stolen. The electronic transfer process also limits the number of people with access to your private information.

Paper and electronic claims can both be paid by direct deposit for claims submitted to Delta Dental of Michigan, Ohio, Indiana, Tennessee, Oklahoma, New Mexico, and Delta Federal Services (TRICARE).

Switch to Direct Deposit for Fastest Payment

Want to know how to improve your cash flow? Sign up for direct deposit from Delta Dental and payment for your claims will be deposited into your account in as little as 48 hours.

This change is being made as part of Delta Dental’s “Go Green” initiative, designed to reduce paper waste while improving speed and efficiency.

How to sign up
If you are currently signed up with access to our Dental Office Toolkit® (DOT), login and download the direct deposit authorization form for your state. If you are not a DOT user, visit www.DeltaDentalTn.com/Dentists and sign up today.

After receiving the completed form, Delta Dental will notify you by mail with the date your direct deposits will begin—typically within 7 days of registration.

Once your office begins to receive direct deposits, you can continue to submit claims as you do today, via DOT, your existing clearinghouse, or on paper. Your predeterminations, claim payment statements and information requests will be accessed on DOT.

Direct deposit transfers are routed only through approved banking channels in highly protected formats and DOT meets and exceeds all privacy and security standards with password encrypted account entry. You can rest assured that your deposits will be made safely and promptly.

Advance Oral Health
The current health care reform proposals being debated by legislatures could have a profound effect on oral health in America. Some proposals could greatly improve access to oral health care, while others could unintentionally harm America’s oral health. Learn more about oral health and the health care reform debate at www.AdvanceOralHealth.com.
The Delta Dental Oral Diagnostic and Imaging Clinic opened at Meharry Medical College School of Dentistry last month. Patients at the clinic will receive high-tech digital diagnostic dental services with the new state-of-the-art equipment. The clinic was funded through a contribution of more than $780,000 from Delta Dental of Tennessee.

The Delta Dental Oral Diagnostic and Imaging Clinic will allow faculty and students at Meharry to implement the rapidly growing usage of digital radiography, discontinuing their use of the film-based radiography system. Students are now able to provide the best diagnostic procedures for patients, instantaneously access digital images and implement an electronic patient record system.

The clinic will also provide care for Nashville seniors free of charge through Meharry’s Adopt-A-Grandparent program. 105-year-old Ardie Freeman was one of the clinic’s first patients, receiving digital diagnostic dental services for the first time in her life.

“At Delta Dental of Tennessee, our mission is to advance and promote the improvement of oral health throughout our state. That includes helping to ensure that today’s dental students be educated using current technologies that they will be using in their professional practice following graduation,” said Phil Wenk, D.D.S., president and CEO of Delta Dental. “We’re proud to be able to support Meharry in its endeavors to provide better opportunities for the school’s dental patients, like Ms. Freeman, and also prepare students with knowledge of the best treatment options for when they enter the field.”

High-Tech Digital Diagnostic Services

The Delta Dental Oral Diagnostic and Imaging Clinic is equipped with state-of-the-art equipment, including:

- Galileos Cone Beam 3D System with image intensifier and implant planning software
- Orthophos XG 3 Pan
- Orthophos XG Plus Pan-Ceph
- 10 Heliodent DS Intra Orals

As part of its ongoing objective to stay on the cutting edge of emerging dental science and the role that it plays in dental plan designs, Delta Dental commissioned the University of Michigan School of Dentistry to conduct reviews of existing scientific research.

The first of the studies examined the emerging science showing associations between periodontal disease and diabetes. The end result was a comprehensive report citing strong evidence that diabetes can adversely affect periodontal disease. People with diabetes get periodontal disease more easily, and their periodontal disease gets worse faster than it does in non-diabetics. The study also reported emerging science indicating that periodontal disease may also be one of the reasons people get Type 2 or gestational diabetes.

What does this mean to you?

Encourage your patients to get regular periodontal maintenance and to be sure to inform you about any existing medical conditions that they have.

To read a full copy of the report or a one-page summary, visit the Dentist section of our website at www.deltadental.com.
In an effort to help protect the teeth and health of Tennessee’s young athletes, Delta Dental of Tennessee distributed 14,650 free mouth guards to youth football players across the state.

The mouth guards were distributed in conjunction with USA Football’s Tennessee branch and the Gaylord Hotels Music City Bowl Youth Football Program. Delta Dental is an official sponsor of the Youth Football Program.

“Athletes aren’t fully suited up unless they have their mouth guard in place,” said Dr. Phil Wenk, D.D.S., president and CEO of Delta Dental of Tennessee. “Mouth guards prevent injuries to the mouth and teeth, and can protect against concussions.”

Studies have linked sporting activities to nearly one-third of all dental injuries, and approximately one in six sports-related injuries is orofacial. Mouth guards, which serve as shock absorbers, can significantly reduce this number. Without them, athletes are 60 times more likely to damage or lose teeth, according to the American Dental Association (ADA).

Before athletic associations required football players to wear mouth guards, injuries to the face and mouth accounted for 50 percent of all injuries. Since adopting the requirement in the 1960s, the number has dropped to 0.5 percent. However, even in football, a sport requiring protective gear, only about 75 percent of the athletes wear their mouth guard.

Delta Dental provided “boil-and-bite” mouth guards, which are boiled in hot water and molded to the individual’s mouth. Athletes can also purchase stock mouth guards, which come in a pre-formed shape, or order custom-made mouth guards from their dentist.

“As coaches, our job is not only to improve the players’ skills, but also to establish important safety habits early,” said Ron Word, president of the Mid-State Youth Football League and USA Football Event Coordinator. “By wearing a mouth guard, players are shielded from potentially severe injuries. We really appreciate what Delta Dental has done to help kids protect their mouths.”

Scott Ramsey, president and CEO of Gaylord Hotels Music City Bowl said: “We are excited to have the support of Delta Dental of Tennessee as a sponsor of the Gaylord Hotels Music City Bowl and look forward to partnering with them by providing mouth guards and promoting proper dental care to our Youth Football Program participants.”

Delta Dental first distributed mouth guards three years ago when it joined with the Nashville Predators for the “Protect Your Fangs” campaign. Since the program’s inception, more than 25,000 mouth guards have been distributed to youth statewide.

Delta Dental System Gains Enrollees, Groups

While the U.S. economy took a hit in 2008, the national Delta Dental system posted its 29th consecutive year of growth. Its base of enrollees grew nearly three million from the previous year, bringing the total number to more than 54 million. That represents more than one-fourth of the more than 170 million Americans with dental benefits.

Despite the dismal economic state in 2008, employers continued to offer dental benefits, demonstrating their understanding of the importance of dental coverage for their employees’ oral and overall health.

Delta Dental offers groups and enrollees the largest network of dentists in the nation, a position the nation’s leading dental benefits system has held for more than five decades. The Delta Dental Premier® network has more than 125,000 dentists, nearly 61,000 more than the next closest national competitor.
Welcome New Participating Dentists

Joseph Abood, Nashville
Swati Ahuja, Memphis
Sonia Ali, Maryville
Tiffinie Allen-Evans, Athens
Veena Ammal, Memphis
Jared Anway, Nolensville
J Newsom Baker, Maryville
Kyle Baker, Nashville
Richard Barbee, Knoxville
Robert Bates, Knoxville
Carol Baxter, Cookeville
Jeffrey Bell, Murfreesboro
Judith Benjamin, Nashville
Robert Blair, Bartlett
Byron Bush, Nashville
Jahanzeb Chaudhry, Memphis
Robert Cheron, Nashville
Crystal Clinton, Nashville
Brent Collins, Maryville
Jay Cunningham, Murfreesboro
Loray Davis, Nashville
Devang Desai, Nashville
Maria Fedler, Nashville
Emily Finney, Columbia
Royce Goza, Maryville
James Graves, Paris
Pamela Harris, Franklin
Matthew Hart, Columbia
William Hensley, Hixson
T Fulton Johns, Knoxville
Margaret Jones, Old Hickory
James Kellum, Chapel Hill
Robert Kelso, Knoxville
Rajan Kshatri, Nashville
Tammy Kussman, Brentwood
Kevin Law, Kingston
David Leatherwood, Morristown
Brent Lee, Murfreesboro
Leah Lee, Franklin
Lauren Marcum, Memphis
Charles McBrayer, Hixson
Allen Myers, Chattanooga
Ben Neibaur, Franklin
Jaclyn Nutting, Knoxville
Anupama Patel, LaVergne
Hitendra Patel, Nashville
Michael Patterson, Smyrna
Jason Primm, Brentwood
James Proctor, Memphis
Robert Rahm, Madison
Sarah Shanks, Maryville
Stephen Shaw, Cleveland
Zachary Shelton, Manchester
Trent Stansbury, Kingston
Buffy Storm, Murfreesboro
Myron Stringer, Cookeville
Marissa Stroube, Gallatin
Rachel Thornell, Lebanon
Nithya Venugopal, Goodlettsville
Tawana Ware, Mount Juliet
Benjamin Webber, Clarksville
Jason White, Shelbyville
Nathan Wooten, Hixson
Hannah Yi, Chattanooga

2010 Desk Calendars Are Here!
If you would like a 2010 desk calendar from Delta Dental, contact us at ccartwright@deltadentalttn.com or 1-888-281-9396 ext. 6820

Save the Date!
The 16th Annual Delta Dental of Tennessee/TDA Charity Golf Classic will be held May 7, 2010. More details coming soon!

See inside for details.
Change to direct deposit for faster payment.
The following are some of the groups that have recently contracted with Delta Dental of Tennessee. If you have any questions regarding coverage for any Delta Dental of Tennessee group, you may check eligibility online at www.dentalofficetoolkit.com or call customer service at (800) 223-3104.

<table>
<thead>
<tr>
<th>City</th>
<th>Group</th>
<th>Size</th>
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<tbody>
<tr>
<td>Brentwood</td>
<td>American Pathology Partners</td>
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<td>Chattanooga</td>
<td>Wilkins Research Services, Inc.</td>
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<td>LaVergne</td>
<td>DBI Beverage, Inc.</td>
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<td>Ingram Entertainment</td>
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<td>Lebanon</td>
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