

# Dental Office Update



**Thank you for saying hello!**



Thank you for all who stopped by the Delta Dental of Alaska booth at the 2022 Alaska Dental Society Annual Meeting in Anchorage. It was very nice to see all the familiar and new faces.

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## Identifying AlaskaCare retiree plan types in Benefit Tracker



State of Alaska Retirees have multiple plan designs. Depending on when the the patient became a retiree they could be on the Standard or Legacy retiree plan. You can identify which plan the member is on via Delta Dental of Alaska's online eligibility and benefits platform, Benefit Tracker(BT). Within BT, review the Group Limitations section for the patient to confirm which plan your patient is on.

#### Standard Plan:

Claims must be submitted within 12 months from the date of service.

The plan does not cover cosmetic services or treatment that is not dentally necessary.

#### BENEFITS:

For benefit and frequency limitations, refer to [AlaskaCare Retiree Standard plan](#) link under Documents on Benefit Tracker.

Procedures listed below are considered medical in nature and should be submitted to the AlaskaCare Retiree medical plan through Aetna: (procedures with \* see exceptions)

#### Legacy plan:

Claims must be submitted within 12 months from the date of service.

The plan does not cover cosmetic services or treatment that is not dentally necessary.

Medical is primary for accident related services.

#### BENEFITS:

For benefit and frequency limitations, refer to [AlaskaCare Retiree Legacy plan](#) link under Documents on Benefit Tracker.

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## What is credentialing and when is it required?

Credentialing is the process of verifying a licensed practitioner's training, experience, and current competence. Credentialing is based on healthcare industry standards and help make sure Delta Dental members have access to high-quality dentists within our dental provider networks. Our credentialing program is based on the standards of national, federal, and state accrediting and regulatory agencies.

A practitioner applies for credentialing when initially joining the Delta Dental of Alaska provider network and is recredentialed every three years after that. The forms for credentialing and/or recredentialed can be found on our website at [Delta Dental of Alaska | forms and documents for providers \(deltadentalak.com\)](#).

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## Thank you to everyone who joined our June 9th Provider Workshop!

These virtual provider workshops are hosted by your DDAK Service Representative throughout the year. If you missed this last one, keep an eye out for future workshop invites.



#### Provider Handbooks

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

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