Annual Michigan provider training

November 2026



DELTA DENTAL®

Introduction

Brian Young

Senior Business Architect



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Agenda

01 Introduction
5 minutes – Senior Business Architect, Brian Young

02 Dental home overview
10 minutes – Chief Dental Officer and Director of Quality Improvement and Population Health Management, Dr. Michelle Kohler

03 Early and periodic screening, diagnostic and treatment/EPSDT overview
10 minutes – Chief Dental Officer and Director of Quality Improvement and Population Health Management, Dr. Michelle Kohler

03 Dental Office Toolkit™ (DOT) overview and registration
10 minutes – Senior Business Architect, Brian Young

04 DOT upcoming enhancements
10 minutes – Product Owner, Kati Stiver

05 Introduction of your Delta Dental of Michigan resources
10 minutes – Professional Services Representatives, Rachael King & Beth Anderson

06 Closing
5 minutes – Senior Business Architect, Brian Young

Dental home overview

Dr. Michelle Kohler

Chief Dental Officer and Director of Quality Improvement and Population Health Management

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What is a dental home?

- The primary dental home is a place where a member's oral healthcare is delivered in a **comprehensive, continuously accessible, coordinated and family-centered** manner by participating pediatric and general dentists. This concept mirrors the approach used by primary care physicians in developing a "medical home" for their members.

Why do we have dental homes?

- Oral health issues remain a significant concern for our members and their families, often contributing to broader systemic health challenges. The concept of a dental home is central to our mission of improving oral health outcomes for our members.

Who is included in dental homes?

- All participating primary care dentists (PCDs) and pediatric dentists are considered for dental home assignments. One PCD may have multiple physical locations or sites, but members will be linked to a specific location and can see any participating PCDs at that dental home location.

Early and periodic screening, diagnostic and treatment/EPSDT overview

Dr. Michelle Kohler

Chief Dental Officer and Director of Quality Improvement and Population Health Management

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What is EPSDT?

The **Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)** benefit is Medicaid's comprehensive and preventive child health program for individuals younger than age 21.

Core components and goal of EPSDT:

- **Goal:** To ensure eligible children get the healthcare they need, when and where they need it, in the most appropriate setting.
- **Eligibility:** Available to all Medicaid-enrolled individuals younger than age 21.
- **Early:** Assessing and identifying health, developmental or behavioral problems early.
- **Periodic:** Checking children's health at regular, periodic, age-appropriate intervals (as well as interperiodic screenings when needed).
- **Screening:** Providing comprehensive health and developmental histories, physical exams, immunizations, laboratory tests (such as lead assessments), and vision, dental and hearing services.
- **Diagnostic & treatment:** Providing any medically necessary healthcare, diagnostic services and treatment under Section 1905(a) of the Social Security Act to **"correct or ameliorate"** (improve or control) physical and mental illnesses and conditions.

Click here to learn more about EPSDT!

Click here to access the AAPD Periodicity Schedule

EPSDT Coverage and Medical Necessity

Michigan recognizes the American Academy of Pediatrics (AAP) definition of "medically necessary" which is:

"Health care interventions that are evidence based, evidence informed or based on consensus advisory opinion and that are recommended by recognized health care professionals to promote optimal growth and development in a child and to prevent, detect, diagnose, treat, ameliorate, or palliate the effects of physical, genetic, congenital, developmental, behavioral, or mental conditions, injuries, or disabilities."

What Types of Services are NOT Covered Under EPSDT?

Examples of services not covered under EPSDT include:

- ✓ Experimental or unproven care
- ✓ Care that is not safe or is ineffective
- ✓ High-cost services or items if a less expensive item will work just as well

- ✓ Services that are not medically necessary
- ✓ Respite services (i.e. a temporary break to relieve the caregiver)
- ✓ Cosmetic procedures
- ✓ Services for adults

Dental Office Toolkit (DOT) overview and registration

Brian Young

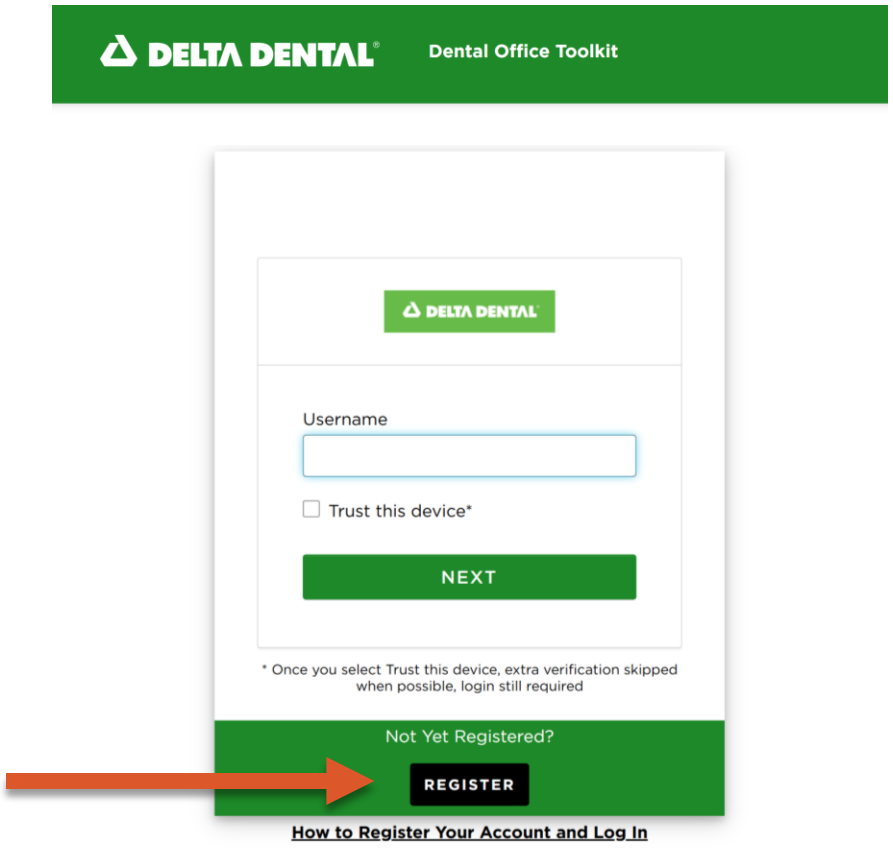
Senior Business Architect

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Getting started with DOT

New to Dental Office Toolkit?

- ✓ Check out: dentalofficetoolkit.com
- ✓ Click *Register* to create your profile.
- ✓ Click here to view the tutorial on how to get started!

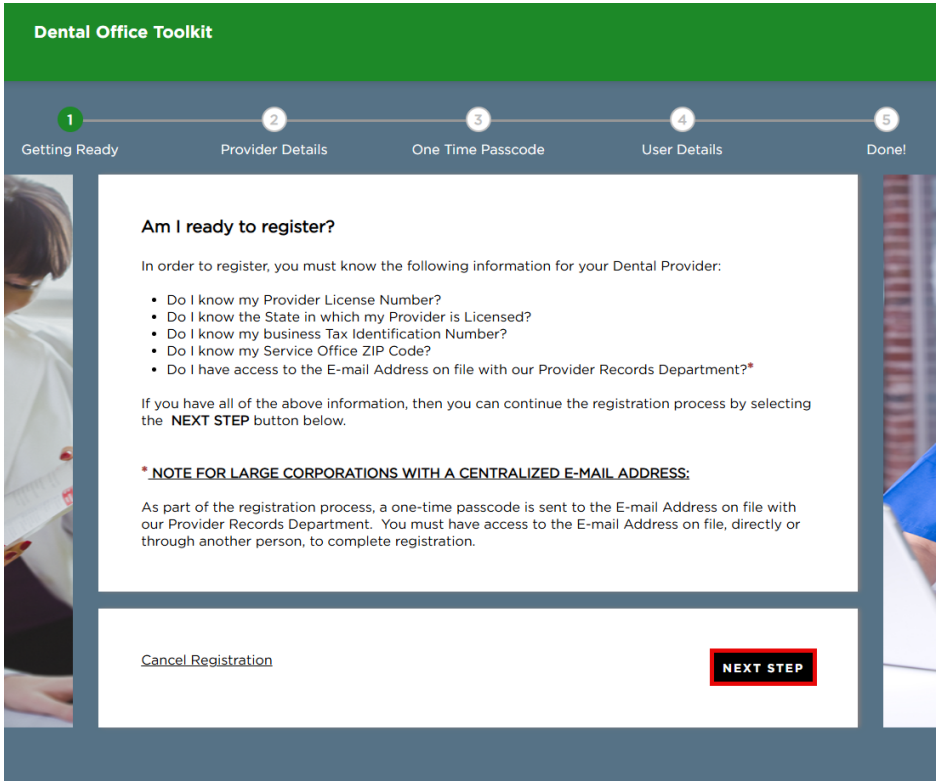


STEP 1 OF 5

Getting ready

Have these details ready for a smooth registration.

- ✓ Provider license number
- ✓ State where the provider is licensed
- ✓ Tax Identification Number (TIN)
- ✓ Service office ZIP code
- ✓ Email address on file with Delta Dental's provider records department

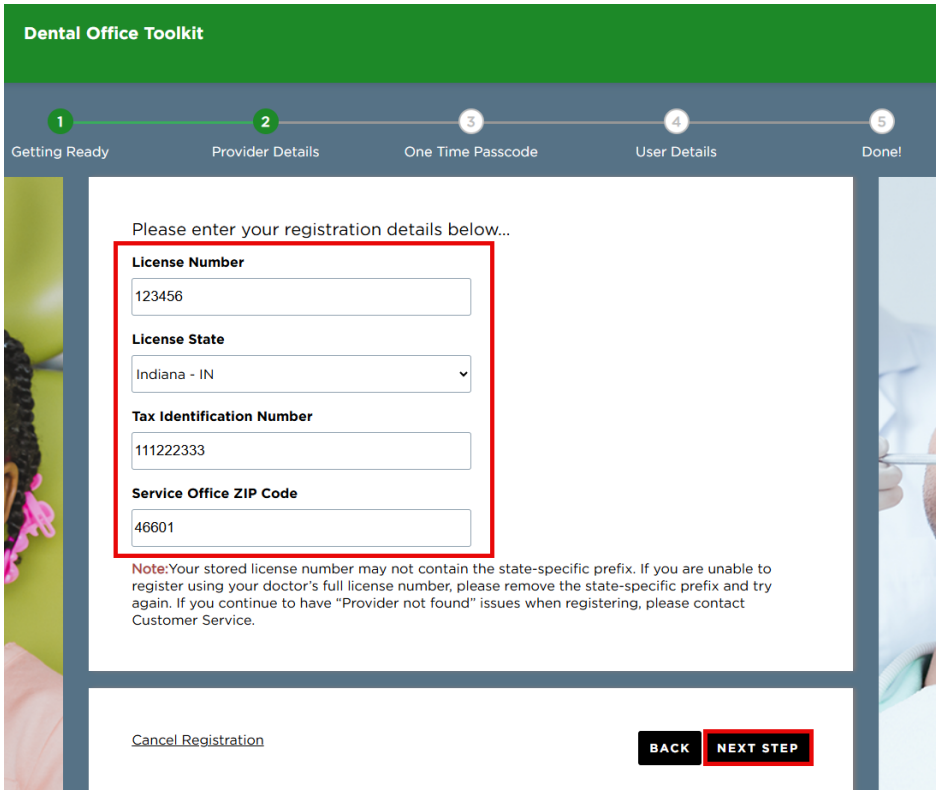


STEP 2 OF 5

Provider details

Enter your provider's registration details.

- ✓ Provider license number
- ✓ State where the provider is licensed
- ✓ Tax Identification Number (TIN)
- ✓ Service office ZIP code

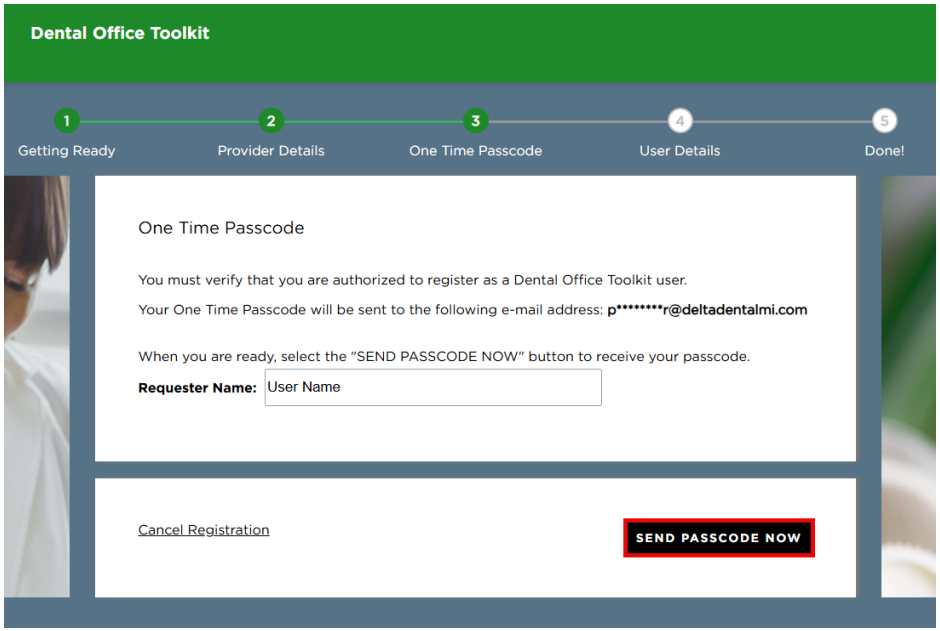


STEP 3 OF 5

One-time passcode

Your passcode is on its way.

- ✓ Check the email address on file for your one-time passcode.



STEP 3 OF 5 · CONTINUED

Passcode confirmation

Check your email

✓ Look for a message from *no-reply@mydeltadental.com.*

Dental Office Toolkit One-time Passcode

NR no-reply@mydeltadental.com
To [redacted]

Dear User Name,

Someone at Service Office ZIP code: 46601 is trying to register for the Dental Office Toolkit.

The time-sensitive, one-time passcode for registration is:

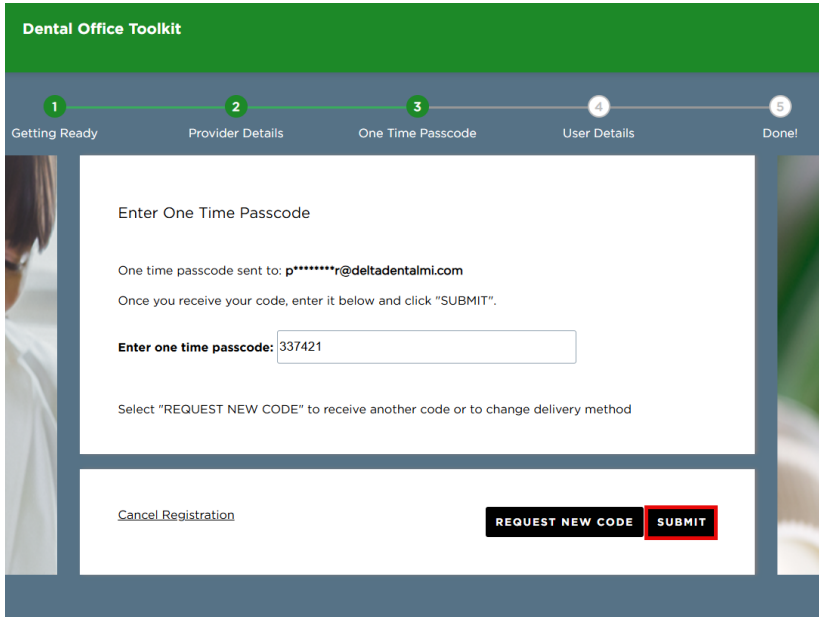
337421

Thank you,

Dental Office Toolkit® Team

Confirm in DOT

✓ Enter the passcode in the DOT window and select SUBMIT.

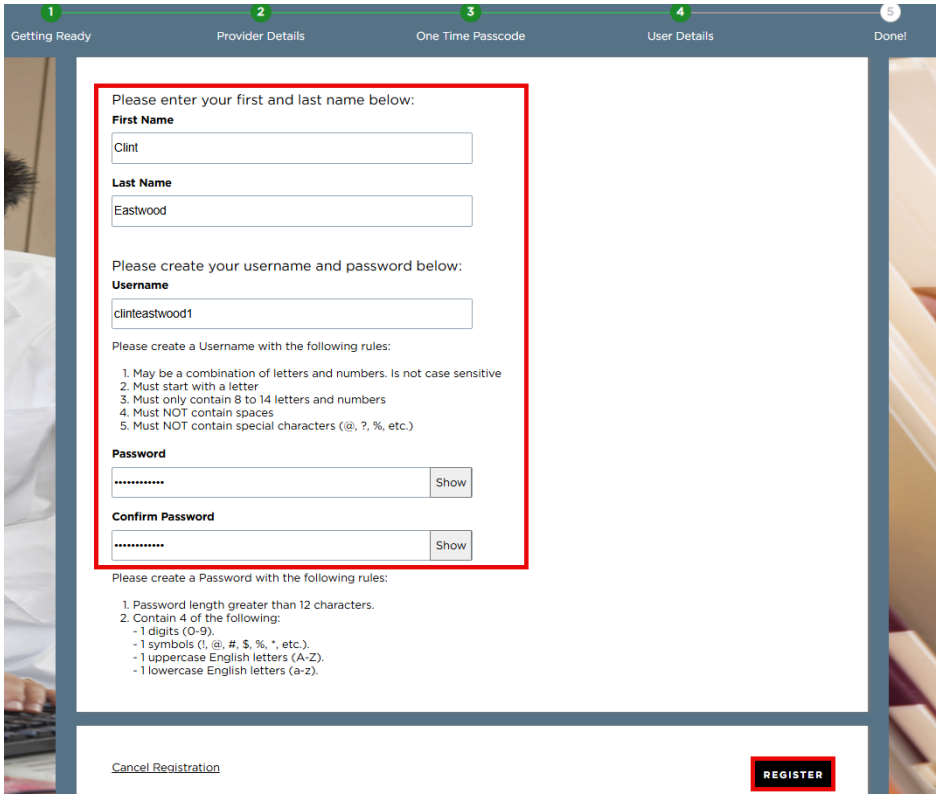


STEP 4 OF 5

User details

You're almost there.

- ✓ Create a username and password to finish your profile.
- ✓ Use the on-screen username and password rules to complete this step.

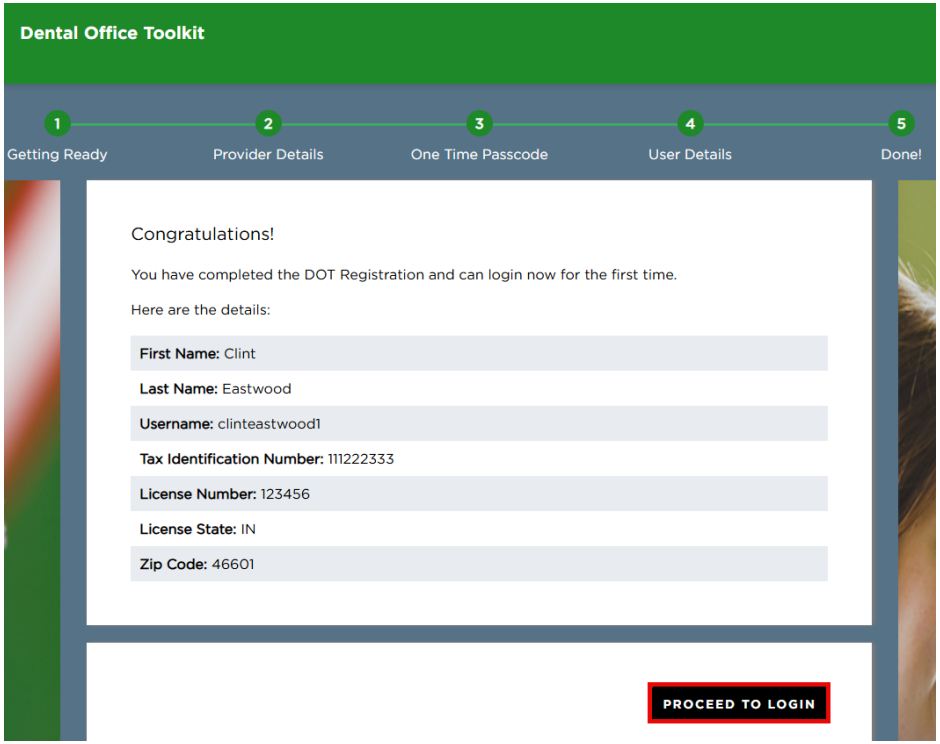


STEP 5 OF 5

You’re ready to log in

Congratulations!
Your registration is complete.

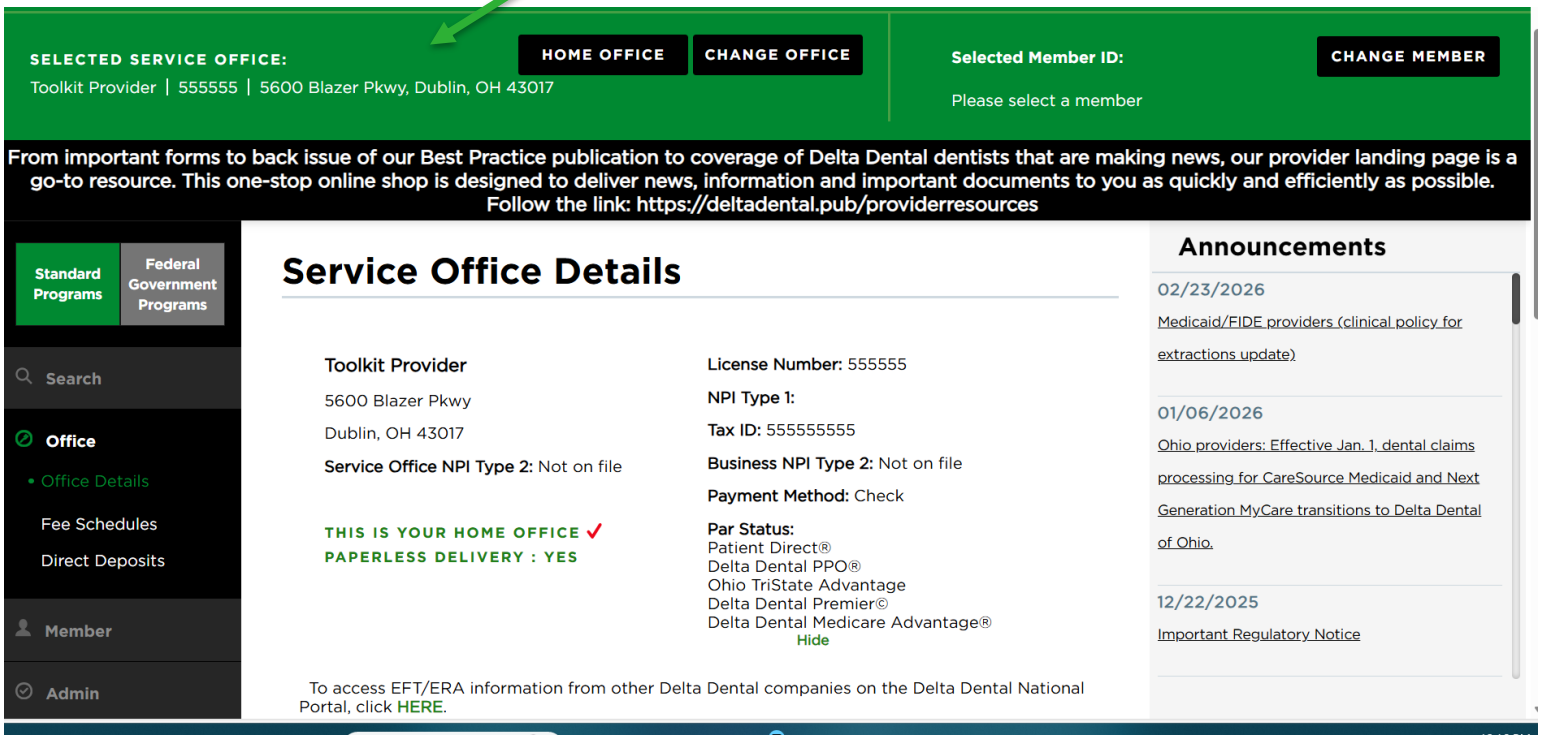
- ✓ Select PROCEED TO LOGIN.
- ✓ For more help, explore the DOT tutorials and FAQs.



Your DOT landing page

Service office details and announcements

Office navigation



Dental Office Toolkit (DOT) upcoming enhancements

Kati Stiver

Product Owner



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Core changes in the new member claims history experience

1

Users can search for and view claims in a more enhanced way without having to open claim details.



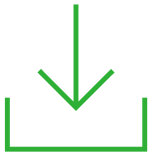
2

The new search criteria allows users to narrow their results based on selected search filters.



3

Exporting search results gives users a downloadable Excel document with a line-by-line breakdown of each procedure code.



Demo

Introduction of your Delta Dental of Michigan resources

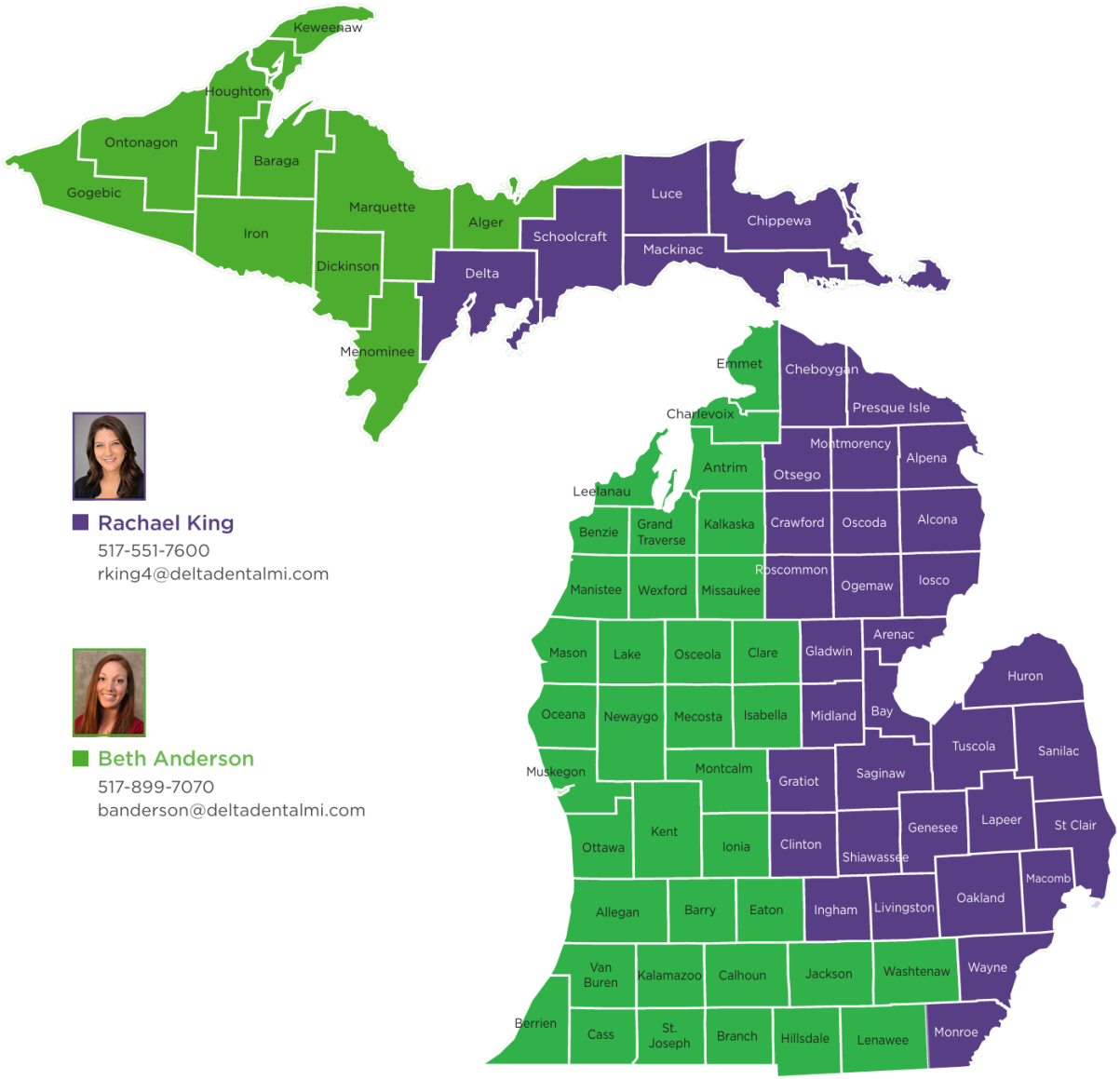
Rachael King & Beth Anderson

Professional Services Representatives



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Professional Services Representative Territories



Rachael King
517-551-7600
rking4@deltadentalmi.com

Beth Anderson
517-899-7070
banderson@deltadentalmi.com

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Support services contact information

Get more information or other help.

Delta Dental of Michigan

Commercial Claims Mailing Address: **Delta Dental of Michigan** **PO Box 9085** **Farmington Hills, MI 48333-9085** **Customer Service: 800-524-0149**	**Commercial Mailing Address for Written Inquiries** **Delta Dental of Michigan** **PO Box 9089** **Farmington Hills, MI 48333-9089**
Claims Delta Dental Claims ATTN: HKD PO Box 9298 Farmington Hills, MI 48333-9298 Customer Service: 866-696-7441	Inquiries / Reconsiderations Delta Dental Inquiries ATTN: HKD PO Box 9230 Farmington Hills, MI 48333-9230

Michigan Department of Health and Human Services

MDHHS provider enrollment (CHAMPS) help desk	**Website**
800-292-2550	michigan.gov/mdhhs

Delta Dental customer service

Our customer service representatives are available for Delta Dental HKD enrollees Monday through Friday from 8 a.m. to 8 p.m. EST at 866-696-7441.
An automated system is available 24/7.

Contact customer service for the following:	
Benefits	*Claim processing*
Claim status	*Eligibility*
Filing a claim	*Grievances and Appeals*
Report fraud, waste and abuse	

Any calls where Protected Health Information (PHI) is discussed and authenticated, please be prepared with the following:

Dentist office name	*Dentist tax ID number*
Delta Dental HKD enrollee ID number	*Enrollee name, date of birth and address*

Delta Dental provider records

Please contact provider records at 800-656-6495 or providerrequests@deltadentalmi.com if you:

Change your office address or phone number	*Have a change in your credentialing information*
Are a new dentist opening an office or have a new associate dentist joining your practice	*Change your tax identification number (TIN)*

Closing

Brian Young

Senior Business Architect



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Thank you for attending today's session!

We appreciate your time.

- In the Microsoft Teams chat, you'll find a survey we'd love for you to complete before you go.
- Let us know how we did and what you'd like to hear more about next year.

Questions?

Reach out to your professional services representative to assist you.



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