

THE BRIDGE

News from Delta Dental of Tennessee



Clarksville, Tenn.

SUMMER 2019

Delta Dental of Tennessee Launches DeltaVision®

For nearly 55 years Delta Dental of Tennessee has focused on only one thing: providing our clients the best dental benefits plans available with the best possible service experience.

As time changes, so have their needs, however, and we're excited to share with you that we have partnered with vision powerhouse VSP® to introduce a new plan to help your patients get the most out of their benefits: DeltaVision.®

We know how important your role is in helping your patients be

healthy. Good dental and vision benefits make it easier for them to afford preventive care and take ownership of their health.

Now our clients can bundle their vision and dental plans together for one contract and a single bill, from companies who consistently deliver high quality service. We have enclosed some sample brochures in this package so that your office can help patients who need assistance finding the best in benefits.



A dental plan with
20/20 vision

DELTA DENTAL

vsp

2019 Tennessee Smile Power Week Sheds Light on Oral Health Care Needs



Low-income Tennesseans often struggle to find and afford good oral care. Community partners all over the state came together for a week in June to draw attention to this problem and help Tennesseans get back their healthy smiles. Governor Bill Lee, in conjunction with the Tennessee Charitable Care Network, proclaimed June 10-14, 2019, Tennessee Oral Health Smile Power Week.

Smile Power Week was created to promote healthy smiles across Tennessee during National Smile Month, but many Tennesseans aren't smiling. Many simply aren't able to afford a dental visit. An overwhelming majority

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From top: Marshall Molar helped entertain children at the Children's Museum of Memphis, visited story time at the Muse in Knoxville, and finished Smile Power Week at the Nashville Sounds supporting charities Interfaith Dental and Neighborhood Health.

Smile Power Week ctd.

(86%) of low-income adults cite cost as the main reason they haven't been to the dentist. Tennessee is one of only three states in the nation whose Medicaid program does not provide dental benefits, and those who rely on Medicaid for care often need help.

To help offset some of the costs, Governor Lee and the Tennessee State Legislature allocated \$750,000 to the Tennessee Dental Safety Net Denture Program, a program now in its third year. To date, more than \$1.25 million has restored smiles for over 2,300 Tennessee patients through affordable dentures and partials.

Smile Power Week educates Tennesseans about the importance of oral health, and it's an opportunity to showcase the important work being done in communities across the state by free and charitable clinics. The clinics provide help and education about good oral health habits, which leads to less pain, healthier smiles and improved lives for many Tennesseans.

During Smile Power Week, celebrations and educational events took place in dental clinics from Bristol to Memphis, and Marshall Molar, Delta Dental of Tennessee's Official Ambassador of Smiles, visited patients at children's hospitals in Memphis, Jackson, Nashville, Chattanooga, Knoxville and Johnson City, along with other events. The extension of the 2019 safety net program was also announced across the state.

"Last year, Tennessee's charitable dental clinics provided more than 34,600 procedures to Tennesseans who might not have otherwise received care," said Dr. Phil Wenk, President and CEO of Delta Dental of Tennessee. "We know that the power of smiling changes lives, and we are proud to partner with dental clinics to help their communities smile."

Welcome to a New Dental Office Toolkit

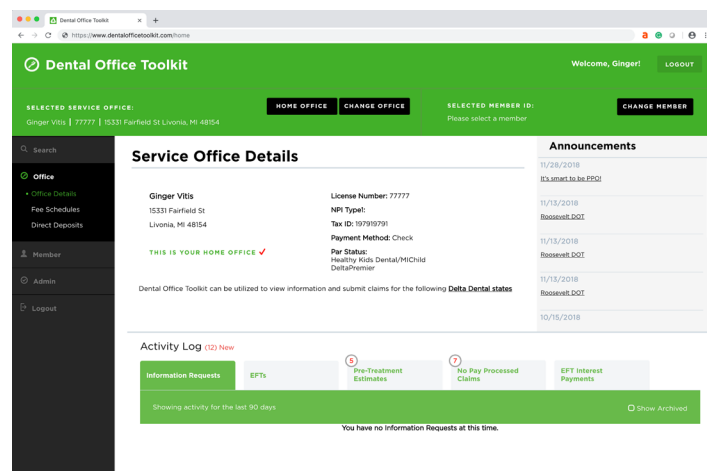
With a fresh look and streamlined functionality, the Dental Office Toolkit® (DOT) will change how you run day-to-day office operations. The new DOT hits provider offices later this summer!

Some new DOT features will include the ability to:

- Set your home office as the default for each session
- Toggle between different offices and members
- Search comprehensive family claims history across all businesses
- Manage user roles and permissions for your staff

Delta Dental's Dental Office Toolkit is an online tool that empowers provider offices to perform day-to-day tasks such as submitting claims, looking up member benefits and updating office information – all without having to call customer service. This saves you valuable time and lets you address needs faster.

Now is a great time to get started in DOT – we're creating training videos, how-to guides and other resources to



help your office get set up for success. Be on the lookout for those resources in the coming months.

Whether you're a longtime user or new to DOT, we're here to help! Check out the DOT Summer Release video to see what's in store: <https://youtu.be/QWu0btDnoEw> or scan this QR code.



Smile180 Volunteer Spotlight

Dr. Greg Moore: Reelfoot Rural Ministries



Dr. Greg Moore and Dr. Chris Moore

When Dr. Greg Moore first visited Reelfoot Rural Ministries (RRM), he was met with mixed emotions. This dental clinic set in a country community center in Obion was greeting patients each week who were in such dire pain, they would stand in line for hours to see the dentist. The equipment was so limited that there was little more they could do than pull teeth to help relieve the pain and a limited number of fillings.

"It was mostly about acute pain management," recalled Dr. Moore. "What the clinic did not have was the ability to do partials and dentures including pour and trim models and do wax-ups. A lot of these patients had limited resources; even the ability to drive an hour away to get to a place that could do a denture might be near impossible."

Dr. Moore wanted to help the clinic and was determined to try to do more for its patients, most of whom were hard-working adults without the resources for regular dental care. He said, "Management of dental infection and pain was being provided by volunteer dentists and assistants." He wanted to find a way to rebuild their smiles after acute dental care was provided.

While formally affiliated with the Memphis Conference of the United Methodist Church, RRM is 501c3 serving Lake, Obion and Dyer Counties. It is supported by a collaboration of several churches in the Northwest Tennessee community. With support from Delta Dental of Tennessee's Smile180 Foundation, RRM was able to purchase the equipment Dr. Moore needed to do the work he wanted to do.

RRM relies on its volunteers to help provide services to the patients. There are about a dozen dentists in the region who make the trip to this corner of the state to help. Dr. Moore is a second-generation dentist in Martin where he is in practice with his brother, Dr. Chris Moore. They were recruited at the same time to RRM.

"Chris and I were invited by a former college professor who served on the board of the church that started Reelfoot," he said. "He drove us over an hour each way to visit the clinic. When we came back from that trip, the two of us knew this was something we needed to do. It really provoked a spark within both of us."

Dr. Moore's assistant, Michelle Holcomb, works alongside him at the clinic. "Dr. Moore is truly loved by the people in this community," she said. "I remember one patient who was so excited to get his teeth. He was looking forward to eating a steak for the first time in a long while. More importantly, he was excited to start a new job."

"Thanks to the support from Delta Dental and its Smile180 Foundation, as well as the state's Dental Safety Net Program, we are able to help these patients get dentures and partials they can afford," said Dr. Moore.

"We've been able to change lives with these smiles because it gives them more than white teeth, it gives them hope."

If you would like to volunteer at a clinic in your area, see the enclosed Clinic Directory or view it online at Smile180.com.

Continuing Education Credits and Volunteering

Did you know that your volunteer hours can now count toward required continuing education hours? Here's the state statute, according to the Tennessee Department of Health's Board of Dentistry:

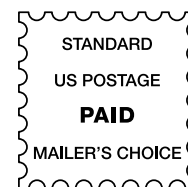
63-6-712 (a). *Satisfaction of continuing education requirements.*

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.

So where can you volunteer? Enclosed in this package is a copy of the Smile180 Foundation's guide to free and low-cost Tennessee dental clinics. They're 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.



WSM Radio to Produce New Podcast on Healthy Smiles

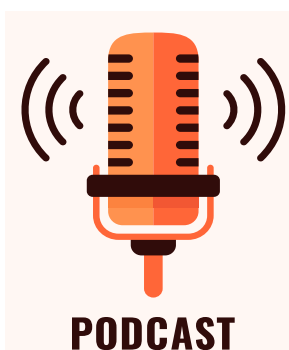
Delta Dental of Tennessee has teamed up with WSM Radio for the production of a new podcast series focused on the systemic relationship of oral health to overall health.

“Our goal is to create a series to help the listeners understand the impact their oral health has on their overall health,” said Missy Acosta, VP of Brand Strategy for Delta Dental. “At the end of the day, we want to encourage people to see their dentists regularly for preventive care and help them understand how the dentist can also detect more than 100 signs and symptoms of diseases that may be related to serious health conditions like hypertension, diabetes, heart disease and more.”

Delta Dental has been featured each month on WSM Radio’s “Nashville Today” in a segment that highlights the great works of some of the organizations supported by the company, including Neighborhood Health and Interfaith Dental Clinic. Most recently, they promoted the statewide initiative Smile Power Week.

“The work that Delta Dental does is amazing, both commercially and charitably,” said Chris Kulick, Gener-

al Manager. “Teaming up on this project made perfect sense for us, and we’re delighted to play a role in sharing this information with our online audience as well as Delta Dental’s.”



Producer Lexi Carter sat down with several dentists, generalists and specialists, from all over the state at the recent Tennessee Dental Association Annual Session in Nashville.

“We heard some incredible stories of dentists going beyond what I imagined would be the call of dentistry and truly saving their patients’ lives,” said Carter. “At one point, I was even moved to tears. It’s exciting to be a part of this project and help get these stories out to the public. Hopefully they will be inspired to make that next dental appointment.

I know I will never miss one again!”

“As a dental benefits provider, we know dentists are changing—and even saving—lives,” said Acosta. “Our friends at WSM are helping us share those stories.”

The podcast will be released this fall. If you are interested in listening to or sharing the program, email marketing@deltadentaltn.com.