

# WELCOME!

Thank you for joining us today.



We appreciate the care that you provide to our Delta Dental patients.

# About Delta Dental of Arkansas



# Maximum Plan Allowance



# COMMUNICATING WITH DDAR

Our call center representatives are available Monday through Friday, 7 a.m. to 7 p.m. CST.  
1-866-864-2499

Our Professional Relations team is available to answer your calls or assist you personally by visiting your office to ensure our services are meeting your expectations and that you are receiving all the advantages of being a Delta Dental participating provider.

Direct Line: 501-992-1710

Email: [profrelations@deltadental.com](mailto:profrelations@deltadental.com)

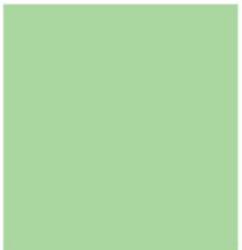


# Delta Dental's Smiles Network



# Delta Dental Smiles Manual





# Patient Benefits & Eligibility



# Claims Submission and Processing



# Information Requests




# Most Common Claim Submission Mistakes Resulting in Processing Delays



# Changes to Provider Records





# Denied vs Not Billable Services

# Appeals and Reconsiderations



# Delta Dental Smiles Value Added Services





**QUESTIONS?**