



# Dental office *update*



Oregon | Summer 2020

## Help for your practice

As dental offices begin to re-open to resume non-emergency dental services, Delta Dental of Oregon & Alaska is aware of the increased costs associated with following additional safety measures during in-office visits.

We are pleased to announce that we will be providing temporary PPE assistance for private practices in the amount of \$7 per in-office visit occurring between June 1 and Aug. 31, 2020.

In order to receive reimbursement for PPE, submit a claim as you ordinarily would for services provided and include the following code:

- D1999 - Miscellaneous

Please note that allowance for this temporary assistance may vary from group to group and may apply towards the member's annual maximum.

### Questions?

For more information, please contact Dental Customer Service at 888-217-2365.

## Smile! We've got a new website for you...

We want our members to enjoy great dental health. And, we want to make it easy for you to work with us. That's why we have launched a new website with customized experiences for both our members and providers - [deltadentalor.com](https://deltadentalor.com).

You can use the new site to:

- Check up on billing and claims
- Verify a patient's eligibility
- Download forms and guides
- Find out about credentialing
- Learn about Dental Optimizer
- See other care we provide and more

Our members can:

- Review their coverage for specific services, check claims status, check out-of-pocket status, view their annual deductible and see their explanations of benefits (EOBs)
- Check out the latest Delta Dental news and brush up on their dental health education
- Access Dental Tools to:
  - Find out if their dentist is in-network
  - Find a new dentist or dental provider
  - Ask a dentist confidential questions
  - Get cost estimates
  - Schedule dental appointments

Also, our email will remain the same: [dpr@modahealth.com](mailto:dpr@modahealth.com).

Enjoy your new site. Visit [deltadentalor.com](http://deltadentalor.com) today.

## Now you can attend our Provider Workshops, virtually

Due to COVID-19, our Provider Workshops will now be held virtually. We will miss seeing you in-person, but your health and safety are important to us.

Simply choose the day and time that best suits your schedule:

**Monday August 3rd 11:30 - 12:30**

**Wednesday August 5th 12:30 - 1:30**

**Friday August 7th 10:30 - 11:30**

Then email [DentalWorkshopRSVP@modahealth.com](mailto:DentalWorkshopRSVP@modahealth.com) with your practice name and address. Be sure to include the date and time that works for you.

We look forward to seeing you online soon.

## Get your patients' info faster...

Remember, you can get the info you need about your Delta Dental of Oregon and Alaska subscribers and covered dependents - faster. Just use the interactive voice response (IVR) with fax-back option when you call dental customer service.

Our IVR with fax-back option also lets you check code-specific benefits! Plus, you can use the main menu to even more quickly access highly used options.

To start using IVR with fax-back:

- Call the dental customer service phone number on the back of the member's ID card. After selecting the provider option, you can choose IVR or talk with a representative.
- Reference the member ID number and their birth date
- Have your provider tax ID number and fax number available
- You can use IVR with fax-back 24 hours a day, seven days a week, including holidays.

*Please note: IVR with fax-back is not available for Oregon Health Plan (OHP) members.*

## Medicare Advantage member reminder

As a friendly reminder, Molina members covered through Delta Dental Insurance Company (DDIC) should be seeking services from a DDIC contracted Medicare Advantage provider in order to receive in-network benefits. Please be sure to check patients' eligibility and benefits before providing services.

### Provider Handbooks

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

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

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