

Dental office update



Dental Professional Relations — we're here to help

As we strive to provide excellent service to our providers and members, an important aspect of that service is updating your records with information on new practice purchases, moves, additional locations, and provider hires in a timely manner. This helps with claims processing times and the ability for your patients to find you using our online provider search tool, Find Care. To do this, however, we need your help.

Get credentialed

The first step to adding a new provider or new practice is to get credentialed with Delta Dental of Oregon. Credentialing is the process of verifying elements of a licensed practitioner's training and experience. This helps ensure Delta Dental members have access to quality dentists within the Delta Dental provider network.

The Delta Dental credentialing program is based on the standards of national, federal and state accrediting and regulatory agencies.

After the initial credentialing is completed, re-credentialing takes place every three years. To remain a participating Delta Dental provider, the re-credentialing application must be completed and returned.

Do you anticipate a move or change?

If you have an upcoming move, a new location, billing address change, or a Tax Identification Number (TIN) change, please notify our Dental Professional Relations team. We want to keep your records accurate and up-to-date. Letting us know about any changes helps ensure your payments are sent to the correct address, reduces claim processing times, and makes sure your patients can easily find you.

As a valued partner of our dental family, we appreciate everything you do for our members.

If you have any questions, please call us at 503-265-5720 or toll-free at 888-374-8905. You can also email us at dpr@odscompanies.com.

Help your patients find affordable dental plans

Has a patient without dental insurance ever asked where he or she can find affordable dental plans? Delta Dental of Oregon offers affordable, standalone dental plans for individuals and families. Our plans offer Oregon residents:

- > Access to the largest network of contracted dentists throughout the U.S.
- > Preventive dental benefits with no waiting period
- > Basic and major services, subject to a six- or 12-month waiting period

If you'd like to help give your non-insured patients access to affordable individual dental plans, contact us toll-free at 855-718-1767 or by email at individualplans@modahealth.com for a supply of brochures to display in your front office.

The cost of not being HIPAA compliant

Do you know the financial impact an unexpected breach can have on your dental practice? If you're not compliant with HIPAA's current privacy, breach notification and security rules, your practice could face serious consequences if something should happen.

Learn what a small local doctor's office had to go through after a laptop containing protected health information (PHI) was stolen from

the office during business hours. After retaining legal counsel and an information security expert to retroactively implement new policies, procedures and practices that were HIPAA compliant, the practice narrowly avoided a possible \$1.5 million governmental fine. Read more at: www.hbclawyers.com/wp-content/uploads/DBIC-Winter-2015-Newsletter.pdf.

Say goodbye to paper!

Email dpr@odscompanies.com and request this newsletter electronically.

Dental plans in Oregon provided by Oregon Dental Service, dba Delta Dental Plan of Oregon. 10774935-OR (7/15)

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Make a difference at the 2015 Oregon Mission of Mercy

The Oregon Dental Association is hosting its sixth Oregon Mission of Mercy (OrMOM) free dental clinic November 23-24 at the Oregon Convention Center in Portland. Free dental screenings and services will be provided on a first-come, first-served basis. Of the patients served at past clinics:

- > 86.3% did not have dental insurance
- > 70.9% traveled fewer than 20 miles to get to the clinic
- > 39.5% were in pain before coming to the clinic
- > 7.3% had never been to the dentist before

OrMOM combines the donated services of hundreds of volunteers to provide free dental services. We need your help to make our 2015 clinic a success. Both dental professionals and community volunteers are needed. Interested? Sign up today at www.oregondental.org.

Do you know your Dental Professional Relations representative?

To ensure you have the resources to file your fees, update your office information, and receive timely responses to your inquiries, we are dedicated to delivering exceptional service every time you call. Along with the friendly voices on the phone, did you know you have your very own Dental Professional Relations service representative?

As another point of contact, Kristin Nistler is here to answer your questions about network participation, fee filing and claims. A seasoned dental care professional who has been with Delta Dental since 2008, Kristin continues to build relationships with our participating dental providers throughout Oregon. She also hosts free educational workshops throughout the state that cover topics related to Delta Dental programs, policy changes and online tools.

If you think your office could benefit from a quick refresher on Delta Dental policies, please contact Kristin at 503-382-5368 or kristin.nistler@odscompanies.com. She would be happy to schedule some time to meet with you and your staff.



Delta Dental of Oregon

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ODS is now Delta Dental Plan of Oregon

As you know, we were a founding member of Delta Dental and we've been a Delta Dental member company since day one. As a national brand, we are able to leverage the Delta Dental network to help provide our members with quality dental plans and access to great providers, like you.

This name change will not affect how our partners do business with us. We're still the same company,

with the same great dental plans and exceptional service that our members have come to expect from us.

We know with this change, you'll have many questions. To help answer a few of those, we want to assure you, this is a name change only.

Together, we provide a national provider network and quality dental benefits so your patients can enjoy a healthy smile.