



Promoting healthy smiles with evidence-based care

We know you are committed to improving the oral and overall health of your patients. To help you keep your patients healthy, we are introducing a new feature on our Dentist Connection and faxbacks that identifies preventive services patients may need using evidence-based practices.

When you look up a member on the Dentist Connection or on the faxback you will see a message on recommended dental treatments. Members will also see messaging on the Delta Dental Member Connection site.

Messages include the following services:

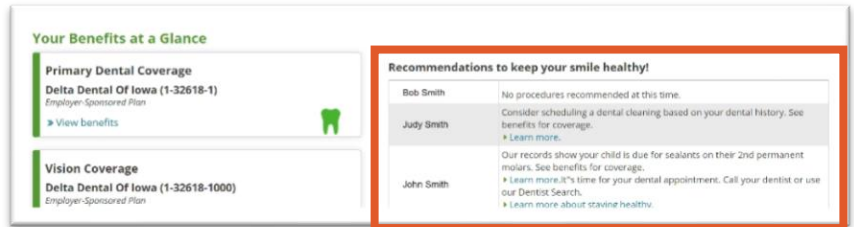
- Sealants for children
- Fluoride treatments for at risk adults and children
- Annual dental exam
- Periodontal maintenance

You will see these new recommended treatment messages beginning May 15. Please see below for some frequently asked questions.

Frequently Asked Questions:

Will the member see these same messages on the Member Connection?

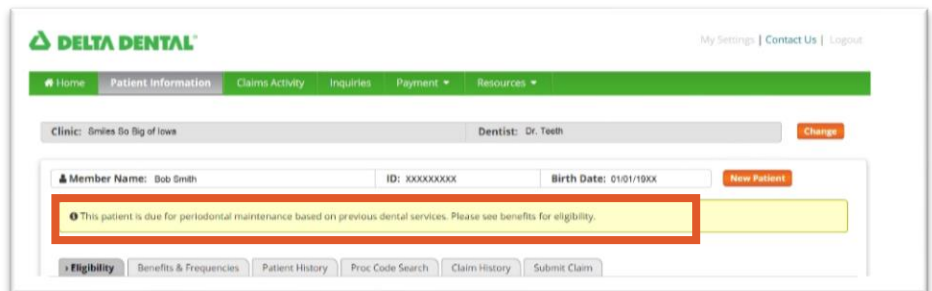
The member will see a similar message on the Member Connection to get the recommended treatment.



Where will I see the message if my patient should receive these preventive services?

On the Dentist Connection when you go to the Patient Information screen, you will see a yellow box with the recommended treatment.

This message will also appear on the faxback.



What types of services will be recommended?

- Periodontal maintenance
- Fluoride for adults and children at high risk for caries
- Sealants for children
- Preventive services if the patient has not had a claim in the last 12 months

How does Delta Dental determine which services to recommend?

There are a number of factors that determine which services Delta Dental would recommend based on previous services such as periodontal maintenance or on the patients' age in the case of recommending sealants.

Does Delta Dental cover the recommended services if they are recommended for the patient?

Each patient has different benefits and coverage for services. To see if your patient is eligible for the recommended services, please see the benefits and frequency tab. Dental benefits are designed to encourage preventive care, so many plans will cover these recommended treatments at little to no cost for the patient.

Will Delta Dental offer additional treatment recommendations?

We are always looking at new dental science research and may add other treatment recommendations in the future.

My patient is showing that they have not had a preventive visit in the last year. I know they received treatment in my office in the last 12 months, can this information be updated?

The messages displayed are based on Delta Dental of Iowa claims data. If your patient was not covered previously by Delta Dental of Iowa, we would not know if they have had this service. Keep in mind, these are recommended services and it is up to you and your patient to determine the best treatments going forward.

Questions:

If you have any questions, you can contact our member and provider services team at 800-544-0718.

These changes will be effective on Friday, May 15.