

Dialogue



News for Network Dentists and Staff | Summer 2017



2 | **Dentist Connection Update**
We are committed to providing you and your patients with quality service. This includes providing you and your office with the latest technology solutions.

3 | **New National Direct Deposit**
Beginning this fall, Delta Dental will be offering national direct deposit so you don't need to sign up with each individual Delta Dental member company.

3 | **Get Your Walk On**
The Healthiest State Initiative's seventh annual statewide walk, presented by Delta Dental of Iowa, will be held on October 4. We challenge you to encourage your employees to take a break and walk for 30 minutes.

4 | **Fall Provider Seminar**
We will be hosting two regional meetings for providers and office staff on Wednesday, October 11 in Des Moines and Friday, October 13 in Iowa City.

We Want to Hear From You

Watch your mail for our 2017 Provider Survey. The online survey will be available near the end of September. We appreciate your feedback to help improve your experience with Delta Dental of Iowa.



Dentist Connection: Quickly Connecting You to Your Patients and Delta Dental

Delta Dental of Iowa is committed to providing you and your patients with quality service. This includes providing you and your office with the latest technology solutions so you can work more efficiently with Delta Dental, giving you more time with your patients.

A number of changes and enhancements have been implemented since we introduced our new website earlier this year. Below are a few highlights:

- **Patient benefits in 10 seconds or less.** Using the secure Dentist Connection, you can view all the details you need regarding your patients' benefits and eligibility. Enter the patient's name and date of birth to verify coverage and eligibility.
- **Receive faxback for one member or an entire family.** You can choose to receive the faxback for all members on a plan or a single patient using Delta Dental's automated phone system.
- **Patient history for up to five years.** Not only can you view coverage and benefits for your Delta Dental patients on the Dentist Connection, but you can also see patient history for up to five years so you will know when your patients are eligible for certain dental services that may have date limitations.
- **Determine coverage with the Benefit Estimator.** The Benefit Estimator tool shows what Delta Dental will pay for a particular dental procedure for your patients. Once a benefit estimate is completed, you can use this as a pre-determination or file a claim for a patient. You can also print and provide the estimate to your patient.
- **No ID card needed.** You can view patient information for benefits and eligibility on the Dentist Connection by searching the patient's name and date of birth. There is no need to ask patients for an ID card or member number. This is helpful when seeing new patients.
- **View additional details on group limitations.** Our secure Dentist Connection allows you to review plan limitations for your patients, including frequencies for certain procedures and coverage exclusions. To quickly check for specific plan limitations, you can filter the list and sort by procedure description.

Our Professional Relations team is here to help you and your office through these changes. If you have any questions about using the Dentist Connection, resources are available on our website or you can contact our Professional Relations team via email at provrelations@deltadentalia.com.

New National Direct Deposit Coming this Fall

Delta Dental offers dentists direct deposit to receive claims payments faster and without the hassle of paper checks. Beginning this fall, Delta Dental will begin offering national direct deposit so you don't need to sign up with each individual Delta Dental member company.

If you currently receive claims payments via direct deposit from Delta Dental of Iowa, you may opt-in to receive all payments from all Delta Dental member companies. There is no need for you to provide your banking information again since we already have it on file.

Please note: If you currently receive direct deposit from other Delta Dental member companies, they may discontinue direct deposit with you and require you to sign up for national direct deposit with Delta Dental of Iowa to continue receiving deposits.

The Delta Dental National EFT/ERA solution will have one central location to retrieve all your direct deposit electronic remittance advices (ERAs). Simply:

- 1 Go to deltadentalia.com
- 2 Use your current Delta Dental of Iowa username and password to sign in to the secure Dentist Connection
- 3 Click on the link to the EFT/ERA National Portal website
- 4 Retrieve your ERAs regardless of the Delta Dental member company that made the deposit

Delta Dental of Iowa is excited to offer this new feature, which is designed to streamline and simplify the EFT/ERA process for your office. We encourage you to consider authorizing this enhancement.

Please watch your mail and email for additional information and an authorization form.

If you have any questions, please contact Professional Relations at 800-544-0718 or email provrelations@deltadentalia.com.



Get Your Walk On – Healthiest State Walk October 4

The Healthiest State Initiative's seventh annual statewide walk, presented by Delta Dental of Iowa, will be held on October 4. This year the Healthiest State Initiative is asking companies, schools and communities to increase awareness of the health benefits of walking 30 minutes a day.

Delta Dental of Iowa challenges you to encourage your employees to take a break on October 4 and walk for 30 minutes. The goal is to have walks in all 99 Iowa counties.

For more walk information and to register a walk, visit iowahealthieststate.com/healthiest-state-walk.

Mark Your Calendars: Fall Provider Seminars

Delta Dental of Iowa will be hosting two regional meetings for providers and office staff on the following dates:

Des Moines

Wednesday, October 11
DMACC FFA Enrichment Center - Ankeny
1:00 p.m. - 4:00 p.m.

Iowa City

Friday, October 13
Coralville Marriott Hotel & Conference Center
9:00 a.m. - 12:00 p.m.

Topics include:

- 2018 CDT changes
- Processing policy updates
- Using the online Dentist Connection
- Information technology cyber security and HIPAA compliance
- Dentytics
- Dental Wellness Plan expansion update
- National EFT/ERA solution



To register, please visit deltadentalia.com/dentists and click on the Fall Seminar image. These informational sessions are open to Delta Dental dentists and their office staff at no cost. Register by Friday, September 29. One continuing education credit will be granted.