

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 deltadentalak.com under Resources.

Are you maximizing your patients' extra Oral Health, Total Health benefits?

The Oral Health, Total Health program can provide extra care to your patients who have been diagnosed with diabetes or who are in their third trimester of pregnancy.

As you probably know, people with diabetes are at an increased risk for cavities, gum disease, tooth loss, dry mouth, infections, and more. This program offers four preventative or periodontal maintenance cleanings a benefit year for a patients diagnosed with diabetes.

For your patients who are pregnant, a third trimester cleaning has proven to remove harmful bacteria from the oral cavity that can enter the bloodstream triggering inflammation, early labor, and underweight babies. This program allows for an early cleaning during the patient's third trimester.

To check if your patient is eligible for the extra benefits of this program, simply log into Benefit Tracker, "click" the Group Limitation tab, and

search for the Oral Health, Total Health plan benefits listed on the patient's file.

Eligible patients can enroll in this program by calling Delta Dental Customer Service at 877-277-7280 or by [filling out the enrollment form](#) found here along with the program's informational flyer.

More information about this program can be found on our website at deltadentalak.com under the resources tab then additional benefits and programs tab.

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

[888-374-8905](tel:888-374-8905) | dprak@deltadentalak.com | DeltaDentalAK.com

Delta Dental of Oregon | 601 S.W. Second Avenue, Portland, OR 97204

deltadentalor.com

[View this email in a browser.](#)

[Sent to .](#) [Privacy and Transparency Center](#) | [Manage Preferences](#)