

Update

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Gov. Hickenlooper helps Delta Dental of Colorado launch program benefitting low-income Coloradoans



The DDCO Fund is a powerful tool for winning Colorado's battle for better oral health.

Dr. Doug Berkey, Vice Chair, DDCO Board of Trustees; Cynthia Evans, Chair, DDCO Board of Trustees; and the Honorable John Hickenlooper, Governor, State of Colorado

Winning Colorado's battle to improve oral health!

The Delta Dental of Colorado Fund was officially launched at an event on October 7. This one-of-a-kind program provides two years of free dental insurance to qualifying low-income Coloradans of all ages. It also helps dentists to treat patients who need care and cannot afford it. Efforts to improve our state's oral health are gaining momentum. In fact, the Colorado Department of Public Health and Environment recently selected oral disease as one of Colorado's 10 winnable battles.

The DDCO Fund is a powerful tool for winning Colorado's battle for improved oral health. This is why Governor John Hickenlooper joined Delta Dental of Colorado to formally launch the program. The launch event took place at Focus Points Family Resource Center in Denver. A diverse representation of dental, public health, civic and business leaders attended.



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Why is this push so important? Because as you know, dental disease is nearly 100% preventable!

In addition to the Governor, Delta Dental of Colorado president and CEO, Kate Paul, and board of trustees chair Cynthia Evans, spoke about the importance of providing dental care to underserved populations. Focus Points executive director Cynthia Gallegos shared her organization's struggle with dental disease and its impact on Colorado families.

Gallegos explained to the crowd that, in this unfortunate economic climate, many families have to make tough financial decisions. Dental spending is considered a luxury for some. In fact, 2009 saw the first year-to-year decline in dental spending since tracking began in 1960. As a result, 42% of adults in Colorado do not have dental insurance. This means more than 2.1 million Coloradans are less likely to see a dentist. This is exactly the problem that the DDCO Fund is intended to help solve.

The DDCO Fund helps bridge the gap by removing the financial barriers that many families face in getting dental care. Dentists can use the DDCO Fund to assist many different types of patients. Uninsured patients who need treatment but can't afford it, may qualify (based on income limits). Patients who are currently insured by Delta Dental of Colorado, but cannot afford co-pays associated with their treatment may also qualify, if their household income falls within certain limits. This program can also help dentists address declines in business that they may be experiencing due to the economy.

Many organizations have forged unique partnerships with Delta Dental of Colorado to promote the program. Valued Delta Dental providers and trusted community groups are helping enroll eligible families across the state. Nearly 1,600 individuals have enrolled in the program so far. For many, this is the first time that everyone in the family will have access to dental services.



DDCO Fund for Low-Income Coloradoans Insured with DDCO – Steps for Enrollment

Step 1 – Verify that the patient is currently insured with Delta Dental of Colorado, this information can be confirmed through the suite of tools listed below:

- Website: www.deltadentalco.com
- Automated Call Center: 1-800-610-0201

Step 2 – Confirm that future treatment needs are non-diagnostic or preventive.

Step 3 – Submit a pre-determination for future treatment under the patient's primary ID #.

Note- For treatment to be processed under the DDCO Fund, a pre-determination must be submitted and approved prior to treatment being rendered.

Step 4 – Once a finalized pre-determination form has been received complete the **Delta Dental of Colorado Fund Insurance Application** and enclose the pre-determination form.

If you have additional questions about eligibility and enrollment, please visit www.deltadentalco.com/DDCO-Fund.aspx or call (720) 489-4713.

Because we believe a healthy smile can change a life.

Barbara Heupel



Barbara Heupel, DDS, achieves dream of becoming a dentist

Barbara Heupel had a busy life. She worked as a dental assistant for an endodontic office in Colorado Springs

and was a single mom to three active boys, all under age 10. Then she faced an unexpected challenge in 2003. Her brother, Tony, was diagnosed with renal cell cancer.

Tony fought the cancer, and remained optimistic through his battle with the disease, but he died that same year at age 44. Barbara was devastated, but Tony's death made her realize life was too precious to waste.

"I just wanted to make sure to live my life without regrets," Barbara says. "It was eye-opening to realize how short your time can be."

Barbara, then 31, decided to pursue her own dream of becoming a dentist. After eight years of schooling, she graduated from the University of Colorado Denver, School of Dental Medicine last May and is now a practicing dentist. For her, dentistry is about taking care of people's needs.

"You really do get to help people," she says. "You have people in pain and you can ease their discomfort. There's a real sense of accomplishment in that."

She also found a sense of accomplishment step by step as she pursued her education. She continued to work as a dental assistant while she started her undergraduate program at Pike's Peak Community College. She completed two years there with honors and then finished her college program at CSU-Pueblo, graduating cum laude and earning a bachelor's of science degree in biology with a minor in chemistry.

After finishing her college requirements, she completed four additional years of schooling at the University of Colorado Denver, School of Dental Medicine. All that hard work paid off. She graduated from

dental school and started to practice at Downtown Denver Dental.

Barbara had "an enormous amount of support" from her family and her sons, Chris, 18, Alex, 15, and Dylan, 11. It wasn't easy to work and go to school for so many years, but Barbara says her boys always were supportive.

"I was always a mom first, and I never wavered," she says. "I was dedicated to the boys and took care of their needs and then once they went to bed, I would study. I know they're proud of their mom – and I hope I have set enough of an example for them so that they will pursue their dreams too."



"I just wanted to make sure to live my life without regrets," --Barbara Heupel, DDS

Providers, you asked and we listened!



Looking for comprehensive patient benefit information? No problem.

Upgraded suite of tools benefits providers, subscribers

Last year in our annual dentist survey, we asked what we could do to make your life easier. You told us you wanted better options for getting the information you need, fast.

We heard you, and in response recently upgraded a suite of tools to work better for you. You can now get the information you need faster. By now, you have probably experienced the benefits of these tools. You're able to serve your patients quickly and accurately using one of several ways to gather benefit information.

- Our website, www.deltadentalco.com
- The Automated Call Center, at 1-800-610-0201
- By submitting a predetermination

Do you need comprehensive patient benefit information? No problem. We'll provide a detailed report in real-time. Simply request a Patient Benefit Report using the faxback option through our Automated Call Center.

Looking for non-standard information? If you cannot get what you need through our suite of tools, please speak with an agent.

Don't keep your patients waiting—take advantage of the tools we've provided to find information fast.

We Value Your Opinion This newsletter is meant to be an informative and useful publication for providers and office staff. E-mail your ideas, suggestions and comments to the Delta Dental of Colorado editorial team at updatenewsletter@ddpco.com.

Delta Dental Contributes to Colorado Charities with 'I Give' Program

Delta Dental of Colorado is celebrating a milestone—we've reached one million members! To mark this milestone, Delta Dental of Colorado contributed nearly \$120,000 to local charities through its 'I Give' program. The program allotted each employee \$1,000 to donate to the Colorado charity of his or her choice.

"The people of Delta Dental are incredibly generous, so I know this opportunity is really meaningful to them," said Kate Paul, Delta Dental of Colorado's president and CEO. "This program is one way we fulfill our non-profit mission of giving back the communities we serve."

Many employees pooled their individual donations to make a larger impact. The largest donation went to the HALO (Helping Art Liberate Orphans) Foundation of Denver, which received \$24,500. HALO provides support for international orphans and also runs a youth center in the Five Points area of Denver.

"The grant from Delta Dental will make such a difference in the lives of the kids we support," says Rebecca Welsh, HALO founder. HALO's Denver center offers after school programs and hot meals for needy, local kids.

Other employees decided to support the Food Bank of the Rockies. In all, Delta Dental of Colorado made a \$9,000 contribution to this important local organization. Kevin Seggelke, the charity's president and CEO, said that the donation will help his group continue to serve needy Coloradoans. Seggelke added, "We're very grateful for the gift."

A large group of employees supported the Rocky Mountain MS (Multiple Sclerosis) Center. At the employees' request, Delta Dental of Colorado donated \$10,000 to the local non-profit. The MS center helps Coloradoans suffering from the devastating effects of MS. Karen Wenzel, the center's executive director commented, "we plan to put this generous contribution to good use."

One Delta Dental employee stated emphatically, "It's so wonderful to work for a company that allows us to make a contribution that really matters. We're really helping many organizations that are near and dear to our hearts."



Other charities that benefited from Delta Dental's 'I Give' program include:

- The Alzheimer's Association of Metro Denver
- The American Cancer Society
- The American Heart Association
- The American Transplant Foundation
- Colorado Horse Rescue
- Make A Wish Foundation
- Project Angel Heart
- The Susan G. Komen for the Cure Advocacy Foundation

"The grant from Delta Dental will make such an a difference in the lives of the kids we support," says Rebecca Welsh, HALO founder. HALO's Denver center offers after school programs and hot meals for needy, local kids.



Congratulations to Dr. Douglas Berkey

Delta Dental of Colorado board of trustees vice chair, Dr. Doug Berkey, recently participated in the first-ever American Dental Association-sponsored webinar. Thank you to Dr. Berkey for sharing his expertise on the oral health of vulnerable adults.

Delta Dental is Top Dog Among Brokers

*Receives Readers' Choice Award
from Benefits Selling*



Delta Dental Plans Association (DDPA) again received the Readers' Choice Award as the best dental carrier from Benefits Selling magazine.

The magazine—written for insurance brokers and consultants—saw record participation in its annual survey of brokers. This is the sixth year that Delta Dental was selected the “carrier that offers the best dental coverage.”

But you're a provider. Why should you care about what brokers think?

Because a broker is a consultant to his or her clients. It is the broker's goal to place clients in the best coverage at the lowest price. The results of the survey indicate that brokers prefer Delta Dental.

“At a time when the number of Americans with dental insurance has decreased, Delta Dental's subscriber base continues to grow,” said Kim Volk, DDPA's president and CEO. “This is a testament to the value of our network and products.”

It also means that Delta Dental providers nationwide are broadening their patient bases, even in a down economy.

Readers' Choice Award

Save the Date!

2012 Annual Meeting of Members
Friday, March 2, 2012 - 12:00 p.m.

Delta Dental of Colorado
4582 S. Ulster St., Suite 800
Denver, CO 80237

Delta Dental's Networks Keep Growing!

Delta Dental of Colorado welcomes the following new dentists to its network (*specialties are noted in parentheses when applicable*):

PREM = Dentists who have recently joined the Delta Dental Premier® network.

PPO = Dentists who have recently joined the Delta Dental PPOSM network.

PREM/PPO = Dentists who have recently joined the Delta Dental Premier and Delta Dental PPO networks.

Arvada

Dr. Ginny Baker Anderson (Ortho) Prem

Aurora

Dr. Justin Baltz Prem/PPO

Dr. Karine Barizon Prem/PPO

Dr. Sangeetha Chandrasekaran (Perio) Prem/PPO

Dr. Jeffrey Crane Prem/PPO

Dr. Krista Duran Prem/PPO

Dr. Melissa Farbod Prem/PPO

Dr. Mirela Giurgiu Prem/PPO

Dr. Matthew Goergen Prem/PPO

Dr. Joy Hicks Prem/PPO

Dr. Allen Lee Prem/PPO

Dr. Thomas Lim (Ortho) Prem/PPO

Dr. Eugene Liu Prem/PPO

Dr. Chris Mun Prem/PPO

Dr. Trevor Neal Prem/PPO

Dr. Deise Oliveira Prem/PPO

Dr. Charles Powell (Perio) Prem/PPO

Dr. Beatriz Robles (Endo) Prem/PPO

Dr. Jeffrey Bryson (Pedo) Prem/PPO

Dr. Rachel Ross Prem/PPO

Dr. Kelsey Snavelly Akin (Pedo) Prem/PPO

Dr. Derren Tippets (Pedo) PPO

Dr. Donald Brown PPO

Dr. George Corson Prem/PPO

Dr. John Flanigan Prem/PPO

Dr. Sofia Fontecilla Prem/PPO

Dr. Michael Hale (Oral) Prem/PPO

Dr. Jessica Klein Prem/PPO

Dr. Jodi Kuhn Prem/PPO

Dr. Naomi Lane (Pedo) Prem/PPO

Dr. Saloise Matkin Prem/PPO

Dr. Stephen Robertson PPO

Dr. Dania Turcios Prem/PPO

Dr. Conor Casey (Prosth) Prem/PPO

Dr. Thomas Allen PPO

Dr. Breena Behrens Prem/PPO

Dr. Jason Jamison Prem/PPO

Dr. Jason Kim Prem/PPO

Dr. Douglas Voris Prem/PPO

Dr. Bradley Seago Prem/PPO

Dr. Steven Bagley PPO

Dr. Melvin Hildebrand Prem/PPO

Dr. Eric Chatterley Prem/PPO

Dr. Adam Clarke Prem/PPO

Dr. Sofia Fontecilla Prem/PPO

Dr. Adam Willis Prem/PPO

Dr. Patricia Foster Prem/PPO

Dr. Chris Mun Prem/PPO

Dr. Joshua Fowler PPO

Dr. Adam Willis Prem/PPO

Dr. Adam Willis Prem/PPO

Dr. Adam Willis Prem/PPO

Dr. Adam Willis Prem/PPO

Dr. Ashley Killin (Pedo) PPO

Dr. Collin Linn Prem/PPO

Dr. Gregory Moore PPO

Dr. Tyler Pickett Prem/PPO

Dr. Ryan Pini Prem/PPO

Dr. Amy Riffel (Perio) Prem

Dr. Rand Russell (Endo) Prem

Dr. Kirk Skidmore (Pedo) Prem/PPO

Dr. Ryan Tyng Prem/PPO

Dr. Andrew Wightman (Oral) Prem/PPO

Dr. Ashley Killin (Pedo) PPO

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Dr. Ashley Killin (Pedo) PPO

Dr. Chris Mun Prem/PPO

Dr. Jace Williamson PPO

Littleton

Dr. Michael Jacobs Prem/PPO

Dr. Saloise Matkin Prem/PPO

Dr. Nicholas Miner Prem

Dr. Tam Than Prem/PPO

Lone Tree

Dr. Russell Poole Prem/PPO

Dr. Patricia Villalta (Pedo) Prem/PPO

Longmont

Dr. Mark Pimper Prem

Louisville

Dr. Gary Dixon (Ortho) Prem/PPO

Dr. Roel Gonzalez (Pedo) Prem

Montrose

Dr. Derren Tippets (Pedo) PPO

Dr. Christopher Poe PPO

Pueblo

Dr. Michael Rozen Prem/PPO

Dr. Rand Russell (Endo) Prem

Dr. Brian Scott (Ortho) Prem

Sterling

Dr. J Scott Hadley Prem

Stratton

Dr. Brian Ley PPO

Superior

Dr. Tyler Driggers (Pedo) Prem/PPO

Dr. Athena Nasser Prem/PPO

Thornton

Dr. Theodore Shille Prem/PPO

Westminster

Dr. Eric Anderson (Perio) Prem/PPO

Dr. Emanouela Carlson (Endo) Prem/PPO

Dr. Gary Dixon (Ortho) Prem/PPO

Dr. Tyler Driggers (Pedo) Prem/PPO

Dr. Roel Gonzalez (Pedo) Prem

Dr. Nishma Patel Prem/PPO

Dr. Adam Willis Prem/PPO

Wheat Ridge

Dr. Patricia Foster Prem/PPO

Dr. Chris Mun Prem/PPO

Windsor

Dr. Joshua Fowler PPO

Fresh look, centralized information key features of new website

Our 2010 Provider Survey told us that you need to be able to find patient benefit information faster. Our redesigned website allows you to do just that! Isn't it nice to have everything in one place?

The Provider section of the site offers tools and information to do your job more efficiently. Now it's easier to take a proactive approach to upcoming appointments. Many provider offices have expressed their appreciation for the way information is displayed – they're finding the site easier, and more intuitive to use.

Patients are benefitting too. Their benefit reports have a new layout with a clear overview and breakdown of dental benefits. Maximums remaining and used to date are clearly listed. The revamped dentist search feature provides clear, comprehensive search results that make sense to users.

We hope our new site is better meeting your needs.



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