

Dental Office Update



Summer 2025

Thank you for stopping by and saying Hello!



Thank you to everyone who stopped by our booth at the Oregon Dental Conference!

It's always a great opportunity to catch up and share all that we have to offer.

We appreciate you and thank you for providing excellent dental care to your patients and our members!

Save valuable time Credentialing or Recredentialing by creating a free CAQH ProView Profile

By creating your free provider profile through **The Council for Affordable Quality Healthcare (CAQH)**, you can easily share or update your credentialing/recredentialing information with any healthcare entity you choose. This web-based data system standardizes the credentialing process and gives you a convenient way to safely share your information with the participating healthcare entities you use.

To find out more about CAQH and how you can register for your free account, please visit our [Contracting and Credentialing](#) page at

If you prefer to directly credential with us, please visit our [Resources](#) page at DeltaDentalOR.com for more credentialing information and to obtain the credentialing or recredentialing forms you need.

Medicare Non-Covered Service Waivers

For our contracted Medicare Advantage providers, please make sure that you use either our [non-covered services waiver](#) found on our website, or a signed treatment plan including all information required by the Center for Medicare and Medicaid (CMS) **prior** to rendering treatment. The required non-covered services documentation must include CDT code(s), a description of the treatment, the patient's out of pocket cost, and their signed consent prior to rendering any non-covered services to be considered billable to the patient.

For more information, please visit our dedicated [Medicare Advantage webpage](#). You can also find additional information in the [2025 Spring Dental Office Update newsletter](#) found under the resource tab of our website at DeltaDentalOR.com.

Member benefits are available on Benefit Tracker or by calling Delta Dental Customer Service at 888-217-2365.

Best Billing Practices: Benefits of Submitting Claims Electronically

Get your claims processed faster!

You can reduce the time it takes to process your claims by following these simple steps.

- Provide all pertinent patient and treatment information including subscriber ID, relationship, date of birth, valid CDT codes, tooth, surface, arch and quadrant as appropriate.
- If the patient is covered by more than one Delta Dental of Oregon and Alaska plan, submit one claim form indicating the name of both subscribers, subscriber IDs, and the group number for both plans.
- If the patient is covered by another carrier other than Delta Dental of Oregon and Alaska, indicate the above information plus the name, address and policy number of the other carrier.
- If a patient has primary insurance through another carrier, the primary payment amount from that insurance company will need to accompany the claim for consideration of payment. We accept the primary payment amount electronically without the need for an

Explanation of Benefits. Please reach out to your clearinghouse if you have questions on how to electronically submit primary payment amounts on your claim form.

Following these steps can help reduce the amount of returned claims and lower your administrative costs.

Protect your patient's smile so they can play on!

Did you know that athletes in contact sports who wore mouthguards were between 82% and 93% less likely to suffer dentofacial injuries when compared to those that didn't?

Please talk to your patients today to see if an athletic mouthguard will help them stay safe.

Check Benefit Tracker or use IVR with fax-back to see if your patient's plan includes coverage for **Fabrication of Athletic Mouthguard (D9941)**.



Is your PreViser account still active?

Has it been a while since you last performed a PreViser Oral Health Risk Assessment on your Health through Oral Wellness patients?

As of March 31st, 2025, PreViser made the necessary decision to decommission inactive accounts that have not been used in over 5 years.

If your account was decommissioned and you would like to reregister for another free PreViser account, please go to DeltaDentalOR.com and locate the [Resources/Additional benefits and programs page](#) or you can sign up directly with PreViser by going to their website at www.PreViser.com.

If you would like to know more about the Health through Oral Wellness program, the benefits that you and your patients could receive, or if you

would like a personalized training, please reach out to us by email at HtOWOR@DeltaDentalOR.com or phone on our dedicated provider line at 844-663-4433.

Save the Date for our upcoming 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!



Oregon Providers Workshop

**Wednesday, June
18th, 2025
12-1:00 pm**

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



Health through Oral Wellness

Basic Training
Part 1

**Wednesday, July
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, July
23rd, 2025
12-1:00 pm**

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.

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 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
- Attendees(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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