



SPRING 2021

## Pivot: The Key Word for 2021

Just as “unprecedented” was a buzzword for 2020, 2021 seems to have become the year to “pivot.” Businesses around the world have had to pivot their operational strategies to stay open and effective, to continue helping their clients and customers in the ways they need most, and to provide safe and productive workplaces for their employees. Certainly, the dental field is no exception to that change.

Dental offices have a lot of experience keeping employees safe through rigorous infection protocols and consequently were in a good position to be leaders in their communities. Dental professionals donated PPE to frontline hospital workers and yet were some of the earliest businesses to reopen because they knew they could do so safely.

Tennessee’s free and reduced-cost dental clinics saw a strong increase in need in their communities from citizens who lost jobs due to the pandemic. In a normal year, they play an essential role in providing care to tens of thousands of Tennesseans each year. Tennessee is one of only three states in the country that does not provide dental coverage for adults through Medicaid or Medicare, affecting 450,000 individuals.

In 2019, Tennessee’s safety net dental clinics provided 36,752 procedures to patients who may otherwise not have received care. In 2020, these same clinics still saw 19,800 patients despite the difficulties the pandemic created. Delta Dental of Tennessee’s Smile180 Foundation responded through Operation #SmilesMatter. In addition to being part of the \$3.3 million commitment to Tennessee dentists for PPE replenishment, Smile180 also supported operating and capital costs at 24 clinics across the state to help them remain open as much as possible.

“During this challenging and uncertain time, Delta Dental is proud to continue to support our

clinic partners in ensuring that all Tennesseans have access to dental care, regardless of their financial status, and can receive that care in a safe environment to mitigate the risks of COVID-19 transmission for both providers and patients,” said Dr. Phil Wenk, CEO and president of Delta Dental of Tennessee.

First Love on Main, a clinic in Morristown, used a portion of their grant to purchase needed sterilization equipment that will complement the upgrades Smile180 funded last year. The clinic closed to all but emergency care during the pandemic; however, the need for urgent care among its patients was so great that clinic staff and volunteers came together and safely conducted two extraction days. First Love on Main also had to cancel the annual fundraiser it relies on to help support its operating costs.

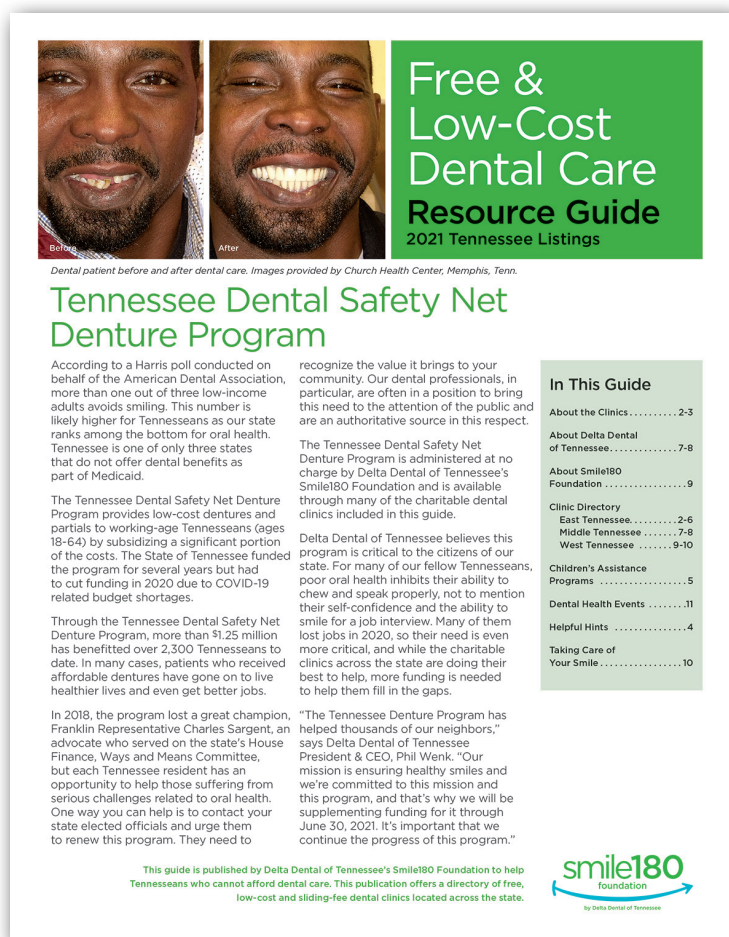
Despite the challenges and “what-ifs” ahead, Cindy Jenkins, director of First Love on Main, noted that she is committed to “looking at all the goodness that has prevailed in spite of everything.”

“We look forward to the restoration of all services for our patients soon,” said Jenkins. “Our patients have been kind and understanding of the suspension of services other than emergencies, and continue to thank us for standing in the gap for them. Smile180 makes this possible!”

## THE 2021 Dental Office Handbook

is available on DOT & our website at  
[www.DeltaDentalTN.com](http://www.DeltaDentalTN.com)

# Tennessee Dental Safety Net Clinic Guide



Locations  
Contact Info  
Hours  
Services Offering  
Clinic Classifications  
Health Events

**ENCLOSED** is a copy of the  
**2021 Tennessee Dental Safety Net Clinic Guide**  
from Delta Dental of Tennessee's Smile180 Foundation.

The guide includes information about  
**charitably-run clinics  
across the state**

divided by our three grand divisions.

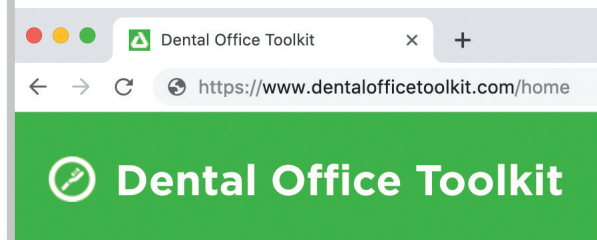
**"We hope this clinic guide may help you provide  
resources for uninsured people in your community,"**

says Shanda Brown, VP of Engagement for Delta Dental.

**"It's also a great place to find ways you can give back  
to your community as a dental professional."**

One of the core values of Delta Dental of Tennessee is to support efforts that enhance the health and wellbeing of those in our community by improving oral health in our state. The Smile180 Foundation supports Tennessee's dental colleges, children's hospitals, free and reduced-cost dental clinics, and other like-minded charities. Smile180 reflects the transformative power of a healthy smile to turn someone's life around.

Need more information about  
our **Dental Office  
Toolkit update?**  
Scan this QR code  
to get started.





## New Delta Dental Groups

Delta Dental of Tennessee welcomes the following new groups. If you have any questions regarding coverage for any Delta Dental of Tennessee groups you may check eligibility online at [www.DentalOfficeToolkit.com](http://www.DentalOfficeToolkit.com) or call Customer Service at 800-223-3104.

Tap to Treat Occupational Telemedicine	Alcoa
Edge Entity	Bartlett
Lawcare-Family Law Center, P.C.	Brentwood
ACOT Associates Group	Cordova
Lane Management	Fayetteville
Market Dynamics, LLC	Franklin
Golden Circle Ford	Jackson
ElyJenn of NE Tennessee, LLC	Johnson City
Asheville Highway Animal Hospital, LLC	Knoxville
Freedom Health CBD	Knoxville
Gallian Medical, PLLC	Knoxville
Lipsey, Morrison, Waller and Lipsey, PC	Knoxville
NAI Knoxville, Inc. DBA NAI Koella RM Moore	Knoxville
Phelps 2020, Inc.	Knoxville
PRI of East Tennessee, Inc.	Knoxville
William Knight Insurance Agency, Inc.	Knoxville
Environmental Solutions, Inc.	Madison
Honeycomb Management Services, LLC	Memphis
Speedy Sales & Services, LLC	Memphis
The Healing Point LLC	Memphis
Whole Child Strategies, Inc.	Memphis
Boatwright Drug Co., Inc.	Millington
Honest Abe Log Homes, Inc.	Moss
Healing Hands Chiropractic	Murfreesboro
ASCistus, LLC	Nashville
Songfluencer LLC	Nashville
New Haven LLC	Powell
Elite Dental Care Trenton LLC	Trenton
Tennessee Attachment Co., Inc.	White Bluff

Save the date! Tennessee Smile Power Week is coming June 14-18, 2021. Follow Delta Dental of Tennessee @deltadentaltn for announcements and tag us in your photos of the week. We'd love to share!

## New Delta Dental Providers

Delta Dental of Tennessee welcomes our new and returning contracted providers. If you have any questions regarding coverage for any Delta Dental of Tennessee groups you may check eligibility online at [www.DentalOfficeToolkit.com](http://www.DentalOfficeToolkit.com) or call Customer Service at 800-223-3104.

Anita Brown  
Rachel Hoffman  
Simon Chanin  
Michelle Johnson  
Paul Denemark  
Sarah Humphreys  
Tiffany Rangel  
George Bitar  
Jennifer Ryan  
Steven Vandenburg  
Kevin Cox  
Nikita Patel  
Brett Strong  
Jenny Ferdinand  
Steve Oxner  
Whitney Giles-Paul  
Dushyant Patel  
Jordan Pierre  
Joseph Rogers  
Sonia Bravo Hammett  
Nina Verstrat  
Brian Rich  
Scott Kareth  
Charles Carney  
Sucharitha Marneni  
Sarah Sachdeva  
Michael Sebourn  
Titus Wongk  
Wanda Moreta  
Maria Picariello  
Sarat Mohammadu  
J Michael Cisneros  
Noman Hussain  
Krystal Lewis  
La Shonda Wright  
Stephen Wright  
Brianna Crumpton

Alcoa  
Arlington  
Atoka  
Bartlett  
Brentwood  
Brentwood  
Brentwood  
Chattanooga  
Chattanooga  
Chattanooga  
Clarksville  
Clarksville  
Clarksville  
Cookeville  
Cordova  
Franklin  
Gallatin  
Hendersonville  
Hermitage  
Hixson  
Hixson  
Jackboro  
Kingsport  
Knoxville  
Knoxville  
Knoxville  
Knoxville  
Madison  
Memphis  
Memphis  
Mount Juliet  
Nashville  
Nashville  
Nashville  
Nashville  
Ooltewah  
Powell

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# Office Communication Essential



## CE COURSE *“Roadmap to a Profitable Dental Office”*

Now Available Online at

<https://tennessee.deltadental.com/cecourse>.

This one-hour course touches on a range of topics, from COVID-19's impact on the dental practice and the importance of a dental team presenting a united front to patient education and how to showcase your patients' smiles to show others how you can help make their smiles more beautiful.

**D**elta Dental's Professional Relations Representative and dental consultant Terri Wilson emphasizes internal communication is critical given the demands and stress placed on dental offices and your staff.

**“When your office staff feels uncertainty, it becomes even more important to keep the communication open,”** says Wilson.

**“I recommend dental teams start each day with a quick meeting. It gives you a few minutes of direct face time with the full staff to address the daily schedule as well as give everyone a chance to express any concerns they have.”**

Communication is one of the key points in Wilson's CE course *Roadmap to a Profitable Dental Office*. **“This is a presentation about ways dental practices can increase their revenues,”** says Wilson. **“I wanted to share some of the things I've learned through more than 33 years of working in dentistry, including 24 years as a consultant.”**

While she can't wait to get back on the road and visit offices statewide, she's working with groups on virtual presentations. **“I've worked to adapt this program to our current environment,”** she adds. **“The full course is a three-hour program, but virtually and with our on-demand version, we scaled it back to an hour.”**

Schedule Terri for your virtual Lunch and Learn or Study Club. Contact her at [twilson1@deltadentaltn.com](mailto:twilson1@deltadentaltn.com) for info.

## Don't forget that your volunteer hours can now count toward required continuing education hours

### Here's the state statute, (63-6-712) according the Tennessee Department of Health's Board of Dentistry:

(a). Satisfaction of continuing education requirements. Notwithstanding this title to the contrary, a healthcare provider may satisfy one (1) hour of continuing education requirements for maintaining a license issued pursuant to this title through the performance of one (1) hour of voluntary provision of healthcare services as provided in this part. The maximum amount of hours of a continuing education requirement that a healthcare provider may satisfy through the voluntary provision of healthcare services pursuant to this subsection (a) is the lesser of eight (8) hours annually or twenty percent (20%) of the total annual required for the applicable license.

(b) Upon providing evidence of completion of the voluntary provision of healthcare services, the healthcare provider shall identify in any documentation required to be submitted to the applicable licensing board, the name and contact information of the sponsoring organization.

Clinics located all across the state and most are happy to accept any volunteers, although they're especially in need of dental professionals to help them restore smiles.

## How to Get Your Delta Dental Claims Paid Faster

**W**hen COVID-19 cases began rising last spring, it led to a temporary closure of Delta Dental of Tennessee's mail services. We know how important timely reimbursement is to our providers, so our team made some necessary adjustments to get back up and running quickly. Senior members of our management team, including our CEO and CFO, processed mail to ensure that we were taking care of our providers. While mail and fax claims were processed within expected turnaround times, dental offices using Electronic Funds Transfer (EFT) and Dental Office Toolkit® (DOT) for claims submission experienced no delays in claims processing and payment.

The Dental Office Toolkit gives provider offices instant online access to review patient eligibility, check the status of submitted claims and much more at no cost, while helping your office to get paid faster than when you submit paper claims. It also allows your office to avoid the costs associated with paper, ink and postage, and the delays that come with sending things through the mail.

Some offices choose to fax claims instead of mailing them. While faster than mail, faxed claims must still be processed by hand and take several days to input and pay. And payment by check adds even more time to the process. **Electronic claims through DOT for providers who use EFT means that you have money in your account usually within 24-48 hours of claim submission.**

We recognize that cash flow is vital to the ongoing success of your business, especially during the pandemic. We recommend that all providers take advantage of DOT and EFT to facilitate faster claims processing and payments as a way to avoid delays should there be additional closures due to COVID-19 or any other reason.

***If you need assistance*** using DOT or signing up for EFT, please contact your professional relations representatives at **[ProfessionalRelations1@DeltaDentalTN.com](mailto:ProfessionalRelations1@DeltaDentalTN.com)**