

Dental Office Update



Quest/BetterDoctor

New Directory Verification Requirements

Delta Dental of Oregon and Alaska is excited to announce that we have partnered with Quest Analytics and their BetterDoctor online platform to verify your provider directory information. This partnership came about due to the new federal Consolidated Appropriations Act (CAA) requiring health plans, including dental plans, to verify and update their provider directory information at least every 90 days.

What does this mean for you?

Effective June 1, 2024, you will be contacted by BetterDoctor every 90 days by fax, mail, email and/or telephone to verify your provider directory information. Please respond and attest or provide changes when you receive outreach. The federal law requires providers to validate the accuracy of their information every 90 days, even if there are no changes to the information.

How it works

- BetterDoctor will contact you quarterly by email, fax, telephone and/or US mail. Their outreach will indicate Delta Dental of Oregon and Alaska as a participating dental plan.
- You'll be asked to visit betterdoctor.com/validate and enter the access code given to you by BetterDoctor. (It is an eight-character alphanumeric code and is not case sensitive.)
- Verify and update your information using the online tool via the BetterDoctor portal.
- BetterDoctor verifies information for each practicing location and providers, so you may receive more than one verification request. Access codes provided on communications are specific to the providers and locations listed.
- If your group includes 20 or more practitioners, you can register to participate in the BetterDoctor roster process designed for large groups and health systems.

Updates captured by BetterDoctor will be passed on to Delta Dental of Oregon and Alaska and entered into our system.

For more information about [BetterDoctor visit their website](#). You can also contact BetterDoctor at support@betterdoctor.com or by phone at 844-668-2543, Monday through Friday, 7 a.m. to 3 p.m. Pacific Time.

Intellectual and/or Developmental Disabilities (IDD)

A new benefit program for patients with IDD

According to the World Health Organization, one in every 10 people have a disability. Of those, two-thirds do not receive any kind of dental care despite having higher rates of oral health issues. We believe everyone deserves a healthy smile. As such we are pleased to announce that Delta Dental of Oregon & Alaska has launched enhanced benefits for adult and pediatric members with Intellectual and/or Developmental Disabilities (IDD).

This program will offer benefits designed to improve the experience for patients with IDD and reduce barriers to getting the dental care they need.

What is included in the benefit?

- Additional visits to the dentist's office and/or consultations prior to the first treatment. Patients can learn what to expect and what is needed for a successful dentist appointment.
- Up to four dental cleanings in a benefit year.
- The application of silver diamine fluoride (SDF).
- Nitrous oxide and dental case management to help dental staff provide oral health care for patients with sensory sensitivities, behavioral challenges, severe anxiety, or other barriers to treatment.

Who is eligible?

This enhanced benefit is available to any fully-insured Delta Dental of Oregon or Delta Dental of Alaska member with an Intellectual and/or Developmental Disability. The American Academy of Pediatric Dentists defines an IDD as: Any physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or limiting condition that requires medical management, health care intervention and/or use of specialized services or programs.

Common examples include:

- Autism
- Behavior disorders
- Brain injury
- Cerebral Palsy
- Fetal Alcohol Syndrome
- Down Syndrome
- Spina Bifida

Before rendering services, please check the member's eligibility file in Benefit Tracker to verify coverage. If eligible, you will see an "Enhanced benefit" attribute on the group limitations page. There is no age limit for these benefits.

How do I enroll members?

Call the Delta Dental Customer Service team at **888-217-2365** to find out how to get the Intellectual and/or Developmental Disabilities enhanced benefit for your eligible patients.

[Click here to view the program's benefits](#) or visit deltadentalor.com under Resources.

Health through Oral Wellness Helpful Tips

Helping you and your patients get the extra enhanced benefits they need!

Program Tip: Remember, patients' enhanced **Health through Oral Wellness** benefits are not activated until a qualifying PreViser risk assessment has been submitted through PreViser to Delta Dental of Oregon.

To submit a risk assessment for your patient, simply complete PreViser's online patient evaluation on the same day as treatment, click the "submit" button, and your patient's individualized oral health risk scores will immediately populate within their PreViser profile.

If the patient scores at moderate to high risk for caries, periodontal disease and/or oral cancer from tobacco, then their enhanced benefits for **extra cleaning, fluoride treatments, medicaments, tobacco cessation and more** are immediately activated with Delta Dental of Oregon.

Please note that the enhanced benefits are not effective as of the **exam date** on the **PreViser risk assessment**. Enhanced benefits are only

activated as of the **submitted date** (the date when we received the submitted PreViser score from your office).

For more **Health through Oral Wellness program** details [visit our website](#) or watch for an invitation to our 2-part online training series scheduled for July.

For questions email htowor@deltadentalor.com or call 1-844-663-4433.

Summer Workshop Schedule

Join us online for our free Virtual Workshops!

There is no cost to attend these workshops and you will be entered into a \$25 raffle just for attending! Registration is open to all dental staff.



Dental Provider Workshop

Wednesday, June 19th from 12 - 1 p.m.

Your Dental Professional Relations team will be hosting a workshop to help you learn about any Delta Dental of Oregon policy changes, plan benefits, network options, dental programs, and much more.

If you haven't received our notification to register for this workshop, please email us at RSVPdpror@deltadentalor.com.

Health through Oral Wellness Workshop Series

Part 1- Wednesday, July 17th for Beginners from 12 - 1:00 p.m.

This workshop is designed for attendees who are new to the Health through Oral Wellness program or for individuals who are familiar with it but want to know more program details. In this workshop, we will be covering program benefits, who is eligible, how to submit a risk

assessment through PreViser, and what scores qualify a patient for the program.

Part 2- Wednesday, July 24th Tips and Tricks from 12 - 1:00 p.m.

The second part of the series is designed for individuals who are already familiar with the Health through Oral Wellness program but want to know more about PreViser's application and other PreViser features.

Watch your email for a invite to register for this series around late-June.

Provider Handbooks
[Dentist Handbook \(PDF\)](#)

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