

SPECIAL EDITION



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DELTA DENTAL OF NORTH CAROLINA COMMUNITY OUTREACH PROGRAM

To expand our mission and core purpose of promoting access to oral health, Delta Dental of North Carolina has created the Delta Dental of North Carolina Community Outreach Program. This grant program is designed to provide financial assistance to those dental related entities that provide no or low cost dental treatment to citizens of North Carolina who would otherwise not be able to obtain dental care.

To be considered for this grant, write us a letter describing what you are doing to improve access to dental care and the accompanying financial needs. Please submit your letter starting November 1, 2009. All grants will be awarded in January 2010.

The maximum grant that any one facility or program will be awarded is \$1,000. A total of 10 grants can be awarded. Please refer all questions to Christina Sileo, Director of Professional Services at (800) 587-9514, ext. 1039.

Please send letter to:

Dr. Robert Rosenthal, CEO and President
Attn: Delta Dental of NC Community
Outreach Program
Delta Dental of North Carolina
343 E. Six Forks Road, Suite 180
Raleigh, NC 27609



WHY SO MANY NORTH CAROLINA DENTISTS ARE CHOOSING DELTA DENTAL

More than 62 percent of dentists in North Carolina are now members of the Delta Dental Premier Network. Delta Dental has the largest network dental provider network in North Carolina – three times as large as our nearest competitor. Dentists find the partnership with Delta Dental is beneficial to their practice and their patients.

As more patients become Delta Dental members, patients are asking dentists to consider participation with Delta Dental of North Carolina. Nationally, 1 in 4 people with dental insurance are covered by Delta Dental.

Fast Facts about Delta Dental of North Carolina:

- Over 76% of claims are paid within 1.4 days
- Over 99.5% of claims are paid within 14 days
- Only 0.05% of claims ever go into appeals
- 2009 Audits prove claims have paid with 100% accuracy
- Reimbursement is mailed directly to your office
- Your practice is listed on our Web site
- Easy referrals, with so many participating specialists your patients do not have to go out of the network for care.

Contact Professional Services for information concerning participation at (800) 587-9514, ext. 1039.



NEW GROUPS

Effective January 1, 2010, Delta Dental will serve Delta Airlines and Wells Fargo/Wachovia members. Through the Delta Dental system, Delta Dental of North Carolina's participating dentists will be able to serve these groups as in-network providers. Participating Delta Dental of North Carolina dentists will benefit from these and other new groups brought into the Delta Dental family.

Delta Dental of North Carolina would like to thank you for your continued participation. You are one of the reasons 51 million people nationwide are covered by a Delta Dental plan– that's one out of every four Americans with Delta Dental coverage – looking for an in-network dentist. Employer groups count on the dentists in their area to keep their employees productive and healthy because they understand that dental care is an intricate part of the health care delivery system.

QUICK GUIDE

PURPOSE	CONTACT
General Network Questions or Dentist Contracting	Professional Relations Network Representatives: (919) 424-1035 or (800) 587-9514
General Information Regarding Claims, Member Eligibility Verification or Member Questions	Customer Service: (800) 662-8856
Credentialing/Re-Credentialing, Change of Address, W-9 or Adding a Dentist or Location	Mailing Address: Delta Dental of North Carolina P.O. Box 9304 Minneapolis, MN 55440-9304
Claims and Pre-Estimates	Mailing Address: Delta Dental of North Carolina Claims Attn: Customer Service P.O. Box 1609 Minneapolis, MN 55440-1609

THIS JUST IN!

Results from a recent Long Group survey state:

- Nine in ten dental practices are organized as sole proprietors or partnerships and operate a single location practice (86%).
- Delta Dental insures one in four consumers with dental insurance – twice as many consumers as its nearest competition. As a result, participating with Delta Dental drives chair time.
- Consumers value their dental benefits and would pay three times more for coverage.
- Americans with dental benefits are much more likely to see a dentist annually than those without benefits. In fact, 81% of those with benefits see the dentist twice a year or more, as compared to just 34% of the uninsured.



ANY CHANGES IN YOUR PRACTICE RECENTLY? LET US KNOW

As a participating dentist, it is important for you to inform Delta Dental of North Carolina of changes to your practice locations. This information is critical for accurate claims processing and payment. Please notify Delta Dental of North Carolina whenever there is a change in:

- **Location** – A dentist adds, changes or ends a location
- **Name** – A clinic name or dentist's name changes
- **Tax Identification Number** – Complete and submit a W9 form

Submit changes in writing to:
Delta Dental of North Carolina
Attn: Provider File
P.O. Box 9304
Minneapolis, MN 55440-9304

Changes can also be faxed to:
(866) 286-8840
Attention: Provider File



DDMN.008.05

www.deltadentalnc.org

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PO Box 1609
Minneapolis, MN 55440-1609

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