At Delta Dental of Colorado, we value our network of providers and consider that relationship essential to the success of our business. At our Annual Meeting of Members on March 6, some provider concerns were raised, and we committed to working together to better understand those concerns and begin to explore mutually satisfactory solutions. As announced in our spring 2015 Update newsletter, we formed a special working group to gather the facts, share information, and establish an ongoing collaborative dialogue. Over the course of the last few months, the special working group of seven volunteer Delta Dental of Colorado (DDCO) providers, three DDCO board members, and four DDCO management staff met three times to achieve this goal. This collaborative process proved to be a valuable opportunity for all involved to learn more about the business challenges each stakeholder faces and created a better understanding about common and divergent interests. Although a universal solution for increasing all provider fees was not reached, several other procedural improvements will be implemented as a result of this process while DDCO continues to evaluate the fee schedule based on market conditions. Click the following links to read more about the process and specific outcomes and read a statement from the DDCO providers who participated on the special working group.

PROVIDER RELATIONS REPS IN THE FIELD
Supporting Providers Through Training, Support & Issue Resolution

Delta Dental of Colorado’s provider relations representatives are back in the field, visiting offices and creating lasting partnerships. Between April and June, our representatives visited nearly 400 offices across the state. These one-on-one personal visits are in addition to the scheduled provider seminars and CPR courses held throughout the year. To find a class or seminar near you, see the listing on page 5. Our representatives strive to be available to you for training, support, and issue resolution. Delta Dental’s ability to respond to challenges quickly is bolstered by your willingness to share with us and work with your assigned representative. If you aren’t sure who your representative is, check out the territory map on the Providers page on our website. Thank you for your continued participation with Delta Dental of Colorado.
NEW PREVENTIVE CARE METRIC TOOL
Helping your Patients Get the Care They Need

WhiteCloud™ Dentalytics™ is a new Web-based tool that can help you track the preventive care of your patients (based on the Dental Quality Alliance of the American Dental Association). Delta Dental of Colorado is offering the general dentists, pediatric dentists, and periodontists in our network access to this tool to help you identify which of your patients can benefit from timely ADA-recommended preventive treatment, so that your office can proactively reach out to and set up appointments for them. The dashboard is refreshed every month on a rolling twelve-month basis to ensure that the information is up to date. This tool is intended to improve the oral health of our members and get more patients into your office for necessary care. Contact Delta Dental’s professional services team at profservices677@ddpco.com or 303-889-8677 to learn more about Dentalytics and get access to this tool.

UPDATED ENDODONTIC FEES & PROCESSING POLICY
Changes to be Aware of Before Submitting Your Next Claim

Based on feedback from the Special Working Group and internal system changes, Delta Dental of Colorado would like to call your attention to the information below:

- **Effective July 1, 2015,** Delta Dental of Colorado implemented an off-cycle PPO endodontic specialist fee increase for certain procedures. Treatment completed on or after July 1, 2015, will process under the new fees. We recommend that all provider offices bill their usual/customary fee at all times. You can find the fees once you log in to your account on our website.

- **Effective August 1, 2015,** Delta Dental of Colorado will implement a refined processing policy for D x999 unspecified code requirements, which will make most cosmetic procedures the responsibility of the patient. A few examples that fall into this category include tooth shading, bleaching, and porcelain margin. Procedures that are considered part of existing CDT codes do not qualify as miscellaneous cosmetic procedures. Additionally, the use of different materials, techniques, or tools are part of the procedure code and are not considered unspecified cosmetic procedures.

If you have any questions regarding these changes, please contact your provider relations representative or email profservices677@ddpco.com.
VIDEOS HIGHLIGHT THE DANGERS OF DRINKING JUICE
Debunking the “Juice is Healthy” Myth

As dental care providers, you know that juice has sugar that fuels bacteria that causes cavities in baby teeth and that when kids sip on juice all day long, their mouths are ripe for cavity-causing bacteria to take action. The Delta Dental of Colorado Foundation is working to improve kids health by reducing their sugar intake from juice with an eye-opening video series highlighting the dangers of juice to kids’ dental health.

People are often shocked by how much sugar is in juice. Did you know 10 ounces of bottled orange juice has about the same amount of sugar as two ice cream cones? Or that a six-ounce box of apple juice has about as much sugar as two donuts? Our series of 15-second videos shows just how much sugar is in juice. The first two videos, one in English and one in Spanish, feature blended donuts. The series contains four more videos comparing other sugary treats to juice.

Some juices do have vitamins and minerals, but they’re often also full of sugar, whether it’s added sugars or natural sugars. These sugars fuel the bacteria that decay teeth. Young children are especially vulnerable to decay because the enamel on their baby teeth is thin. Plus, juice lacks many of the best qualities of whole fruit, like fiber. Kids are far better off eating a real apple or orange.

Help us spread the word by showing these videos to parents and children in your practice and sharing them on your websites or social media pages. And help educate them about the American Academy of Pediatrics guidelines that advise young children (one to six years old) be limited to no more than four to six ounces of juice a day (a small glass). At the very least, juice should be limited to mealtimes.

Check out the videos on our YouTube page:
English Version
Spanish Version
ENHANCEMENTS TO DELTA DENTAL’S MOBILE APP
Giving Our Members Access to Their Benefits Anytime, Anywhere

Oral health is important to Delta Dental . . . and to overall health. So we want to make it easy for our members to make the most of their dental benefits to maximize their health, anytime, anywhere. Our mobile app has been redesigned, so that it’s now even easier for members to find a provider, review claims and coverage details, and view or share ID cards right on their mobile devices. To make it easier for your office to get your patients’ correct benefit details, you may want to suggest the mobile app the next time a Delta Dental member checks in. A patient who is using our mobile app can pull up an ID card right when he or she checks in or can email it directly to your office prior to an appointment.

This new release also features a Dental Cost Estimator. Our easy-to-use tool provides estimated cost ranges for common dental care needs for providers in different geographic areas. Members will be able to see what providers charge both in and out of network for the most common dental treatments. All in-network cost estimates are based on aggregated data and do not reflect the specific amounts that may be charged by a particular dentist. Out-of-network cost estimates are based on submitted, non-discounted fees that dentists have billed Delta Dental subscribers.

How to get our mobile app:
Delta Dental’s mobile app is available on Apple and Android smartphones and tablets. Visit the App Store or Google Play to download and install our free app. Current subscribers will use their Delta Dental website login to access secure content within the app.

WHERE HAVE ALL THE DENTAL VISITS GONE?
The American Dental Association Breaks it Down

In June, The Journal of the American Dental Association ran an article titled, “Where Have All the Dental Visits Gone?” More than simply ringing an alarm about the shifting of dental care use patterns, this article provided some important take-aways to help dentists and dental office staff adapt to the changes.

According to the article, even though more kids than ever are visiting the dentist, "dental care use among adults is declining steadily, among all income groups . . . Combined with a rising supply of dentists, this slow growth has contributed to sluggish dentist earnings and a sharp increase in open chair time."

Dr. Michael Okuji, Delta Dental of Colorado’s dental director says, “This single article from the American Dental Association is chock-full of important messages to dentists.” The three most immediate, in his opinion, are:

1. Dental visits are down 9.1%.
2. The #1 reason consumers don’t seek dental care is the cost.
3. These trends will only intensify.

Read the full article at jada.ada.org.
2015 CLASSES & SEMINARS
Upcoming Classes
Delta Dental of Colorado offers free educational seminars and CPR classes to participating dentists and their office staff. Space is limited and registration is required.

Registration
RSVP for classes and seminars at least ten days prior by completing the CPR/Seminar registration form under the Providers tab on the website, or by calling 303-889-8677. You may also print the form, complete it, and fax it to 303-741-2230, ATTN: Provider Records.

Delta Dental Seminars & CPR Classes
Dental office staff seminars provide timely and relevant information on what’s new at Delta Dental of Colorado. All informational seminars take place on Fridays from 9 a.m. to noon. All CPR classes are held from 1 to 4 p.m.

Delta Dental Ortho-Focused Seminar
This annual seminar provides relevant, ortho-focused information from Delta Dental of Colorado. The ortho seminar occurs from 1 to 4 p.m.

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ORTHO-FOCUSED SEMINAR (1-4 p.m.)

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WHO’S NEW TO THE NETWORK?
Our Provider Networks Keep Growing
Check out what other providers in your area have joined the Delta Dental of Colorado network recently. We have relocated the list of our new providers to the website. Check it out on the Providers page under Resources. If you have any patients who are looking for a specialist (or a general dentist in another city), please refer them to a PPO provider to keep their out-of-pocket costs as low as possible and help them get the most out of their annual maximum.
2014 ANNUAL REPORT AVAILABLE ONLINE

Champion of Colorado Smiles

Delta Dental of Colorado’s new annual report is now online. The 2014 report, Champion of Colorado Smiles, is only available on our website and details our programs, activities, and achievements of the past year. You can find information about our community involvement, our thought leadership on oral health and dental benefits, and our financial and sales results. Check it out and feel free to share it.

The Delta Dental of Colorado Foundation’s annual report is also available online. You can view the PDF on the foundation’s website. The report reviews the strides made in the foundation’s initiatives and projects. Over the course of the year, the foundation reached new Colorado communities and moved in multiple directions to address inadequacies in the state’s oral health.

THIS ISSUE’S INFOGRAPHIC

Getting More Sealants on Kids Helps Improve Oral Health Outcomes

Did you know that the Delta Dental of Colorado Foundation has a monthly infographic series that highlights issues surrounding oral health in our community? This month, we feature an infographic about the benefit of sealants and how Colorado is doing compared to other states. If you want to use this infographic in your practice, just click on the image for the link to the full-size graphic.

Stay up to date on the series by visiting the foundation website at deltadentalcofoundation.org, liking us on Facebook (facebook.com/DeltaDentalco), or by following our blog (deltadentalcoblog.com). You can also link to or use these infographics on your own Facebook pages or websites.

HOW ARE WE DOING?

The Delta Dental Update is designed to provide useful information for providers and staff. We would love to hear your ideas, suggestions, and comments. Simply email us at communications@ddpco.com.