



A newsletter for Missouri dentists and their staff

Delta Dental's Director Election and Annual Membership Meeting Notice

Delta Dental of Missouri will hold its 2014 election of directors by written ballot with the results to be announced at the annual meeting on February 20, 2015. Please note the following important dates:

- **January 7** – Delta Dental of Missouri mailed its annual meeting notice and board-recommended slate of director candidates to members of the corporation.
- **January 29** – The deadline for members to submit director nominations by written petition, in accordance with the bylaws.
- **January 31** – Delta Dental will mail out ballots to participating dentists. This will include the board-recommended director candidates and any additional nominations that have been timely and properly submitted by members. The ballot will contain instructions for completing and submitting the ballot.
- **January 31 - February 13** – Votes may be cast by mail, email or facsimile during this time.
- **February 13** – The deadline for returning ballots to BKD, LLP for the director election.
- **February 20** – The annual membership meeting will be held at 3 p.m., Friday, February 20, 2015, at the Stoney Creek Hotel and Conference Center, 2601 South Providence Road, Columbia, Missouri 65203.



Please refer to recent mailings from Delta Dental for more details. You may also log into the **Dentist's eOffice section of our website** to see a copy of the election correspondence. If you don't currently have access to eOffice, you can **register online**.

Share Valuable News with Your Office Team

Delta Dental's *StraightTalk* newsletter is written for our participating dentists' offices. Each issue features the latest industry news, tools for office efficiencies, information on policy changes, news about Delta Dental's community benefits initiatives and a list of new employer groups that have selected Delta Dental of Missouri for their dental benefits.

We encourage you to route this helpful information to the dentist(s), office manager(s), insurance staff, hygienist(s) and assistant(s) in your office.

It's easy to share individual articles! Simply click on one of the share icons at the bottom of the article.

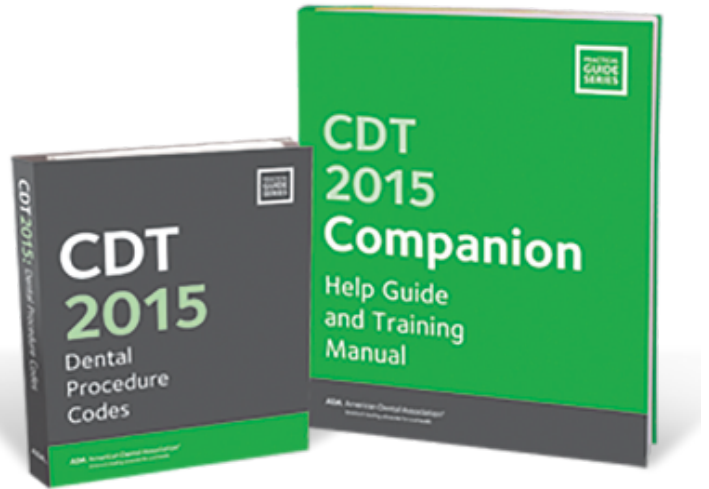
For Your Office

Stay In the Know: CDT 2015 Dental Procedure Code Changes

The American Dental Association (ADA) has released the CDT 2015 Dental Procedure Codes manual. New codes, revisions and descriptor changes may result in changes in Delta Dental processing policies.

This new release includes 52 revised codes and 16 new codes. Some of the most notable additions are included below.

New Procedure Code	Nomenclature
D0171	Re-evaluation – post-operative office visit
D0351	3D photographic image
D1353	Sealant report
D6110- D6117 (multiple procedures)	Implant/abutment supported removable and fixed (please refer to individual codes)
D6549	Resin retainer for resin bonded fixed prosthesis
D9931	Cleaning and inspection of a removable appliance
D9986	Missed appointment
D9987	Cancelled appointment
D9219	Evaluation for deep sedation or general anesthesia



When questions arise regarding processing policies, please refer to the **Delta Dental Dentist Handbook** on the secure eOffice page of the Dentist's section of our website. The CDT 2015 Dental Procedure Codes manual can be purchased from the ADA by calling 800-947-4746, or by visiting www.adacatalog.org.

For Your Office

Delta Dental Survey Spotlights the Importance of Oral Health to Americans

Delta Dental sponsored the Oral Health and Well-Being survey to bring to the forefront the importance of oral health in America. As leaders in dental benefits, we know the importance of oral health for basic daily activities involving the mouth and the link between oral health and overall health. This study's findings demonstrate the vital role that dental care plays in overall well-being.

Delta Dental surveyed 1,003 American adults and found:

- Americans who visit the dentist at least once a year are 37 percent more likely to report their oral health as good or better versus those who make infrequent visits.
- Americans who go to the dentist at least once a year are 22 percent more likely to report their overall well-being as good or better compared with those who seldom visit the dentist.
- Americans who have dental coverage are 14 percent more likely to say their overall well-being is good or better compared to those without dental coverage.
- Eighty-six percent of Americans making \$100,000 a year or more visit the dentist at least once annually compared with 46 percent of Americans making less than \$25,000.
- About eight of 10 college-educated adults (83 percent) had regular dental visits. For those Americans without a college degree, about six of 10 (59 percent) visit the dentist once a year.

For more results from the Delta Dental Oral Health and Well-Being survey, [download the brochure](#). If you would like a supply of these brochures for your office, please send an email to ProfessionalRelations@DeltaDentalMO.com.



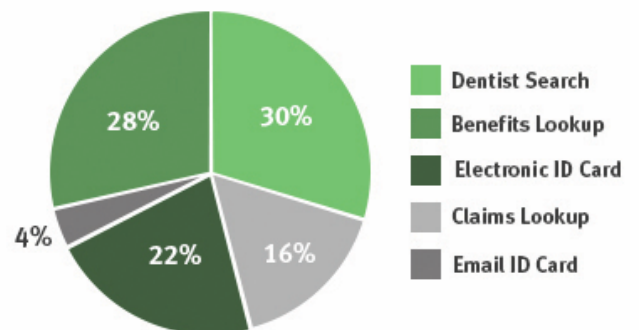
For Your Office



Delta Dental's Mobile App Hits 80,000 Downloads

Delta Dental members across the country are taking advantage of our mobile app, which was released in 2013. Apple and Android users combined have downloaded more than 80,000 applications.

The app is easy for your patients to download and use – and of course, it is free. The features our members – your patients – are using most often are the dentist search and benefits lookup, followed closely by the electronic ID card and claims review functions. Using the app, your patients are able to email their ID card to your office prior to their appointment. They can also show their ID card at the time of their appointment.



Industry News

Health Literacy and Your Dental Office

Help Patients Understand with the Teach-back Method

By Jane Grover, DDS

For patients to be successful partners with you in their dental treatment, self-management of their home care program needs to be based on clear understanding of the current state of their oral health, their risks and the steps they need to take to keep their mouth and body healthy. One way you and your staff can help is by using the Teach-back method.

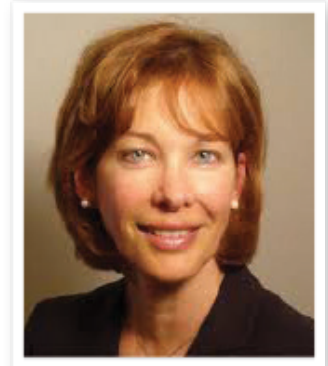
The Teach-back method is a tool in the arsenal of health literacy that increases patient participation with two-way discussion. Open-ended questions are asked in a caring manner within a shame-free environment that helps the patient build confident understanding of the state of their oral health. With this method, you and your staff can be sure that patients and their families understand what they need to know – before they walk out of your office.

The Teach-back method increases engagement by having the patient explain, in their own words, what they have learned at the visit. It increases dialogue and allows the provider to gauge the level of patient understanding.

A calm caring tone of voice throughout this process, accompanied by eye contact and relaxed body language, is recommended. Watch for signs of confusion in the patient's face or body language. It is critical to remember that a nodding head may signify patient understanding, but that may not always be the case.

Dentists and staff should also recognize the two-way opportunity of the Teach-back method. As a patient explains their symptoms, providers should summarize the discussion, using the patient's words. This is especially important with older patients who could be describing multiple conditions.

For more information on the Teach-back method, visit <http://www.teachbacktraining.org>.



Jane Grover, DDS, MPH, is the director of the American Dental Association (ADA) Council on Access, Prevention and Interprofessional Relations. She provides leadership, vision, management and coordination of the ADA's activities in the areas of access to dental care, fluoridation and preventive initiatives and integrating oral health as an essential part of overall health. At Delta Dental's futureFOCUS2014, Dr. Grover addressed health literacy, the necessary changes for improvement and the cost implications for not effecting change through patient education in the United States.

In The Community

Save the Date: Don't Miss Delta Dental Winter Zoo!

We are excited to announce that for the 13th year, Delta Dental of Missouri is sponsoring its annual Winter Zoo event at the renowned Saint Louis Zoo on January 25, and February 1, 8 and 15.

Winter Zoo is a great cure for cabin fever and is absolutely free. During these four Sundays from 11 a.m. to 4 p.m., families can embark on Delta Dental's exciting and educational "Great Zoo Tooth Sleuth" safari in search of fun facts about animals' teeth. The kid-friendly festivities will include the popular Land of Smiles® show, featuring Delta Dental's Tooth WizardSM, Tooth FairySM and PlaqueManSM, their arch enemy. Land of Smiles® is Delta Dental's touring educational program that entertains children as it teaches them about taking care of their teeth, eating healthy and being physically active every day. The show will be performed at Anheuser-Busch Theater inside The Living World. Tooth WizardSM and his friends will also offer a fun movement activity "Movin' All Around the Land of Smiles," complete with prizes for children, in the lower level of The Living World each afternoon.

For more information about Delta Dental Winter Zoo, visit the [Saint Louis Zoo's web site](#), or contact Katie Chatfield, Delta Dental's events and community relations specialist, at 314-656-2776, or at katie.chatfield@deltadentalmo.com.



In The Community

Earn CE Credits as You Learn at Delta Dental's *future*FOCUS 2015 Event

future**FOCUS**2015

Join us at Delta Dental of Missouri's 14th annual *future*FOCUS conference this spring. This free event offers insights and commentary from nationally recognized thought leaders on emerging trends and innovations in health and healthcare benefits. The popular forum attracts hundreds of healthcare and benefit professionals each year. **Dentists will receive continuing education credits at the conference, which will be hosted at the Chase Park Plaza Hotel in St. Louis on Tuesday, April 14, 2015, from 7 a.m. to 11 a.m.** Be sure to save the date on your calendar. For more event details or to register, visit DeltaDentalMO.com, and click on *future*FOCUS. We'll look forward to seeing you there!

Welcome Our New Groups

Delta Dental PPO Plans

Effective October 1, 2014

Company	City	Enrolled
D & D Sexton, Inc.	Carthage	75
Maxus Properties, Inc.	Kansas City	38
McCoy's Public House	Kansas City	22
St. Charles County Ambulance District	St. Peters	156
Taylor Packaging Corporation	Imperial	17
The Missourian Publishing Co.	Washington	69
Winston School District	Winston	13

Effective November 1, 2014

Company	City	Enrolled
Glen Echo Country Club	St. Louis	15
Leon Uniform Co., Inc.	St. Louis	18
Vedco, Inc.	St. Joseph	50

World Mail Direct USA, LLC	St. Charles	15
Youth In Need	St. Charles	270

Effective December 1, 2014

Company	City	Enrolled
American Midwest Distributors	North Kansas City	14
Brado Cuneo Nollau, LLC	St. Louis	17
BridgeForce, LLC	Lake St. Louis	66
Carmeco, Inc.	Lebanon	21
Chile's Food Service	St. Louis	20
Christian Fellowship of Columbia, MO Inc.	Columbia	44
David A. Parks, M.D., PC	St. Louis	10
Do Outdoors, Inc.	Springfield	14
Elite Cuisine, LLC	Valley Park	54
Evans Equipment, Inc.	Concordia	22
Family Advocacy and Community Training	St. Charles	15
Gibbens Drake Scott, Inc.	Raytown	24
GSI Engine Management Group	St. Louis	29
Hanna Acquisition Corporation	Kansas City	26
Innsbrook Corporation	Innsbrook	31
J B Gury Manufacturing Company	St. Louis	17
James F. Piontek, Inc.	Liberty	22
Johnson County Emergency Services Board	Warrensburg	15
Lee Inspection & Consulting Services, Inc.	Joplin	21
LifeFlight Eagle	Kansas City	30
Meadowbrook Country Club	Ballwin	35
North American Tank, LLC	Ozark	17
Owen Lumber	Belton	36
Parmele Law Firm, P.C.	Springfield	49
Riverstone Quarry, Inc.	Villa Ridge	19
Roger's Green Hills Supermarket	St. Joseph	18
Spectrum Station	Kansas City	28
Standard Transportation Services, Inc.	Joplin	31
The Carriage Club	Kansas City	27
TMESIS	St. Peters	27

Effective January 1, 2015

Company	City	Enrolled
Atlas Supply Company, Inc.	St. Louis	29
City of Webster Groves	St. Louis	79
Coin Acceptors, Inc.	St. Louis	419
Community of Christ	Independence	226
County of Warren	Warrenton	101
De Smet Jesuit High School	St. Louis	62
Digital Monitoring Products, Inc.	Springfield	248
Dollar Burns & Becker, LC	Kansas City	10
Don Smith & Associates	North Kansas City	18
Forrest T. Jones & Company, Inc.	Kansas City	178

Goetze Dental	Kansas City	87
Herzog Contracting Corp.	St. Joseph	1006
Holden R-III School District	Holden	34
HSEBC Iron County Hospital	Pilot Knob	54
Investment Realty, Inc.	Rolla	12
Jefferson County Government	Hillsboro	610
John Q Hammons Hotels Management, LLC	Springfield	2816
Landmark Holdings of Missouri	Cape Girardeau	344
Legacy Pharmaceutical Packaging	Earth City	162
Lindenwood University	St. Charles	437
Lowe Automotive	St Louis	113
MERS Missouri Goodwill Industries	St. Louis	520
Midwest Sheet Metal Company, Inc.	Springfield	10
Missouri Employers Mutual Insurance Company	Columbia	260
MMGY Global, LLC	Kansas City	93
Oakwood Systems Group, Inc.	St. Louis	87
Operating Engineers Local 101 H&W Plan	Kansas City	3791
SAK Construction, LLC	O'Fallon	151
Shelter Mutual Insurance Company	Columbia	3077
TechnoSmarts, Inc.	Chesterfield	11
Thomas Equipment & Management Co., Inc.	Pevely	28
UltraSource LLC	Kansas City	65
Western Construction Group	St. Louis	184

Delta Dental Premier Plans

Effective January 1, 2015

Company	City	Enrolled
Confinia Emergency Services, PC	Independence	2
Sage Metro St. Louis	St. Louis	2