



Dental office *update*



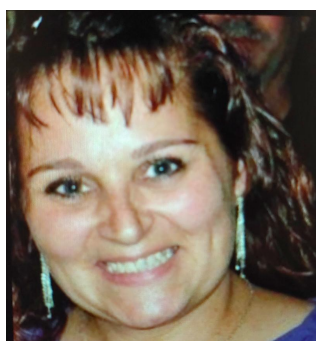
Oregon | Fall 2020

Do you know your Professional Relations Service Representatives?

Many of you are familiar with the Dental Professional Relations department but did you know you have your very own service representative?

Our service representatives provide another point of contact for you, our dentist community. They help with questions regarding network participation, fee filing, and a variety of claims questions.

Service Representatives also present complimentary educational workshops throughout the state. These workshops help our dental offices to understand group and policy changes, become aware of our web based tools, and also create a fun and friendly atmosphere where the dental office staff can sit back, relax, and learn alongside other dental teams from their area.



Shannon Jones
Service Representative, Dental PR
shannon.jones@deltadentalor.com

Shannon has been in her current position with Delta Dental of Oregon since February 2019 and with Delta Dental of Oregon & Alaska since 1996. She started in Dental Claims specializing in Coordination of Benefits Investigation before moving into a role with Customer Service. She held a leadership position within Dental Claims working with new staff training and problem solving more extensive claim scenarios.

"I enjoy working with people and trying to make a difference. Delta Dental of Oregon is a company that cares for its employees and their communities. I am proud to be part of this team and look forward to working with our providers throughout Oregon"

~ Shannon Jones

Wendy started with the dental professional relations team in September 2019. Her previous experience comes from twenty-one years of patient care as a clinical and restorative hygienist. She shares a love for all things

dental and is excited to assist providers, their staff, and members however she can.

"I am excited to share what Delta Dental of Oregon can offer and am committed to helping providers grow their business while still providing excellent patient care. My main focus is helping providers support their practice and their patients." ~ Wendy Neidig



Wendy Neidig
Service Representative, Dental PR
wendy.neidig@deltadentalor.com

Processing change: General anesthesia billed with non-surgical procedures

Going forward on our standard plans, if anesthesia is billed with non-surgical services, it will deny as not covered. However, if the member has a medical condition it may be covered. We have added additional programming for incoming claims that will cause the claim to edit for review of the condition when the providers include the specific phrase "**medical condition**".

Most plans cover anesthesia when performed by a dentist in conjunction with oral surgery OR with non-surgical services if the patient has a medical condition such as s Down's Syndrome, Cerebral Palsy, Epilepsy, etc.,. If you have a patient with a medical condition and anesthesia is performed in conjunction with non-surgical services please list the words "**medical condition**" in the remarks section of the claim form to ensure consideration for payment.

Billing tips for quicker payments

In order to prevent electronic claim denials please ensure:

- Box 54 has the provider's individual, Type I NPI number listed
- Box 49 includes your clinic, or Type II NPI number
- Box 53 is listing the correct treating Dentist. Please ensure the treating provider is active with DDOR
- Box 56 indicates the treating address
- Box 48 indicates the billing address

** Please advise Dental PR immediately for updating any new associates or address changes prior to submitting claims*

Please work with your software vendor to ensure that your claims are being submitted with the correct information. If you have a new associate, change in ownership or an address update, please contact Dental PR at 888-374-5905 or email us at dpror@deltadentalor.com for assistance in updating your office profile.

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.

Thank you for attending our virtual Provider Workshops!

In adherence to physical distancing recommendations and to help keep our dental community safe, we changed our provider workshop platform to an online forum this year. Although we missed seeing everyone in person we truly hope you found attending our workshop helpful.

If you have topic recommendations for future workshops, please email them to RSVPdpror@deltadentalor.com

We'd like to thank each dental office that responded to our dental provider accuracy update request. Your participation is very important to helping us meet our goal of 100 percent accuracy so patients can easily find you.

We appreciate your time and thank you for helping us provide our members access to the highest quality of dental care throughout the state!

Provider Handbooks

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

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