

Dental Office Update



Spring 2026

New 2026 benefits are here for our standard plans!

We are excited to announce Delta Dental of Alaska's new benefits now available on our standard plans!

With the new 2026 benefits for our standard plans, you'll have more flexibility in scheduling your patients for preventative care. This change provides more fluid frequency allowances and helps open access to oral care.

Benefits for cleanings, exams, and fluoride have changed from **once every six months to twice in a plan year**. Group and age limitations still apply.

Cone beam x-rays are also a covered benefit under the new 2026 standard benefits. However, cone beam x-rays for TMJ related issues **are not a covered benefit** unless the member's plan has additional benefits for TMJ related services.

Please continue to check eligibility through Benefit Tracker, our interactive voice response system (IVR) with faxback, or call customer service for plan deviations. Not all employer groups have standard benefits. Make sure to confirm prior to the patient's appointment.

The 2026 Standard Benefits also does not change any frequency allowances that are part of Oral Health, Total Health or Intellectual and/or Developmental Disabilities programs.

If the group does not specify a frequency for preventative services within the Groups Limitations section of Benefit Tracker, then the new standard benefit would apply.

Save time when submitting your Provider Correspondence through our new webform!

Our [Provider Correspondence webform](#) is up and running!

As of **Jan 1st**, Provider Correspondence must now be submitted online.

Our new online form replaces the process of mailing in your requests for reconsideration of denied claims and will allow us to process these requests faster and help save you and your office valuable time and money!



Our Provider Correspondence webform can be used to submit letters that request reconsideration when an extenuating circumstance exists for a claim that was denied. The webform allows you to include the documentation (i.e., chart notes and/or x-rays) to support your request.

This webform **will not accept** responses to our request for additional clinical information or missing information. It will also not accept claim submissions or corrected claim submissions, prior authorizations for orthodontic services, predeterminations or member appeals.

You can find this webform by visiting [Delta Dental of Alaska's website](#), clicking the Resources tab and then the Forms/docs tab.

Are you missing Delta Dental emails from us?

Please review your email address to ensure it follows **standard email formatting** and contains **no more than 40 characters** including the email address and extension (example: [name@example.com](#)).

If the email address we currently have on file does not meet these requirements, please submit an updated email address at your earliest convenience to dprak@deltadentalak.com. We accept any valid United States email extension. This includes- .com, .net, .org, .edu, .us, and .gov as long as the email address is **under 40 character in total length**.

Thank you for helping us ensure that our communications reach you.

Best Billing Practices



How to handle Coordination of Benefits

To reduce the processing time for your claim:

- Include all pertinent information - date of birth, relationship, subscriber ID, valid CDT codes, tooth, surface, arch and quadrant as appropriate.
- If the patient is covered by more than one Delta Dental of Alaska or Oregon plan, submit one claim form indicating the Subscriber names, ID numbers, employers (if applicable) and the group numbers for both plans.
- If covered by another carrier, indicate the above information plus the name, address and policy number of the other carrier.
- If a patient has primary insurance through another carrier, the primary payment amount from that carrier will need to accompany the claim for consideration of payment.
- We accept primary payment amounts electronically without the need for an Explanation of Benefits. Please reach out to your clearinghouse if you have questions on how to submit primary payment amounts electronically on your claim form.
- If you submit the primary carrier's EOB, please make sure to include one of the following notations from the chart below in Box 35 (remarks) of the claim form. This will ensure your claim is handled by one of our dedicated COB claims processors.

EOB	Primary Payment Attached
EOB Attached	Primary Paid
Other Carrier Paid	Prime EOB Attached
Other Carrier Paid	Prime Paid
Other Insurance Paid	Prime Paid
Other Insurance Paid	See Attached EOB
Primary Paid	Primary EOB Attached

Save Time and Money with Our Self-Service Tools

We offer several self-service options designed to significantly reduce the time your staff spends on the phone—saving both time and money for your office.

Did you know that obtaining a breakdown of benefits over the phone with a customer service representative can take more than 10 minutes?

Self-Service Options at a Glance

- **Interactive Voice Response (IVR)** - Our IVR systems provides benefit information in about 5 minutes - saving 5 minutes per call.
- **Faxback of Benefits** - Our automated faxback system delivers benefit information in 2-3 minutes, saving 6-7 minutes compared to a phone call.
- **Benefit Tracker** - Our online portal provides benefit details in just 2-3 minutes, also saving 6-7 minutes per inquiry.

We all know that time is money. Our goal is to support your office with efficient, effective ways to obtain benefit information so your staff can spend less time waiting and more time focused on what matters most: providing excellent care to your patients.

The Alaska Dental Society's Annual Meeting is just around the corner!

Stop by our table and say "Hi"!

Learn what's new, uncover the added value behind our programs, meet your Delta Dental of Alaska's service representative and enter to win our raffle.

The 2026 Annual Meeting will take place **Friday, May 22nd** and **Saturday, May 23rd** at the **Seward Windsong Lodge**.



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