

Dental Office *update*



Claims processing updates



Enhanced system

Our transition to faster claims processing is almost complete. We have already transitioned more than 90 percent of our dental business to the enhanced system, and we plan to complete the move before the end of the year.

This transition to newer technology will benefit our dentists by allowing more claims to auto-adjudicate with no manual intervention required. Higher

auto-adjudication means faster claims payment. With our enhanced system, 74 percent of electronic claims are automatically adjudicating, which means they are processed the day after ODS receives them.

Processing policy changes

Starting with claims received June 1, 2009, we will change how we process claims for basic restorations. Initial benefits for basic restorations will now

include repair or replacement to the same surface within 12 months. Stainless steel crown benefits will include any replacement within 24 months. Therefore, dentists placing a restoration will be responsible for their work within that time period.

Another processing change relates to the approved fee associated with multiple X-rays taken on the same day. If the total fees of intraoral radiographs exceed the fee for a full mouth, only the full mouth fee may be approved. Frequency limits will still apply for the actual service performed. Also, if both a full mouth and a bitewing are submitted on the same day, only the full mouth will be allowed.

There also are changes to endodontic and periodontic procedures, such as not allowing unbundling of biopsy services, frenulectomy or tissue lesions when done with surgery because they are considered inclusive.

Higher annual maximum option

We are pleased to announce that by the end of this year, ODS will offer all of our groups the option of a \$2,000 annual maximum plan. Currently, this option is available only to large groups. We do not know how many groups will choose this plan, but we are glad to be able to make the option available, based on the feedback we received from you. Member's annual maximums will display on Benefit Tracker, so you can view individuals who have this higher maximum.

If you do not have Internet access, please contact Dental Customer Service toll-free at 800-452-1058 with any questions regarding the dental plan maximum.

OEBB transition update

ODS has approximately 121,000 members enrolled in the Oregon Educators Benefit Board (OEBB) premier dental plan. ODS was selected in 2008 as the sole provider of the fee-for-service dental plans. The total OEBB membership is expected to be more than 165,000 when the transition is completed by October 2010.

We would like to thank you for your assistance and support while we

continue the transition of this large group. For any questions you have related to OEBB member eligibility and benefits, please contact Dental Customer Service toll-free at 866-923-0410. If you have questions related to plan design or would like to view OEBB-related frequently asked questions, visit www.odscompanies.com/dental/news/080616_oebb_premier.shtml.

Helpful information available on ODS website

The ODS website is a useful tool for both providers and members. Providers can access the most current version of the Dentist Handbook, download credential forms for themselves or new associates, register for Benefit Tracker and much more. Members can access myODS to view claims paid and find

information about their account, including insurance plan information.

Find the information you need by visiting www.odscompanies.com.





New X-ray return policy



Normally, ODS does not require an X-ray for claims review. To help you save unnecessary postage costs, please only send X-rays to us when your office receives a specific request.

To date, we have returned all X-rays submitted with claims so you could file them with your patient records. Because we have found that most offices submit duplicates and do not want to have their submitted X-rays returned, ODS will stop

returning X-rays as our normal routine starting June 1, 2009. Beginning on that date, ODS will return only X-rays that include a specific request for their return. X-rays on file with ODS or received prior to June 1, 2009, will be returned.

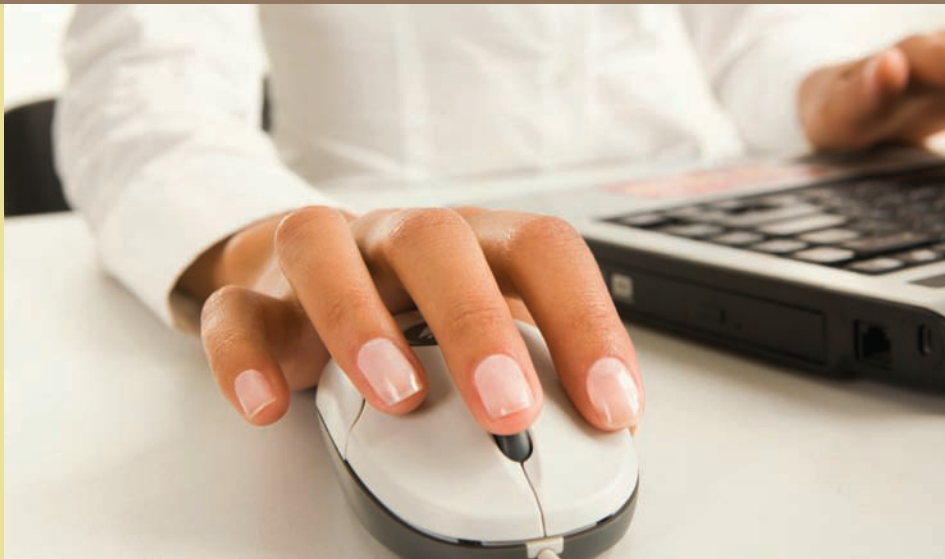
If your office uses National Electronic Attachment, Inc. (NEA) and you received a request from us for clinical or X-rays, they can be sent in that format without the need for duplicating and mailing. If you do not currently use NEA and would like more information about this service, please contact NEA at 800-782-5150 or www.nea-fast.com.

Tooth Taxi delivers free dental care to Oregon's children

Launched only a few months ago in September 2008, the Tooth Taxi is already making a tremendous difference in the lives of children throughout Oregon. As of March 31, the Tooth Taxi had delivered \$514,845 in free dental care to 1,853 children in 29 communities.

The Tooth Taxi is the result of a unique partnership among the Dental Foundation of Oregon (DFO), OEA Choice Trust and ODS. For up to one week at a time, the mobile dental clinic visits schools and community centers, delivering comprehensive dental care and oral health education to low-income children — and touching the hearts of everyone involved.

For more information on volunteering on the Tooth Taxi, please contact Mary Daly at 503-329-8877 or mary.daly@SmileOnOregon.org.



Thank you!

Thank you to everyone who responded to our information request for directory accuracy in November 2008. This verification confirms that our members are able to locate your office and have access to the most current directory information. We know you are busy, so we really appreciate you taking time to respond with this information.

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