

# Dental Office Update



## Get your patients' info faster with enhanced IVR!

IVR with fax-back is now available to verify eligibility and benefits for your ODS/OHP Community as well as your Delta Dental of Oregon and Alaska patients!

Our IVR with fax-back has options to obtain the following information:

- Full breakdown of benefits
- Code-specific benefits, including verification of primary teeth
- Orthodontic benefits
- Claim or predetermination status

To use IVR with fax-back:

- Call the dental customer service phone number on the back of the member's ID card
- Reference the member ID number and their birth date
- Have your provider's tax ID number and fax number available

You can use IVR with fax-back 24 hours a day, seven days a week, including holidays.

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## Billing tips for quicker payments

In order to prevent electronic claim delays please ensure:

- Box 48 indicates the billing/remit address
- Box 49 includes your organizational, Type II NPI number, if applicable
- Box 53 displays the correct treating provider
- Box 54 has the provider's individual, Type I NPI number listed
- Box 55 includes the correct treating provider's license number
- Box 56 indicates the physical service address

When submitting claims via mail, **please do not staple sheets together**. This one simple fix will expedite the uploading of your submitted documents for processing.

And please notify the Dental Professional Relations team of any new associates, change in ownership, address updates, etc., **prior** to submitting claims to ensure timely payments. Many of these documents can be found on [Delta Dental of Oregon's website](#) under the Resources tab and then Forms and Docs. Also check with your software vendor to ensure that your claims are being submitted with the correct information.

If you have any questions about updating your office profile, please reach out to us by email at [dpror@deltadentalor.com](mailto:dpror@deltadentalor.com) or call us at 888-374-5905 for assistance.

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## What you need to know about Non-Covered Services for Medicare Advantage members

With more and more seniors looking for affordable dental coverage, many plans now offer supplemental dental coverage through their Medicare Advantage medical plans. These plans can offer an array of benefits from simple embedded preventative services to extensive dental coverage.

Delta Dental of Oregon is currently contracted with Providence Health Plans (PHP).

PHP offer multiple Medicare Advantage plan designs. Members may have the option to choose which provider they seek treatment from depending on their plan choice. Some PHP plans provide benefits only if the member seeks treatment from a contracted Medicare Advantage provider. To locate the plan benefit information, review benefits and covered services, visit the group limitations tab in [Benefit tracker](#).

One of the most common questions we get asked is, “when do I have to use a non-covered services waiver”?

All Medicare Advantage plans fall under the regulatory board of the Center for Medicare and Medicaid (CMS). When providing treatment to Medicare Advantage members, you must follow CMS's rules and regulations. It is their job to make sure that their clients, your patients, are treated fairly, and the patient is informed of the scope and cost of their treatment.

If a proposed service is not a covered benefit on a Medicare Advantage patient's plan, then the provider must obtain the patient's signed consent **prior** to the non-covered services being rendered. The signed consent must include the procedure code, a description of the proposed services, the patient's out of pocket cost, and their signature. You can use

the [non-covered services waiver](#) provided on Delta Dental of Oregon's Medicare Advantage webpage or your own documentation if it includes the procedure codes, a description of the procedure, the patient's out of pocket cost, and their signature prior to treatment. There is no need to send this consent in with your claims, please just keep this documentation in the patient's records.

Without a signed non-covered service waiver/signed consent, the services would be a provider responsibility and not billable to the patient. A general financial waiver is not sufficient unless it includes all the required items above. This is only for truly non-covered services and does not apply to services that were denied due to annual maximums or frequency limitations.

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## See you at the Oregon Dental Conference

April 3rd and 4th!

Drop by our booth and say "Hello!"



Dental Professional Relations and ODS Community Dental representatives will be onsite to answer your questions and share useful information about everything we have to offer. Discover new programs, get the latest news about our different networks, and meet your Delta Dental and ODS Community Dental team members.

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## Save the Date for our upcoming Provider Webinars!

Your Delta Dental of Oregon service representatives will be hosting several virtual workshops in the next couple of months via Microsoft Teams. Please see the below details to join us for our free webinars and be entered to win a **\$25 gift card** for attending!



### Health through Oral Wellness

Basic Training  
Part 1

[Wednesday, April  
16th, 2025  
12-1:00 pm Part 1](#)

Join us to learn more about what this program can do for you and your patients. If you are new to the program, want to know more about it, or you could use a refresher, this is the course for you!



### Health through Oral Wellness

Tips & Tricks  
Part 2

[Wednesday, April  
23rd, 2025  
12-1:00 pm Part 2](#)

Want to know even more! In the second half of this series, we will be reviewing additional PreViser features and updates. You will have time to ask any questions and get feedback.



### Oregon Providers Workshop

[Wednesday, June  
18th, 2025  
12-1:00 pm](#)

Some of the topics we will be covering include policy changes, network options, helpful billing tips, enhanced programs, best practices, and more!

Watch your email for your official invitation to register! These invites will be sent out about a month before each webinar. If you did not receive an invitation, please email us at [rsvpdpror@deltadentalor.com](mailto:rsvpdpror@deltadentalor.com) and we can get you registered for the webinars of your choice.

#### In your RSVP, please include:

- Which event or events you would like to attend
- Attendee(s) name(s)
- Practice name & phone number
- Email address to receive your invite
- Email address for additional staff members wishing to attend using a different email

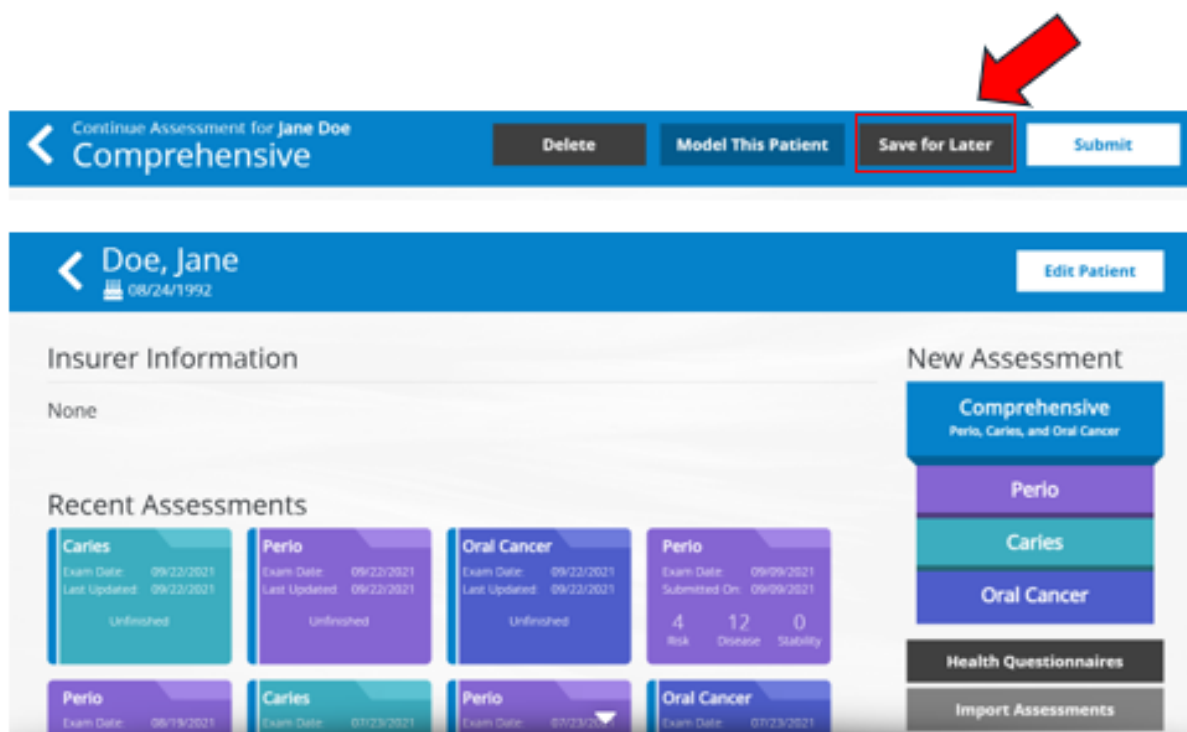
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## Health through Oral Wellness Tips & Tricks

How to get the most from this program!



Get to know PreViser's "Save for Later" button and save yourself valuable patient time!



Save time by preloading your patient's information into PreViser before their scheduled appointment!

When you preload your patient's current clinical information into PreViser, you can save your patient's important data, and your valuable clinical time.

To do this, simply add the patient's current clinical data into a new risk assessment, click the save for later button, and when your patient comes in for their appointment, open up their unfinished assessment, update anything that needs to be updated, finish the assessment, and click submit to finalize their report.

You can preload a patient's information into a PreViser risk assessment at any time before their appointment and update any changes during the visit.

This button is also helpful to save any of your patient's information if you should get interrupted while completing an assessment.

PreViser has a HIPAA compliant timeout warning that will appear if its left dormant for 10 mins or more. If you miss this time-out warning and have not saved your information, you will lose everything that you have just entered. If you get interrupted while completing an assessment, use the **Save for Later** button to save what you have currently loaded. After you

have saved your patient information, you will always be able to go back into the patient's profile and retrieve their preloaded or unfinished assessments.

This is a great way to make your PreViser risk assessment even that much more efficient!

If you'd like more information about the **Health through Oral Wellness program** or an office training, please reach out to us at [HTOWOr@DeltaDentalOR.com](mailto:HTOWOr@DeltaDentalOR.com) or call our dedicated Health through Oral Wellness provider line at 1-844-663-4433.

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