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# Update

## Delta Dental of Colorado Fund

At its most recent meeting, the Delta Dental of Colorado Board of Directors approved \$3 million for the formation of the Delta Dental of Colorado Fund. The Fund will be used to provide low income Coloradoans access to free dental insurance for two years. DDCO is subsidizing this fund with money accumulated in the company's reserves.

### Fund to provide two years of free dental insurance

We are all aware that oral disease is the most common childhood condition. It is especially hard on those living at or near the poverty line. One of the best ways to minimize oral disease's impact is to get more people covered by dental insurance. In fact, 81% of people with dental insurance report seeing a dentist twice a year or more.<sup>1</sup> However, for many the cost of dental insurance is simply out of reach. The Delta Dental of Colorado Fund will help bridge the gap, by providing dental insurance to low-income Colorado residents of all ages.

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*"Our expectation is that these people will be with the program long enough to see results."*

--Barbara Springer  
Vice President of Administration,  
Delta Dental of Colorado



# Delta Dental of Colorado Fund

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“The Fund will target our state’s low-income population. It’s an extremely underserved group; many are currently suffering from oral disease,” said Barbara Springer, Delta Dental’s Vice President of Administration. The program is intended to give patients a long-term experience with a dental provider. “Our expectation is that these people will be with the program long enough to see results.”

Springer noted that there’s an important connection between a provider and his or her patients. Frequent interaction through routine preventive care allows the provider to gain the patient’s trust and develop a relationship.

“Ideally, we would like to see these folks develop such a trusting relationship with their provider that they find a way to continue care even after program funds end,” Springer elaborated. “In the end, it’s simple. We just want to improve the oral health of the communities we serve.”

## Get help for your low-income patients

Do you have uninsured patients who could benefit from this program? What about Delta Dental of Colorado insured, low-income patients facing unaffordable out-of-pocket costs in the future? The Fund can be used to help folks regardless of whether they currently have dental coverage.

The Delta Dental of Colorado Fund will be available to low-income Colorado residents beginning July 1, 2011. All Delta Dental providers will receive an informational packet in July of 2011, which will outline the program and help you understand which patients qualify for the program. Fund grantees must see a Delta Dental participating provider.

If you know a patient who could benefit, contact Barbara Springer at [bspringer@ddpco.com](mailto:bspringer@ddpco.com).

1 The Long Group Retail Dental Insurance Consumer Acceptance Survey, June 2009.

### Did you know?

If your office has a website, we encourage you to link to Delta Dental of Colorado’s subscriber wellness site.

It offers fun facts on oral health and is a great way to get your patients on the track to a healthier smile!

### Check it out:

[www.monthlymouthfulco.com](http://www.monthlymouthfulco.com)



## National Oral Health Conference

The Delta Dental of Colorado Foundation's *Healthy Teeth Happy Babies* public health education committee recently returned from the National Oral Health Conference (NOHC) in Pittsburgh, PA. Colorado was well-represented at the conference. All indicators show that we're building a reputation for innovation and success in oral health public service campaigns.

*Healthy Teeth Happy Babies* was selected for two sessions at the NOHC. The campaign committee also participated in three days of dialogue on the status of our nation's oral health. On the first day of the conference, the campaign committee facilitated discussions about engaging the Hispanic audience through community-based social marketing. The committee received excellent input from the Hispanic Dental Association. The roundtable discussion was also a good place for representatives of new multi-cultural programs to ask questions about established communications tactics.

The final day of the NOHC included presentations by Dr. Patti Braun from Cavity Free at Three and Colleen Rauscher from *Healthy Teeth Happy Babies*. The combination of these two presentations effectively showcased Colorado's multi-layered approach to eradicating early childhood tooth decay. The concept of community-based public education integrated with clinical initiatives resonated very well with NOHC participants.

Why not get involved with this movement? It's growing stronger everyday! With resources for providers, parents and Spanish speakers, the *Healthy Teeth Happy Babies* website is a terrific place to start. To learn more, visit: [www.HealthyTeethHappyBabies.com](http://www.HealthyTeethHappyBabies.com).

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# Classes & Seminars



Delta Dental offers educational seminars and CPR classes to participating dentists and their office staff at no cost. Space is limited and registration is required.

Our dental office staff seminars provide timely and relevant information on “what’s new” at Delta Dental of Colorado.

All seminars/classes take place on Fridays at Delta Dental of Colorado unless a location other than Denver is listed.

**Delta Dental of Colorado**  
**4582 S. Ulster Street, 12<sup>th</sup> Floor**  
**Denver, CO 80237**

**Please RSVP for classes and seminars at least 10 days prior** by calling (303) 889-8677 or by downloading a registration form from the Dentist section of our website.

## Helpful Hints for Claim Submission

Please refer to the Delta Dental National Processing Policies found on Delta Dental of Colorado’s website. Click on Dentists and login to the CPSA site to view the complete document.

### Code D0330 – Panoramic Film

A panoramic film, with or without supplemental films (such as periapicals, bitewings, and /or occlusal films) is considered a complete series for time limitation purposes. Any amount in excess of the allowance for a complete series (D0210) is disallowed and is neither benefitted by Delta Dental nor chargeable to the patient.

## CPR Classes

July 22, 2011	Grand Junction	1:00 – 4:00 p.m.
October 21, 2011	Denver	1:00 – 4:00 p.m.
December 9, 2011	Denver	1:00 – 4:00 p.m.

## Dental Office Staff Seminars

July 22, 2011	Grand Junction	9:00 a.m. – 12:00 p.m.
September 16, 2011	Denver	9:00 a.m. – 12:00 p.m.
October (date TBD)	Denver ( <i>Orthodontic</i> )	9:00 a.m. – 12:00 p.m.

# Survey Results

We recently sent a survey to gauge the state of our dentist newsletter, *Update*. We wanted to find out if there's anything we can do better. After reviewing responses from more than 225 dental offices, here's a recap of what we learned:

- 97% read *Update* most or all of the time
- 78% prefer to receive the newsletter in hardcopy format
- 22% prefer to receive it via e-mail
- 50% prefer monthly e-mail blast in lieu of a formal newsletter
- 64% of respondents are office managers; 12% dentists
- The most important topics to include are policy and claims guidelines; dental-focused business topics are also favored

Thank you to everyone who responded, including our 10, \$100 gift card winners:

Christine Lewman	Penny Bacon
Veronica Chavez	Matt Collier
Sara Walter	Janet Guizzetti
Scott McGraw	Karen Andrews
Cari Deslatte	Karen Kupilik

We are currently analyzing the survey results and looking for ways to make improvements to our publications.



## Policy Spotlight

To help you become more familiar with Delta Dental's policies, each edition of *Update* highlights a different policy statement. The complete list of policy statements is located in the Delta Dental Dentist Handbook accessible through the CPSA site in the Dentist Section of our website at [www.deltadentalco.com](http://www.deltadentalco.com).

### Policy Statement 11:

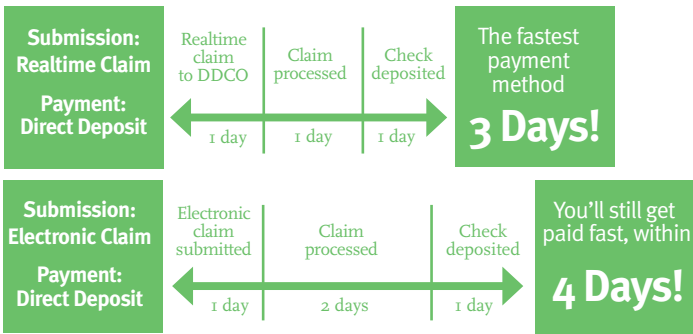
Dentist shall accept total responsibility for the accuracy of information of the ADA approved dental claim. The submission of false or inaccurate information on the claim or in support of a claim is grounds for revocation of a member's Participating Dentist Agreement.



# Important Information About Dental Benefits

Your patients' Delta Dental benefits are determined by their employer. Dental treatment performed should be based on dentist/patient mutual agreement and be completed with the best interests of the patient in mind. Your claims will be processed in accordance with the employer group contract and the Delta Dental National Processing Policies that you have contractually agreed to follow

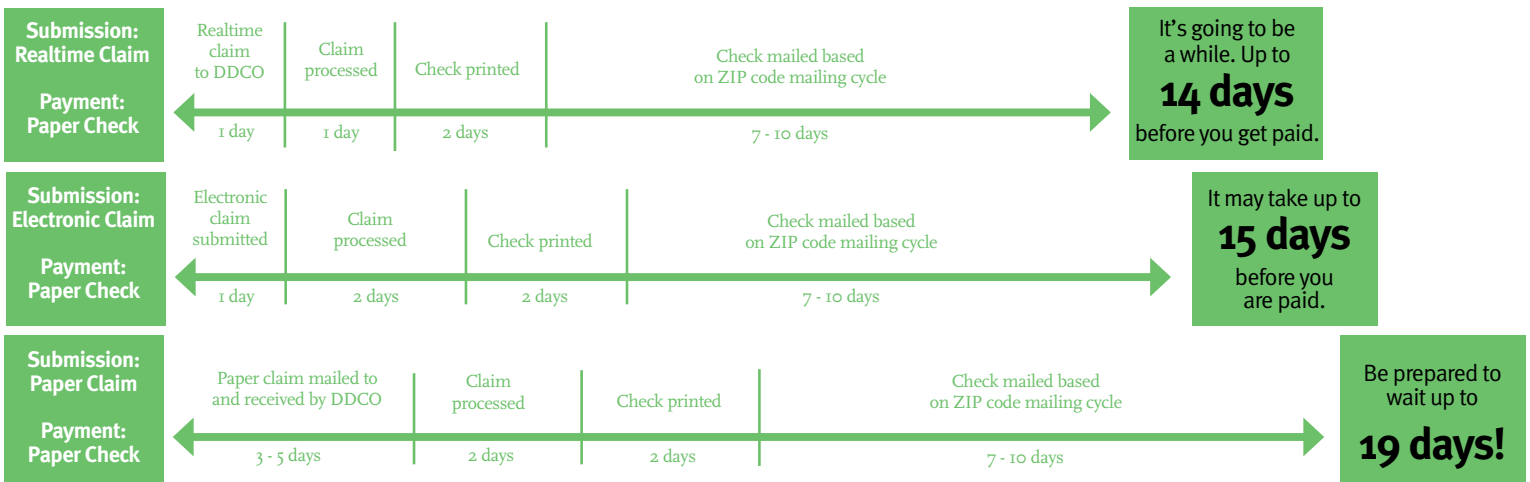
## Fast payment options :



## How fast will you be paid?

To change the way your office receives claims payments, contact your Delta Dental of Colorado Professional Services Representative or call 303-889-8677.

## Not-so-fast payment options:



# Delta Dental's Networks Keep Growing!

Delta Dental of Colorado welcomes the following new dentists to its network (*specialties are noted in parentheses when applicable*):

PREM = Dentists who have recently joined the Delta Dental Premier® network.

PPO = Dentists who have recently joined the Delta Dental PPO<sup>SM</sup> network.

PREM/PPO = Dentists who have recently joined the Delta Dental Premier and Delta Dental PPO networks.

## Arvada

Dr. Alex Roberts Prem/PPO

## Aurora

Dr. Sally AbouAssaf Prem/PPO

Dr. Ekaterina Butkevich Prem/PPO

Dr. James Delapp PPO

Dr. Hua Gao Prem/PPO

Dr. Bryan Houlberg (Ortho) Prem/PPO

Dr. Kunjan Kakar Prem/PPO

Dr. Michael McKee (Endo) Prem/PPO

Dr. Dawn Wehking Prem/PPO

## Boulder

Dr. Marino De La Riva Prem/PPO

Dr. Steven Klyn (Endo) Prem

Dr. Brent Lang (Ortho) PPO

Dr. Singh Gurusharan Prem/PPO

Dr. Minh Phan Prem/PPO

## Brighton

Dr. Shivali Nayak Prem/PPO

## Broomfield

Dr. Zoulfia Magaril Prem/PPO

Dr. Brian Richter Prem/PPO

Dr. Dawn Wehking Prem/PPO

## Canon City

Dr. Gregory Micheli Prem/PPO

## Castle Rock

Dr. Ekaterina Butkevich Prem/PPO

Dr. David Sugiyama Prem/PPO

## Centennial

Dr. Joshua Hollinshead Prem/PPO

## Colorado Springs

Dr. Nathan Budge Prem/PPO

Dr. Nathan Dastrup Prem

Dr. Kunjan Kakar Prem/PPO

Dr. Matthew Loeppeke Prem/PPO

Dr. Benjamin Mollner Prem/PPO

Dr. Tony Peterson (Ortho) Prem/PPO

Dr. Joseph Rota Prem

Dr. Michael Shifman Prem/PPO

Dr. Clifton Speaks Prem/PPO

Dr. James Vetter (Ortho) PPO

Dr. Daniel Ward PPO

## Denver

Dr. Ekaterina Butkevich Prem/PPO

Dr. Marino De La Riva Prem/PPO

Dr. Brian Kajewski Prem/PPO

Dr. Kunjan Kakar Prem/PPO

Dr. Jesus Machado Prem/PPO

Dr. Jennifer Rohleder Prem/PPO

Dr. Michael Shifman Prem/PPO

Dr. Clifton Speaks Prem/PPO

Dr. Noah Tirella Prem/PPO

## Durango

Dr. Carl Johnson PPO

Dr. Michael Johnson (Oral) PPO

## Firestone

Dr. Brent Lang (Ortho) PPO

## Fort Collins

Dr. Marino De La Riva Prem/PPO

Dr. Shivali Nayak Prem/PPO

Dr. Jared Ward (Ortho) Prem/PPO

## Glenwood Springs

Dr. Michael Johnson (Oral) PPO

Dr. Whitney Wright (Ortho) Prem/PPO

## Greeley

Dr. Kunjan Kakar Prem/PPO

Dr. Michael Shifman Prem/PPO

Dr. Clifton Speaks Prem/PPO

## Grand Junction

Dr. Gregory Gorman Prem/PPO

Dr. Whitney Wright (Ortho) Prem/PPO

## Highlands Ranch

Dr. Ekaterina Butkevich Prem/PPO

Dr. Amy Copeland Prem

Dr. Jeffrey Erickson Prem/PPO

## Lakewood

Dr. Ekaterina Butkevich Prem/PPO

Dr. Brian Diemer (Ortho) Prem/PPO

Dr. Hua Gao Prem/PPO

Dr. Brian Kajewski Prem/PPO

Dr. Erich Zimmermann Prem

## Littleton

Dr. Flaviu Oltean Prem/PPO

Dr. Stanley Samuel Prem/PPO

## Lone Tree

Dr. Caitlin White Prem/PPO

## Longmont

Dr. Michael Christopher Prem

Dr. Marino De La Riva Prem/PPO

Dr. Ronald Lambert Prem/PPO

Dr. Michael Shifman Prem/PPO

Dr. Clifton Speaks Prem/PPO

Dr. David Topham Prem/PPO

## Loveland

Dr. Marino De La Riva Prem/PPO

Dr. Daniel Howard Prem/PPO

## Parker

Dr. Sally AbouAssaf Prem/PPO

Dr. Jasper Bartolome Prem/PPO

## Pueblo

Dr. Charles Gordon Prem

Dr. Kunjan Kakar Prem/PPO

Dr. Steven Rose PPO

## Sheridan

Dr. Jason Conrad Prem/PPO

## Steamboat Springs

Dr. Curtis Corneau Prem

Dr. Steven Diehl Prem

## Thornton

Dr. Jarom John Prem/PPO

Dr. Kunjan Kakar Prem/PPO

Dr. Tye Roylance (Ortho) Prem/PPO

Dr. Dawn Wehking Prem/PPO

## Westminster

Dr. Ekaterina Butkevich Prem/PPO

Dr. Daniel Boedeker (Oral) Prem/PPO

Dr. Marino De La Riva Prem/PPO

## Wheat Ridge

Dr. Hua Gao Prem/PPO

## Yuma

Dr. Mary Carlson Prem

# Children's Smiles Are a Treasure

Tell us why you treasure your child's smile and be entered into our monthly and grand prize drawings. Spread the word, because your patients are eligible to enter and win too!

It's simple to register. Just visit [www.treasureyoursmile.com](http://www.treasureyoursmile.com) and fill out the brief entry form.

\*Restrictions apply. See [www.treasureyoursmile.com](http://www.treasureyoursmile.com) for full contest rules.

We'll be giving away one Sonicare® toothbrush every month until July 30, 2011. A grand prize trip to Disney World® will be awarded\* to one lucky family on August 31, 2011.

Remember, you're eligible and your patients are too. Visit [www.treasureyoursmile.com](http://www.treasureyoursmile.com) today and register to win great prizes!

## We Value Your Opinion

This newsletter is meant to be an informative and useful publication for participating dentists and staff. E-mail your ideas, suggestions and comments to the Delta Dental of Colorado editorial team at [updatenewsletter@ddpco.com](mailto:updatenewsletter@ddpco.com).



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