IN THE FIELD

Delta Dental of Colorado Board of Trustees in the Dental Industry

Delta Dental of Colorado is working hard to ensure that our providers are heard and that the most recent oral health research is used in all aspects of program development. Our mission is to improve the oral health of the communities we serve, and our providers are an important part of achieving that mission. Dr. Michael Okuji, our dental director, is a former private practice dentist. He is working hard to understand your issues and concerns as they relate to your business and the ever-changing healthcare environment. Providers are also well-represented by the dentists who serve on our board of trustees. Their collective experience lends them a unique understanding of the challenges you face.

DOUGLAS BERKEY, DMD, MPH, MS, is the chairman of our board of trustees. He is the dental director for Total Longterm Care of Colorado, which provides comprehensive dental services to more than 1,400 participants across the state. He's an American Dental Association consultant to the Council on Access, Prevention, and Interprofessional Relations, and served as an ADA delegate to the Joint Commission on Accreditation of Health Care Organizations. Since 2006, Dr. Berkey has served as a member of the Governor’s Dental Advisory Committee (Colorado). He also is a professor at the University of Colorado Denver School of Dental Medicine.

JONATHAN ANDERSON, DDS, is a practicing general dentist in Fort Collins, Colorado. He is a graduate of the University of Texas Health Science Center at San Antonio, and a former associate clinical professor at the University of Colorado and University of Arizona dental schools.

Continued on page 2
DENISE K. KASSEBAUM, DDS, MS, is the dean of the University of Colorado School of Dental Medicine. She received her dental degree from the University of Missouri-Kansas City and her master’s degree in oral radiology and oral medicine from the University of Texas Health Sciences Center at San Antonio. She is a diplomat of the American Board of Oral Medicine and a fellow of the American and International College of Dentists and the Pierre Fauchard Academy. She holds leadership roles in the American Dental Education Association on the Council of Deans and chairs the Center for Educational Policy and Research Advisory Committee.

DONALD SAFER, DDS, MS, recently retired from his private endodontics practice. He’s a clinical consultant at the University of Colorado School of Dentistry and a clinical consultant at the VA Hospital. He graduated from the University of Michigan in 1968 with his doctor of dental science degree and added a master of science in 1971. Dr. Safer received his Diplomat of the Board of Endodontics in 1975.

THOMAS SWAIN, DDS, received his bachelor of arts degree in 1967 from the University of Colorado in Boulder and his DDS from Case Western Reserve University in 1971. After serving two years in the U.S. Army Dental Corps, he and his wife returned to Denver where he began his general practice in 1973. He has been a member dentist of Delta Dental since 1973 and is a lifetime member of the American Dental Association. He practices with Dr. Donald Batliner and Dr. Chad Braun as co-owner of the 4th Avenue Family Dental Group in Denver.

WALT VOGL, DDS, is a general dentist with a private practice in Castle Rock, Colorado. He is a graduate of the University of Colorado Health Sciences Center where he earned his DDS in 2004. He received a bachelor of science degree in molecular genetics from the University of California at Davis in 1999. He is an active member of the Colorado Dental Association where he currently serves on the finance advisory committee.
CONNECT FOR HEALTH COLORADO

Health Insurance Exchange

Confused about what federal healthcare mandates mean to your practice? Trying to figure out what is happening on the state level? Not sure about how dental fits into the bigger picture of reform? The Colorado Health Benefit Exchange, soon to be called Connect for Health Colorado, is a new health insurance marketplace scheduled to open for business in October 2013. This will be a centralized site where individuals, families and small employers can shop for and buy health insurance based on quality and price.

At getcoveredco.org, customers will be able to shop online and get help in person or over the phone from a network of customer service professionals. Financial assistance will also be available to eligible Coloradans to reduce the cost of premiums. The exchange is a public, nonprofit entity. Delta Dental of Colorado is actively working with this group to help define what dental benefits will be offered to individuals, families and small businesses. We will be providing you with more information related to the dental part of the exchange as elements are finalized.

CHANGES TO INDIVIDUAL PLANS COMING SOON

New Processes to Take Place This Spring

At Delta Dental of Colorado, we understand the importance of good oral health, so we strive to keep our products cost-effective and comprehensive. In order to provide the most efficient customer service, we are consolidating the administration of our individual products. Beginning May 1, 2013, you will have to submit claims for your patients who have individual coverage to a different location. These patients will have new ID cards with their new information and unique ID number. In addition, we will be making some updates to our product offerings. We’ve designed new individual dental plans that will help your patients stay healthy and smiling and cover a wide range of services. The new plans include shorter waiting periods, more predictable costs, coverage for implants, greater panel choice and many other features. We will provide you with all the necessary information before May 1, so watch your mailboxes and inboxes for the big announcement and all the details on verifying eligibility, submitting claims and everything else you will need to know about this transition.
You know you can get paid faster — in as little as 24 hours — with Direct Deposit from Delta Dental of Colorado. So why aren’t you using this tool? With Direct Deposit you’ll benefit from:

- Faster payments
- No checks to deposit
- Reduced chance of lost or stolen funds

But don’t take our word for it. Listen to some of the many Delta Dental providers who are already benefiting from the speed and convenience of Direct Deposit.

Dr. Walt Vogl, a general provider in Castle Rock, has been using Direct Deposit for about three years.

“I no longer have to run to the bank to make deposits — a big deal that I can still pay the bills when I’m out of town,” he says.

To those of you who are thinking about changing to Direct Deposit, he adds that it has been “very easy and time and energy efficient, and I don’t worry about the bank being open, holding a deposit or making errors.”

Dr. Allen Vean is a pediatric dentist in Denver who has been using Direct Deposit for more than two years. He says that it has increased his cash flow and that the processing of claims payments on a daily basis has greatly benefitted his practice.

“There is no reason not to do to do it,” he adds. “It’s safe and secure. We have had no problems!”

Dr. Beth Nielsen has been using Direct Deposit for nearly two years.

“Delta Dental’s Direct Deposit has had a positive impact on our office in two ways,” she says. “First, we get the claim payments much faster, usually within a day or two. Second, processing the EOBs and payments is much less time consuming. Since the deposit is made directly into our checking account, we no longer have to wait for the EOB and payment to come in the mail and go through the whole bank deposit process. Prior to the Direct Deposit, it would take almost one month by the time the check came in the mail and went through the manual deposit process.”

To those of you contemplating making the switch, she adds, “Give Delta Dental’s Direct Deposit a try. You won’t regret it.”

Want to sign up for Direct Deposit?
Simply complete the Direct Deposit/EFT Agreement on the Providers page under the Documents tab at www.deltadentalco.com. Attach a voided check and fax to the number on the form. It takes about two weeks to set up your account, and you will be notified when you will have access to it.

Still have questions?
Contact your Delta Dental of Colorado professional services representative at 303-889-8677.
Delta Dental of Colorado was recently awarded the contract to administer the Child Health Plan Plus (CHP+) for the State of Colorado. CHP+ is public health insurance for children and pregnant women who earn too much to qualify for Medicaid but cannot afford private health insurance. DDCO has provided the dental benefits for the CHP+ program since 2002. In that time, DDCO has helped more than 300,000 children get access to dental care.

“Delta Dental of Colorado is proud to continue our partnership with the State of Colorado to provide access to critical oral health services to children who otherwise would go without care,” says Kate Paul, president and CEO of Delta Dental of Colorado. “Together, we are ensuring a better future for Colorado’s children.”

Did you know that Delta Dental of Colorado is the largest oral health funder in the state of Colorado? Over the last 10 years, DDCO and the Delta Dental of Colorado Foundation have contributed more than $12 million to projects aimed at increasing access to dental services for lower-income children. In 2011, DDCO created a new program to expand access to dental care for at-risk populations. The Delta Dental of Colorado Fund continues to enroll children covered by CHP+ who have met their annual maximum but still need treatment. The fund also continues to enroll Delta Dental customers who need care and cannot afford their copayments. Since launching in fall 2011, the fund has provided two years of dental insurance and $2 million in care to more than 6,000 Coloradans.

If you are not already a PPO provider and are interested in becoming a CHP+ provider, log in to our website, go to the Providers tab and click on Become a Participating Provider at the bottom of the page. Fill out the CHP+ Participating Dentist Agreement and fax the form to provider records at 303-741-2230. If you have any questions, call provider relations at 303-889-8677 or email profservices677@ddpco.com.
YOU ASK, WE ANSWER
Responses to Your Questions About the Patient Benefit Report

The Patient Benefit Report offers a lot of information, but sometimes we get questions about some information that is not included. Below we let you know why certain data are not included.

When was the last prophy?
We provide the date the member is eligible for their next prophy. We do not provide the actual date of last prophy since that is personal health information (PHI).

Does this include D1110 and D4910?
It’s difficult to present limitations when D4910 (periodontal maintenance) is involved since it is dependent on patient history and not an automatic benefit for all. We do not provide a Next Eligible Date for D4910, but we do provide more generic information that says one of two things:

1. If there is a history of periodontal disease, we do indicate that two additional cleanings (four total) may be allowed because of that risk factor/history.
2. If D4910 is included in the group’s two cleanings per twelve months, we indicate that limitation.

What is the termination date of eligibility for subscriber and/or dependents?
There is a field on the report for termination date. A date will be displayed if a member has a termination date coming in the future.

Can you see a subscriber on the DDCO website or get a Patient Benefit Report by fax-back if the subscriber is terminated?
No. You would simply get a message indicating that the member is not currently eligible.

CELEBRATING A “WINNABLE BATTLE”
Big Night for Little Smiles at the Governor’s Mansion

In February, the Delta Dental of Colorado Foundation hosted an evening at the governor’s mansion to celebrate the remarkable success we have seen in improving the oral health of Colorado children over the past ten years. There is a real sense of momentum and excitement among the diverse coalition of oral health advocates in our state that comes through powerfully in the video recap of the event, which we invite you to watch and share. Find the video at bit.ly/bignight4smiles.

As a nonprofit committed to eradicating dental disease as well as the state’s largest dental insurer, Delta Dental of Colorado is thrilled to be working with so many terrific partners in this critical “Winnable Battle.” Our coalition of oral health, systemic health and other communities is unified, and we are seeing real progress in the fight against the most prevalent childhood disease: dental disease. Collaborative efforts such as Cavity Free at Three, the Frontier Center at the University of Colorado Dental School and the Colorado Mission of Mercy, among many others, are making a significant impact on the lives of Colorado’s children. Thank you for being a part of our provider network and our mission to improve the oral health of the communities we serve.
Although cavities are nearly 100 percent preventable, more than one in four American caregivers reported that their children had a cavity filled in the past year. This was among the findings of a new survey of nearly 1,000 caregivers released in February by Delta Dental. Among children who had a cavity in the past year, 53 percent had two or more cavities.

The 2013 Delta Dental Children's Oral Health Survey shows that not only are Americans unaware they can pass cavity-causing bacteria to children, but they also need to brush up on some critical children's dental health habits.

“Parents and caregivers need to teach good oral health habits to children at a young age to help prevent cavities,” says Michael Okuji, DDS, Delta Dental of Colorado’s dental director.

The survey found that, similar to national trends, the brushing and flossing habits of Colorado children fall short of dentist recommendations:

- About four in ten Colorado children brush less than the recommended two times a day.
- Four in ten brush for less than two minutes.
- Only two in ten floss daily, and four in ten of Colorado children never floss.

These are some of the oral health habits that fall short of what’s recommended by dental professionals:

- Survey shows: Seventy-five percent of caregivers say they share utensils or glasses with a child. Delta Dental recommends: Parents and caregivers should eliminate saliva-transferring behaviors — such as sharing utensils and toothbrushes and cleaning a pacifier with their mouths, all activities that can pass harmful bacteria to a child.

- Survey shows: Forty-nine percent of Americans with a child 4 years or younger report that the child sometimes takes a nap or goes to bed with a bottle or sippy cup containing milk or juice. Delta Dental recommends: Parents and caregivers should not put a child to bed with a bottle of milk, juice, sweetened water or soft drinks, which can lead to tooth decay.

- Survey shows: For children who have visited the dentist, the average age at the first visit was 3 years old. Delta Dental recommends: Children should first visit the dentist within six months of getting the first tooth — and no later than the first birthday.

- Survey shows: Only 58 percent of children had their teeth brushed twice a day and 34 percent of children brush for less than two minutes. Delta Dental recommends: Children’s teeth should be brushed twice a day for at least two minutes each time. Parents should assist with this task until the kids are about 6 years old.

- Survey shows: Forty-three percent of parents or caregivers report that their children's teeth are never flossed, and of children whose teeth are flossed, only 23 percent are flossed daily. Delta Dental recommends: Once any two teeth are touching, caregivers should floss, or help the child floss, once a day.

So make sure your patients are aware and are practicing good oral health habits with their kids!
PROMOTORES GIVE FAMILIES A HELPING HAND
Community Advocates Spread Message of Good Dental Health

Have you ever wondered what motivates families to practice good dental health habits and to change bad ones? Well, we have! Over the past year, the Delta Dental of Colorado foundation has partnered with experts to learn about low-income families and their thoughts on dental health.

All Families Value Dental Health
All parents highly value their children’s futures and know that healthy eating, daily brushing and visiting the dentist are good habits. But life can get hectic, and negotiating with their kids to brush their teeth is a struggle many parents know all too well. So the foundation is working with a grassroots network of oral health advocates to give parents the knowledge and tools they need to triumph in those tooth tussles, to keep sugary drinks out of sippy cups and bottles and to get their kids to the dentist on a regular basis.

Oral Health Advocates in Your Community
To spread these messages, the foundation has partnered with promotores who work directly with lower-income families on prevention and early treatment. The promotores serve as a trusted resource for parents. They discuss simple changes that can improve the health of families, and they aim to help parents create lifelong habits that prioritize dental health.

For more information about the foundation’s other programs and outreach, visit their website at www.deltadentalcofoundation.org.

Promotores are community healthworkers who bring culturally competent health information to Latino populations.

The main focus of this program is to reduce caries among low-income children by motivating and supporting parents and pregnant women to:

1. Take care of their own teeth and brush with their kids
2. Keep sugary drinks out of sippy cups and bottles
3. Get their kids to the dentist

The promotores will do outreach through:

- Community centers
- Community-based organizations
- Community events
- Neighborhood groups
- Places of worship
- Public health clinics
- Libraries
- Individual families
Delta Dental of Colorado offers free educational seminars and CPR classes to participating dentists and their office staff. Dental office staff seminars provide timely information about what’s new at Delta Dental of Colorado. Space is limited and registration is required.

RSVP for classes and seminars at least ten days prior by calling 303-889-8677 or by completing the CPR/Seminar registration form found online at www.ddpco.com/events.aspx.

If a location is listed as “TBD,” a provider relations representative will contact you with location information.

**2013 CLASSES AND SEMINARS**
*Join Us for a Free Delta Dental Educational Seminar or CPR Class Near You*

Delta Dental of Colorado educational seminars and CPR classes are held on the same day and at the same location. Seminars take place on Fridays from 9 a.m. to noon; CPR classes are held from 1 to 4 p.m.

### Seminar and Class Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>April 26</td>
<td>Hyatt Place, Colorado Springs&lt;br&gt;503 Garden of the Gods Road</td>
</tr>
<tr>
<td>May 3</td>
<td>Clarion Hotel, Greeley&lt;br&gt;701 8th Street</td>
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<tr>
<td>June 14</td>
<td>Cambria Suites, Pueblo&lt;br&gt;150 South Santa Fe Avenue</td>
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<tr>
<td>June 21</td>
<td>Durango&lt;br&gt;TBD</td>
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<tr>
<td>August 9</td>
<td>Boulder Inn, Boulder&lt;br&gt;770 28th Street</td>
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<tr>
<td>August 16</td>
<td>Delta Dental of Colorado, Denver&lt;br&gt;4582 South Ulster Street, 12th Floor</td>
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<tr>
<td>September 6</td>
<td>Residence Inn Marriott, Grand Junction&lt;br&gt;767 Horizon Drive</td>
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**Ortho-Focused Seminar**

Our orthodontia seminars are held from 1 to 4 p.m.

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<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>November 8</td>
<td>Delta Dental of Colorado, Denver&lt;br&gt;4582 South Ulster Street, 12th Floor</td>
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</table>
### DELTA DENTAL’S NETWORKS KEEP GROWING

*Delta Dental of Colorado Welcomes the Following New Dentists to Our Network*

Prem = Dentists who have recently joined the Delta Dental Premier® network  
PPO = Dentists who have recently joined the Delta Dental PPO℠ network  
Prem / PPO = Dentists who have recently joined the Delta Dental Premier and Delta Dental PPO networks

Specialties are noted in parentheses when applicable.

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**AURORA**  
Dr. David Garlock (Ortho)  
Dr. Richard Heideman  
Dr. Behnaz Raisdana  
Dr. Alfred Smithwick III  
Dr. Brian Woodhull  
**BOULDER**  
Dr. Jeffrey Bernardy  
Dr. Christopher Friedl  
Dr. James Gerweck  
Dr. Carolyn Kupka  
**BRECKENRIDGE**  
Dr. Darcy Rehn  
Dr. Curtis Slack  
Dr. John Warner  
**BROOMFIELD**  
Dr. Joseph Dankey (Ortho)  
Dr. Robert McBride  
Dr. Ramanpreet Saluja  
**CARBONDALE**  
Dr. Matthew Verheul  
Dr. Taylor Verheul  
**CASTLE ROCK**  
Dr. Michael Cheng  
Dr. Jennifer Garza (Ortho)  
Dr. Stephen Simon (Endo)  
**CENTENNIAL**  
Dr. Stephen Simon (Endo)  
**COLORADO SPRINGS**  
Dr. Robert Bull  
Dr. Michael Cheng  
Dr. Robert French  
Dr. Gary Johnson  
Dr. Tram Nguyen  
Dr. Stephen Simon (Endo)  
Dr. Cara Thoman  
**DENVER**  
Dr. Bruce Greenstein  
Dr. Jennifer Lee  
Dr. Ramanpreet Saluja  
Dr. David Singer  
Dr. Tera Van Houten (Pedo)  
**EDWARDS**  
Dr. Jonathan Haertel  
Dr. Erich Zimmermann
ENGLEWOOD
Dr. Justin Pearson    PPO

FOUNTAIN
Dr. Stephen Simon (Endo)  Prem/PPO

GRAND JUNCTION
Dr. Timothy Jessop     PPO
Dr. Kevin Lewis        PPO
Dr. Stephen Lewis      PPO

GREELEY
Dr. Mark Hook          Prem/PPO
Dr. Nathaniel Kunzman  Prem/PPO
Dr. Gary Sheldon (Ortho) Prem/PPO
Dr. Bryce Taylor (Endo) Prem/PPO

LAKEWOOD
Dr. Timothy Coursey   Prem
Dr. Antonio Silva-Oseguera (Ortho) Prem/PPO
Dr. Kendall Skinner   PPO
Dr. Richard Smith     PPO
Dr. Randall Wise      PPO
Dr. Erich Zimmermann PPO

LEADVILLE
Dr. Curtis Slack       PPO

LITTLETON
Dr. Robert Hendry     PPO
Dr. Stephen Simon (Endo) Prem/PPO

LONGMONT
Dr. Christopher Friedl Prem/PPO
Dr. Stephanie Ross (Ortho) PPO

LOVELAND
Dr. Christopher Friedl Prem/PPO

MONTROSE
Dr. Timothy Jessop     PPO

PAGOSA SPRINGS
Dr. Gerlinde Ehni Snyder Prem

PARKER
Dr. Anna Geving       PPO

STRATTON
Dr. Terry Imel        Prem
Dr. Kyle Mason         Prem

THORNTON
Dr. Ramanpreet Saluja Prem/PPO

WELLINGTON
Dr. Clifton Harris    Prem/PPO

WESTMINSTER
Dr. Christopher Friedl Prem/PPO

WHEAT RIDGE
Dr. Joseph Stoll       Prem/PPO

WINDSOR
Dr. Clifton Harris    Prem/PPO

WINDSOR
Did you know that Delta Dental of Colorado has created two videos for kids and teens highlighting the importance of good oral health?

Our animated video for kindergarteners through third-graders illustrates the importance of good oral health. We've distributed “The Cleaning” DVDs and accompanying lesson plans to more than 1,250 Colorado educators and 257 dental offices.

We’ve recently added a video for teenagers as well. This video takes a no-holds-barred look at the oral health dangers that teenagers face — from chewing tobacco to mouth piercings and everything in between.

Both of these videos are available to you free of charge. Visit www.deltadentalco.com/kidvid for the children’s video. The teen video is located at www.deltadentalco.com/teens

If you would like a copy of one or both videos, email mchavez@ddpco.com. Please tell us which video you want and be sure to include your name, address and email.