

7 ways we're keeping dentists



A quick, helpful welcome to
our valued providers from
Delta Dental of Idaho.

**SMILE
POWER**

 **DELTA DENTAL®**





Welcome to the Delta Dental of Idaho provider network.



Your success is our #1 priority and with that success comes healthy smiles and healthier lives for your patients.

We've assembled this quick introductory guide to highlight 7 essential tools available to you and your practice, including valuable support services, technology and programs available from Delta Dental of Idaho to benefit your practice and patients.



Savings Power



Membership does have its privileges.

And that's where our Value Added Program benefits save the day. Huge cost saving programs and free services to reduce overhead and increase your profitability.

The savings are standing by:

Electronic programs and services

Digital tools to help you make the most of your bottom line — including Direct Deposit/Electronic Remittance Advice (ERA), online claims submissions and innovative analytics and reporting applications to better patient health.

Free and discounted services

As a member of the Delta Dental network of dentists, you can take advantage of exclusive free or discounted services, including:

- Helpful patient education materials located on our website
- Informative educational workshops
- Convenient language line
- 457 Deferred Compensation program for sole practitioners

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Dental Office Deals

Here's the deal(s) — we're taking care of business for our providers, by providing deeper savings on everyday practice expenses, including:

Rotary instruments

Healthy discounts on Komet rotary instruments

Dental supplies

Discounts on hundreds of products

Defibrillator

Savings on the most popular models through AED Professionals

Shipping

Discounts from 19% up to 52% for select FedEx and UPS services

Cellular service

Discount services from AT&T, Verizon and Sprint — some up to 27% off

Commercial drinking water services

Refreshing savings through Nestle Waters and DS Waters

Office supplies

Drastic cost reductions through OfficeMax and Staples — up to 70% off

Payroll services

20% discounted rates from ADP

Continuing education

Online CE courses through Procter and Gamble, at no cost



Technology Power

**We know you,
and your need for
amazing tools.**

That's why we've invested in powerful new electronic resources to help you boost your practice efficiency and patient health. Because the practice with the best tools, rules.



Online web services

Immediate access to patient benefits, eligibility and claim status to help run things smoothly. Document downloads also available.



Free online claims submission

Save time, hassle and printing expenses by submitting claims online at zero cost, with 24-hour claims review turnaround.



Dentalytics™

Every dentist's favorite new tool — reporting and tracking of high risk patients with powerful analytics.



Direct deposit/ERA

Improve your cashflow with convenient, weekly deposits that are safe, easy and efficient. Let your practice management system reconcile patient benefit payments.

PreViser™

Fast, convenient online patient assessment tool for screening oral disease with colorful, individualized, informative oral health reports.

NEA FastAttach discounts

Send digital radiographs and claims attachments with a discount off the standard registration fee.

ProFax

Quick and easy access to patient eligibility and claims info via fax, including summaries, benefit level percentages, maximums, deductibles and more.

DAISY practice management software

Get more information by contacting our customer service department at 1-800-356-7586.

Smile power central

Get useful dental health tips delivered to your inbox each week. Visit our blog at deltadentalidblog.com. Feel free to share our blog with your patients.



Healthentic™

This valuable plan assessment software tool for employers helps your patient's plan providers ensure that benefits are being utilized, in tandem with wellness strategies and reporting.



Numbers Power

Targeting your high-risk patients

Numbers don't lie, especially healthy ones.

Dentalytics™ was created in partnership with WhiteCloud Analytics to put the power of dental practice analytics in your hands. From tracking patients' sealants and fluoride treatments to evaluating your high risk periodontal population — this web-based application is becoming a powerful tool in many practices to help maximize quality dental care.



Free Dentalytics™ software helps you and your team:

- ✓ Track patient checkups, visits and services
- ✓ Analyze patient data and track improvements
- ✓ Flag potentially high-risk situations
- ✓ Track office performance month-to-month
- ✓ Optional peer comparison

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Delta Dental of ...
Clinic 505 (Performance), Nov 2014

Overall Score Nov 2014 **64 of 104 points** **62%** of possible

Trend

Legend: ■ Clinic 505 --- Target

Show: Rates By Metric Points By Metric Points by Provider

Oral Health Care Measures Expand to see rates

Metric	Rate	Count
% Enrollees Age 6-18 At Risk - 1 Fluoride	60%	6 / 10
% Enrollees Age 6-18 At Risk - 2+ Fluoride	30%	3 / 10
% Enrollees Age 6-9 At Risk - First Molar Sealants	None qualified	0 / 0
% Enrollees Age 10-14 At Risk - Second Molar Sealants	50%	2 / 4
% Adults - History of Periodontal - Maintenance	83%	5 / 6
% Adults At Risk - Examination	91%	42 / 46
% Enrollees Age 6-18 Low Risk - 1 Fluoride	11%	1 / 9
% Enrollees Age 6-18 Low Risk - 2+ Fluoride	67%	6 / 9

% Adults At Risk - Examination

Qualified: 46 patients
Observed: 42 patients
Rate: **91%**
Points: 10 of 10

Time Period
1 month ending Nov 2014

Trend

Peer Rates ■ Clinic 505 ▲ 9 Peer Clinics

Home
Scorecard
Bookmarks
Detail List



People Power

Say goodbye to unnerving on-hold music, and say hello to your helpful, knowledgeable team at Delta Dental.

Our customer service experts are certainly known for their record setting fast-answering rates. But mostly they're known for making those calls worthwhile — answering over 98% of your questions during that first conversation. It's service at the speed of sound.



Website

deltadentalid.com

Customer service

(208) 489-3580 (Boise area)

(800) 356-7586 (Toll-free)

customerservice@deltadentalid.com

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People Power



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Old-School Power

Just the Fax, please.

This ol' reliable secure document sharing service works great for many of our participating dentists and office staff, so we're happy to provide it. We call it ProFax, and it allows you to quickly and easily access patient eligibility and claims information using a traditional fax machine.



How to use ProFax

Simply dial the Delta Dental of Idaho ProFax telephone number and enter your patient's ID information via your handset or mobile. A summary of their benefits information will be faxed back to you within minutes.

How do you access the system?

All you need is the patient's ID number (or Social Security number) and their birth year. The first time you use ProFax, it will prompt you to create a 4-digit password. Please make note of it for future use.

Access your patient information 24/7 via ProFax

(866) 452-4154 (toll free)
or (208) 489-3545 (Boise area)

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What is included in a ProFax summary?

- Patient eligibility
- Benefit levels (percentages)
- Maximums
- Deductibles
- Claim status
- Contract year, plan limitations, maximum used to-date, deductible amount applied to-date

For questions about ProFax or more information, please call (208) 489-3580.



Integration Power

Hello, easy.

Access to real-time benefits and eligibility for your patients has never been faster. Delta Dental is fully integrated with most practice management systems.

We're partners with CHANGE Healthcare™ (formerly Emdeon) electronic clearing house, which enables us to connect with many existing and emerging practices already using e-services.

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Easily access

- Coverage type and coverage dates
- Deductibles and maximums
- Payment levels
- Frequency limitations
- Claim status



Added benefits

- No need to invest in new software
- Less time on the phone, more time helping patients
- Available to member and non-member dentists
- Available to all in-state and out-of-state dentists

Call your practice management software vendor and sign-up for integrated services, today!

Contact our customer service department for a list of compatible practice management system software solutions.



Three things which define Delta Dental of Idaho.

It's all about making life easier for you, for your patients and for your practice. Delta Dental is the #1 choice year-over-year with dentists (because you're the #1 priority to us).



Simple

Delta Dental is here to help you do what you do best: serve the dental health needs of your patients — quickly, easily and free from red tape and complicated processing. And with Delta Dental as the largest dental benefits provider in the nation, your patients take advantage of many health benefits, informative perks and support knowledge as well. Simple means less complexity and more efficiency to help you do your job and keep your patients smiling.

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Helpful

We help you maintain an atmosphere of efficiency within your practice by letting patient benefits simply work, and work famously. Delta Dental specializes in providing your patients the best dental benefits, plans and pricing possible for every Idahoan — families, individuals or groups. The more the merrier (and the healthier).



Trusted

Delta Dental is proud of our status as a local, not-for-profit brand fueled by our passion to advance dental health. We're big on outreach, with prevention programs to help and serve Idaho's underprivileged. Plus, we tap into our national team of researchers to help shape and define the newest, best benefit plans. We believe in improving more lives, businesses, practices and communities to benefit the overall health of Idahoans.



For more tips and dental health information
visit our blog at deltadentalidblog.com



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