

THE BRIDGE

News from Delta Dental of Tennessee

Hernando de Soto Bridge,
Memphis, Tenn.

SUMMER 2023

Reducing barriers to oral health care

The leading unmet health care need for the millions of U.S. children and adults with special needs is adequate dental care. Beginning January 1, 2024, Delta Dental of Tennessee can help you break down barriers to care for your patients by providing enhanced benefits to those with special health care needs.

As defined by the American Academy of Pediatric Dentistry, special health care needs include any physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or limiting condition that requires medical management, health care intervention, and/or use of specialized services or programs. The condition may be congenital, developmental, or acquired through disease, trauma, or environmental cause, and may impose limitations in performing daily self-maintenance activities or substantial limitations in a major life activity.

For 6.5 million people in the U.S. with these kinds of disabilities, oral health care can be inaccessible or overwhelming. Together we can change that! The new special health care needs benefit will include additional visits to the dentist's office and/or consultants that can be helpful prior to the first treatment to help patients learn what to expect and what is needed for a successful dental appointment. Additional exam benefits will be allowed for this purpose. Also, the benefit will allow for up to four total dental cleanings in a benefit year.

We understand the added difficulties in caring for patients with sensory sensitivities, behavioral challenges, severe anxiety, and other special needs. That's why this benefit will include treatment delivery modifications necessary for

dental staff to provide quality care for those patients, including the use of anesthesia when necessary to provide dental care. Each of these added benefits will have their own procedure code. We will be distributing that information and more closer to the effective date of January 1.



Register for a free course at
www.dental.upenn.edu/disabilitiescare

With the goal of helping to improve access to dental care for individuals with disabilities, Penn Dental Medicine has established a new continuing education series through the support of Delta Dental.

- Live webinars and on-demand courses
- Open to any U.S. licensed dentist and their support personnel at no charge
- Dentists completing 18 or more of the courses within a three-year period will receive a certificate of completion from Penn Dental Medicine, an ADA CERP Provider, as a Disabilities Dentistry Clinician Expert



Scan this QR code to
begin registration

Progress for the *Healthy Smiles Initiative*

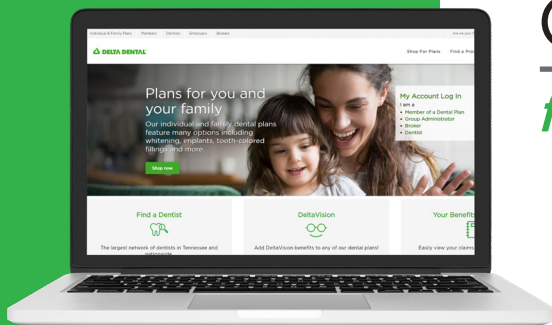
When the Healthy Smiles Initiative was introduced in Tennessee, one of its main goals was to increase dental class sizes. Within the program's first year, the University of Tennessee Health Science Center has taken a big step toward accomplishing that goal.

A new state-of-the-art building on the Memphis campus of UTHSC that will house the College of Dentistry had its grand opening in April. The building has been almost a decade in development, design, and construction.

"This is a great day for Memphis. This is a great day for the state of Tennessee," said UTHSC Chancellor Peter Buckley, MD. "Today is a dream come true. It is a transformation not just in the building but in the new training environment. It is a transformation that will benefit the health care of Tennessee."

The 68,000-square-foot building increases space for training Tennessee's dental workforce and expands facilities to treat patients from the Mid-South. It houses a clinic for patients with special needs; an expanded faculty practice for treating patients, including the uninsured and underinsured; and dental technique labs for first- and second-year students to hone their skills. The UTHSC College of Dentistry, the third oldest public college of dentistry in the country, trains 75% of Tennessee's dentists.

James Ragain, DDS, PhD, MS, FICD, FACD, dean of the UTHSC College of Dentistry, said the additional space will allow the college to reach its eventual goal to expand its class size to 130 students over the next five years to meet the anticipated demand for dentists in Tennessee and the surrounding region, particularly in underserved rural areas. This goal is one key facet of the Healthy Smiles Initiative, which also includes expansion of dental student rotations at UTHSC-sponsored clinics in areas of greatest need across the state, as well as new dental residency training sites in Kingsport, Knoxville, and Jackson.



Claims update *for your office*

Delta Dental of Tennessee will be implementing fee increases effective July 1, 2023 for a number of services provided by dentists, including crowns.

"It is important that we do this to ensure our customers have a large number of Tennessee dentists," CEO Dr. Phil Wenk said. "As we know, costs have risen in all segments of the economy, and dental costs have followed suit. We have worked closely with the actuaries to ensure that our increased fees are fair for all."

Delta Dental of Tennessee hopes our network dentists know how much we appreciate their work and commitment to the people we serve.

"We are proud to be able provide these claims fee increases and endeavor to remain competitive in our market moving forward," Jeff Ballard, President of Delta Dental of Tennessee said. "We will be re-evaluating our fee rates yearly to guarantee that, and to ensure we are being good partners to the providers who have been invaluable to us."

Providers will start seeing increases on claims for service dates on or after July 1. With electronic claims processing and EFT, dentists could see changes in their accounts as early as the first week of July.

New Delta Dental Groups

Delta Dental of Tennessee welcomes the following new groups. You can check eligibility and coverage details in real time with Dental Office Toolkit (DOT), or call customer service at 800-223-3104. If you need to register for DOT, email ProfessionalRelations1@DeltaDentalTN.com.

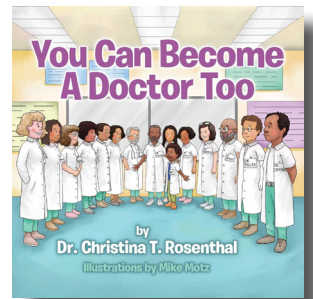
Kirby Whitten Pharmacy	Bartlett	Simulation Dynamics Inc.	Maryville
FreightWise, LLC	Brentwood	City of McMinnville	McMinnville
Pinnacle Dermatology		Binswanger Enterprises, LLC	Memphis
Management, LLC	Brentwood	Hollywood Feed, LLC	Memphis
Millennium Brokerage Group	Brentwood	Trace Services LLC	Memphis
Crunk Engineering LLC	Brentwood	Allergy & Asthma Center	Memphis
Engage Health MD	Brentwood	Emmanuel United Methodist Church	Memphis
Werk LLC	Brentwood	PFS Transportation, Inc.	Memphis
REN Dermatology	Brentwood	John J Campbell Co.	Memphis
Network Transport, LLC	Chattanooga	AM Diabetes Centers of America, PLC	Memphis
Redemption to the Nations Church	Chattanooga	Lone Tree Wealth Management	Memphis
Rhinogram, Inc.	Chattanooga	Sean Anderson Design LLC	Memphis
Fast Access Healthcare, PLLC	Chattanooga	Upright Holdings	Memphis
Advanced Therapy Solutions	Clarksville	TWO Shared Services, LLC	Mount Juliet
Galecki Search Associates, LLC	Collierville	State Farm Insurance	Mountain City
Pittman Physical Therapy	Collierville	FirstFleet, Inc.	Murfreesboro
McSpadden, Inc.	Dandridge	Venture Express, Inc.	Murfreesboro
Indus Mile. LLC	Fayetteville	Huddleston-Steele	
Lee Company	Franklin	Engineering, Inc.	Murfreesboro
Bray Companies, Inc.	Franklin	OneOncology, LLC	Nashville
Fox River Accounting Services	Gallatin	Trevecca Nazarene University	Nashville
Crow Trading, Inc.	Germantown	Clearbrook Holdings Corporation	Nashville
Alia Wealth Partners LLC	Germantown	Soundstripe Inc.	Nashville
Leonard Associates		4Patriots, LLC	Nashville
Manufacturing, LLC	Greeneville	Round Hill Music, LP	Nashville
Collins Building Materials	Jasper	US Community Credit Union	Nashville
Nexus Insurance Services		GoBiquity, Inc.	Nashville
and Solutions, LLC	Jasper	Starstruck Entertainment	Nashville
Farris Motor Company	Jefferson City	Bonded Filter Co. LLC	Nashville
Crown Laboratories, Inc.	Johnson City	Frist Capital LLC	Nashville
Filled with Grace Books		Neal & Harwell, PLC	Nashville
and Business	Jonesborough	Sudberry Millwork, LLC	Nashville
Allen Brothers Construction, Inc.	Kingsport	Herzfeld, Suetholz, Gastel,	
Bionomics, Inc.	Kingston	Leniske, and Wall PLLC	Nashville
BioPet Laboratories	Knoxville	Tennessee Farm Winegrowers Alliance	Nashville
Blaine Construction Corporation	Knoxville	Slick Innovations, LLC dba SlickText	Nashville
Knoxville Eye Care Center	Knoxville	KSA Industries, Inc. dba	
Net3IT	Knoxville	Tennessee Titans	Nashville
Baptist Eye Surgeons	Knoxville	Nations Ministry Center	Nashville
Rheumatology Consultants, PLLC	Knoxville	Alley-Cassetty Companies, Inc.	Nashville
Smoky Mountain Grip and Lighting	Knoxville	ARMEC Corporation	Oak Ridge
Siddiqi Holding, LLC	Knoxville	Millennium Bank	Ooltewah
Mike Channell Management		Rural Health Services	
Company, LLC	Knoxville	Consortium, Inc.	Rogersville
Integrity HR Services, LLC	Knoxville	Mannon Specialty Foods, Inc.	Sevierville
Scott's Plumbing Company, Inc.	Knoxville	Duck River Electric Membership	
Pipeline Construction	Knoxville	Corporation	Shelbyville
Gro Group, Inc.	Knoxville	Telegenix Underground	Shelbyville
R & S Logistics, Inc.	Knoxville	Torino's Pizza House, Inc.	Springfield
LISEGA, Inc.	Kodak	Mastermelt America, LLC	Sweetwater
Park Street Management, Inc.	Lawrenceburg	Lake County Board of Education	Tiptonville
Proton Power Inc.	Lenoir City	Wayne County Bank	Waynesboro
Filmax, LLC	Loudon		

New Delta Dental Providers

Delta Dental of Tennessee welcomes our new and returning contracted providers. You can check eligibility and coverage details in real time with Dental Office Toolkit (DOT), or call customer service at 800-223-3104. If you need to register for DOT, email ProfessionalRelations1@DeltaDentalTN.com.

Brett Harrelson	Adamsville	Mead Lyons	Johnson City
Angela Lunn	Adamsville	Michael Thomas	Kingsport
Nathalie Henderson	Bartlett	Jessie Dixon	Knoxville
Amber Bandy	Brentwood	Lucas Hunley	Knoxville
Britta Rishtau	Brentwood	Michael McBride	Knoxville
Sarah Zeh	Brentwood	Suhail Rana	Knoxville
William Locante	Brentwood	Dana Riley	Knoxville
Ruchi Patel	Clarksville	Robert Matthews	Knoxville
Kristi Quan	Clarksville	James Muscari	Knoxville
Catherine Durante	Cleveland	An Ta	Knoxville
Taylor Faulk	Cleveland	Matthew Hacker	Lawrenceburg
Mili Shah	Collierville	Ramin Heidari	Madison
Kurger Peoples	Cordova	Christopher Smith	Manchester
Paige Gassman	Eads	Kristopher Hasstedt	Maryville
Devanshi Patel	Elizabethton	Blake Reed	Maryville
Casey Niekamp	Franklin	Chip Webb	Maryville
Swati Trehan	Franklin	William Drake	Maryville
Bayan Ferdowsi	Franklin	Jeffrey Brooks	Memphis
Jon Irelan	Franklin	Ali Mohamed	Memphis
Melanie Kitsman	Gallatin	Aquil Muhammad	Memphis
Peter Alena	Gallatin	Melanie Nesbitt	Memphis
Tyler McCubbins	Gallatin	Adepitan Owosho	Memphis
Connor Denison	Germantown	Kaitlin Polk	Memphis
Courtney Edwards	Germantown	Vincent Copeland	Memphis
Jesse McKinney	Germantown	Austin Gambrel	Morristown
David Roman	Germantown	Mary Higdon	Munford
Frank Sutherland	Germantown	Mustafa Awan	Nashville
Lauren Thompson	Germantown	Lana Bubalo	Nashville
Lydia Wright	Harrogate	Matthias Gorham	Nashville
Toby Wright	Harrogate	Robert Ammarell	Nashville
Austin Runyon	Hartsville	Amanda Munger	Portland
Brian Dalton	Hendersonville	Kirk Christianson	Powell
Sarah Elamin	Hendersonville	Chauncey Hensley	Smyrna
Kedene Falconer	Hendersonville	Martyha Simmons	Smyrna
Johnnie McNichols	Hendersonville	Emily Allen	Spring Hill
Daisy Smart	Hendersonville	Ronald Hallmark	Waynesboro
Krystle Johnson	Jackson		

Inspiring the next generation of *dentists*



Delta Dental of Tennessee's charitable arm, the Smile180 Foundation, announced the launch of a statewide oral health education campaign in partnership with PBS KIDS stations across Tennessee. The year-long "Have a Healthy Smile" campaign features a series of public service announcements (PSAs), local community events, and the release of a classroom curriculum, Healthy Smile Learning, designed to engage students across grades K-8 through a series of tailored lesson plans and videos.

"Good oral health is essential to quality overall health, and teaching kids good habits at a young age sets them up for a lifetime of healthy smiles," said Dr. Phil Wenk, CEO of Delta Dental of Tennessee. "PBS is the leader in engaging, educational kids programming and a natural partner to help make oral health more approachable to children and families across Tennessee."

The campaign kicked off with a reading of *You Can Become a Doctor Too* by Dr. Christina Rosenthal hosted by West TN PBS at Hollis Powell Elementary School in Jackson, Tennessee on January 25. *You Can Become a Doctor Too* tells the story of a young boy, Art, and his classmates who believe that becoming a doctor is impossible until they meet one at Career Day.

Dr. Rosenthal, a graduate of the University of Memphis and the University of Tennessee Health Science Center (UTHSC) College of Dentistry, founded a mentoring program, Determined to be a Doctor Someday (DDS), to encourage underrepresented students to pursue

careers in healthcare. Inspired by her own journey, the DDS program exposes kids to career possibilities in healthcare in an engaging and age-appropriate format, with programs for kids ages 2-5 and ages 14-18. The program has been featured by the American Dental Association (ADA) as well as Good Morning America (GMA). You can view those articles by scanning the QR codes to the left. She is also a board member for the Smile180 Foundation.

"It's a real honor to have *You Can Become a Doctor Too* featured in this campaign," said Dr. Rosenthal. "I founded Determined to be a Doctor Someday - and wrote this book - so that all kids, regardless of their background, see that a career in healthcare is possible," said Dr. Rosenthal. "With the support of Delta Dental, the Smile180 Foundation, and PBS, that message will now reach so many more kids across Tennessee."

The "Have a Healthy Smile" campaign is yet another spoke on the wheel in the drive to increase the number of dentists in our state. We hope this campaign helps entice kids at a young age to get interested in the dental profession and follow that interest until it turns into a career of serving the smiles of Tennesseans.

To access the "Have a Healthy Smile" PSAs, educational materials, and other resources in one place, visit the Delta Dental of Tennessee Kids Corner. For more information about the community events happening across the state, contact your local PBS KIDS station.



ADA Article



GMA Article



Delta Dental Kids Corner





Delta Dental of Tennessee
240 Venture Circle • Nashville, TN 37228-1699

IN LOVING *memory*

Mary Stewart, 1955 - 2023

It is with heartfelt sadness that the Delta Dental of Tennessee family shares the news of the passing of Mary Stewart. Mary has been a fixture here for almost 25 years where she became an incredible leader as the Manager of Professional Relations.

“We were lucky to enjoy her outgoing and gregarious nature,” noted Dr. Phil Wenk, CEO. “And what was really her strongest suit was her unmatched ability to interact with the dentists. At dental meetings, dentists would stop by our booth just to chat with her, and no matter what the subject, she could dish it out as well as she could take it.”

We have so many wonderful memories of Mary, and they are always accompanied by her tremendous smile. This is a time for us to rally around each other and be thankful for having had Mary as a part of our lives.

“I know that our dear friend and Delta Dental family member would want us to remember her with smiles and laughter,” added Dr. Wenk.

