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# THE CONNECTION

PPO USA · Connection Dental Network



Fall / Winter 2017

Fall / Winter 2017



PP-NLT-1017-001

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## Holiday hours

So that we can spend time with our family and friends, the PPO USA team will close our offices on the following dates:

- Thursday, November 23 – Thanksgiving Day
- Friday, November 24 – Day after Thanksgiving
- Friday, December 22 – Christmas Eve
- Monday, December 25 – Christmas Day

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## A winning strategy

The Connection Dental Network takes great pride in ensuring our provider data supports the population(s) served with a network that is compliant and provides adequate accessibility. Since our initial outreach to California in 2016, we have added seven states to our list for provider outreach, including Colorado, Connecticut, Georgia, Hawaii, Maryland, New Jersey, and Ohio. To track variances in requirements for each state, we have implemented tracking and reporting mechanisms that trigger notifications as providers become due for updates. Our processes include an initial mailing to Network dentists and follow up phone calls to validate provider data. This process has been successful and, to date, we average a response rate of 96.31% overall. Our results, by state, are illustrated on the next page.

## De-stressing at Converge

This conference is always a pleasure for us to attend to connect with colleagues and friends and forge new partnerships. A special thank you to everyone who participated in our yoga morning! See you in Denver in 2018!



## A growing network: Connection Dental

- Virginia Beach-Norfolk-Newport News, VA-NC – 55% growth
- Louisville/Jefferson County, KY-IN – 52% growth
- Durham-Chapel Hill, NC – 45% growth
- Olympia-Tumwater, WA – 45% growth
- McAllen-Edinburg-Mission, TX – 40% growth

# Connection Dental Network validation strategy

These ongoing provider outreach efforts are our commitment to you to provide clean and accurate data for provider directories and claims payment.

States in blue previously implemented.

## Ohio

1. Provider outreach communication mailed to all participating locations.
2. Provider verification date included in each client file.
3. Quarterly audit of provider data.
4. Start date: 06/20/17

## Hawaii

1. Provider outreach communication mailed to all participating locations.
2. Provider verification date included in each client file.
3. Annual audit of provider data.
4. Start date: 09/22/17

