



Dentistry IN SOUTH DAKOTA

Allied Staff News

How to Code Successful Dental Claims

Learn how to reduce insurance claims denials from an expert with 35 years of dental insurance claims experience.

Dilaine Gloege is returning to South Dakota to help dental offices get the best results from filing insurance claims. The SDDA is

offering a five-hour course entitled "How to Code Successful Dental Claims" on October 8, 2021 in Sioux Falls and also via webinar. Attendees will learn about recent code changes (including CDT 2022), why these changes were made and how dental practices are affected. The course will also review the ICD-10-CM code set. These codes are used to prove medical necessity. Registration is \$125 for member dentists and member allied staff and \$375 for non-members. To register online go to the SDDA's website: sddental.org.



Dilaine Gloege leads programs to help practice owners develop a team of in-house billing experts. A dental billing author, educator, speaker and consultant, Dilaine has more than 35 years of dental and insurance claims experience.

Be Well



Mary Wolf, LPC-MH, BCC

South Dakota dentists and the members of their team care for the oral health of hundreds of thousands of South Dakotans. Those dentists and their teams also need to take care of themselves. In order to help dental providers in South Dakota BE WELL, the South Dakota Dental Association has retained Mary Wolf, a professional licensed counselor and executive coach, in order for all dental providers in South Dakota to have access to a free and confidential assessment. The State Board of Dentistry and the South Dakota Dental Foundation have partnered with the SDDA to provide funding for the project. Several people have already met with Mary. Here is

"I know pursuing counseling.....is going to help me be a better leader, dentist, parent, and spouse."

what one SDDA member had to say: "I am so grateful the SDDA is working with Mary Wolf to provide assessments for dentists in our state (at no charge!). I have been considering counseling for a while now due to several life circumstances. I know counseling would help me to grow both personally and professionally, but I have been resistant to schedule anything on my own. Speaking with Mary helped encourage me that there is no reason "too small" to speak with a counselor. She also guided me to two professionals she thought would be a good fit for me. This was immensely helpful, as I am unfamiliar with any counseling professionals in this area. I know pursuing counseling, something I've been thinking about for at least a year, is going to help me be a better leader, dentist, parent, and spouse. I am so thankful for Mary's guidance and for the SDDA's support."

Personal resilience is the foundation of wellbeing and includes individual skills, behavior and attitudes that contribute to physical, emotional and professional wellbeing. An excellent tool to learn individual strengths as well as challenges is the U-Matter Assessment created by Princeton University. The assessment is available on the Wellbeing page of the SDDA website: <https://www.sddental.org/member-center/member-wellness-service>. Once completed, decide how you can further enhance your strength areas and set one goal to improve a challenge area. Small steps lead to big changes.

Mary Wolf, LPC-MH, BCC
Veritee Partners LLC
(605) 940-3868
mwolf@veriteepartners.com
www.veriteepartners.com

Hygienists Now Required to Report Abuse and Neglect

A newly adopted South Dakota law requires that hygienists report suspected signs of abuse and neglect of patients that they care for. State law requires certain individuals, including dentists and hygienists, to report any instance where he or she has reasonable cause to suspect that a child under the age of 18 has been abused or neglected. Mandatory reporters must report the instance to the Department of Social Services (DSS) or law enforcement. To make a report during regular business hours call 877-244-0864. To make a report at any other time, contact local law enforcement. For more information regarding mandatory reporting go to: dss.sd.gov/childprotection/.



*By Nicole Pahl, CDA, BA
DA Program Director*

Last year, amid the global pandemic, we were able to continue with our Dental Assisting program under “social distancing” limitations on campus. Opportunities for community service, a requirement for our students, were limited but we managed to create scenarios that allowed our students to promote dental health to the community in creative ways. We teamed up with the South Dakota Developmental Center and Lake Area Pediatric to gain useful clinical experience. As the year progressed, we were fortunate to provide oral hygiene information, including toothbrush packets, to groups of elementary students around the NE area of the state, daycares and nursing homes.

We are proud to have graduated 20 on campus students, and seven online students from our program this spring. A few returned to Minnesota and North Dakota but the bulk of the students remained in our state and accepted positions even before they received their diplomas. This fall, we have 30 on campus students and seven online students enrolled and excited about how they can “assist” the dental profession.

In other news, our institution (formerly known as Lake Area Tech Institute) is now a two-year college and has undergone a name change. Lake Area Tech College is growing and working hard at meeting the needs of our students on campus and off. LATC will be remodeling the Dental Assisting facilities during the next two years including expanding our clinical space, introducing new equipment and providing additional clinical experiences for our students. We were fortunate to have received a generous equipment donation from Dr. Jason Grebner, Dr. Tom Kaiser and Dr. Joe Rigg from Family Dental Center in Aberdeen. We are excited to put the equipment to good use for our students and community.

LATC’s Dental Assisting program continues to help meet the needs of dental assistants in our state and beyond. We appreciate any donations and suggestions, which helps to elevate the profession by providing a comprehensive education for our dental assisting students. Thank you for your support and let us know if we can “assist” in any way!

By Chanin Hartnett BA, CDA, RDA



We had a very busy and productive summer! Our CODA site visit was at the end of June and went as expected. They were impressed with the facilities on campus and the work we have put into making this program succeed. There are some curriculum changes that need to be implemented and will be discussed further at our Fall Advisory board which is on September 22, 2021 at 6pm. This will be offered both online and in person. To be able to meet the expectations and guidelines for the CODA accreditation it is imperative that all voting members be present at this meeting.

I am proud to announce that the WDT Dental Assisting Program was approved for the Build Dakota Scholarship starting Fall 2022. This would be a full scholarship for the student and if received, following graduation the student must work full-time in dentistry in South Dakota for a minimum of three years. Thank you to all the dentists that helped make this possible for our upcoming students. More information below.

If you are interested in attending the upcoming Advisory board meeting please contact me at Chanin.hartnett@wdt.edu or my office phone number, (605)718-3057.

Western Dakota Technical College Workforce Development Program

We are thrilled to announce that this year the Dental Assisting program was added as a Build Dakota Scholarship, eligible program. This means that students entering the Western Dakota Technical College, Dental program, qualify for a FULL-RIDE scholarship!



With WDT’s **Have Your Pick** program we can help provide you with a team of highly skilled employees by partnering with the Build Dakota Scholarship to provide full-ride scholarships to our students and developing industry partnerships to sponsor our students. As an industry partner sponsor, you will help students who have a high level of commitment to your industry build their career with you while building your team of talented and highly skilled employees.

For more information about the Build Dakota Scholarship and **Have Your Pick** program, please contact Jennie Best at jennie.best@wdt.edu or 605-718-3061.

Sioux Empire Smiles Volunteers Needed

The Southeastern District Dental Society (SEDDS) is again hosting a free one-day dental clinic for children 21 and under. The clinic will begin at 8:30 a.m. on Saturday, October 2, 2021 and will serve up to 150 patients with comprehensive dental care services, from cleanings and exams to surgical and restorative treatments.



The clinic will focus on providing critical dental care while placing a high priority on patients suffering from dental infections or pain and providing basic dental education and awareness to patients.

A clinic of this size needs the participation of many volunteers. Dental hygienists and dental assistants, as well as office staff, are needed to make this clinic a success. There will be two shifts for volunteers: 8:30 a.m. to noon and 12:30 to 4:00 p.m. Please contact Dr. Damon Thielen at damon.thielen@gmail.com if you would like to volunteer.

This clinic promises to be a rewarding experience for all volunteers coming together with a common goal of providing dental care to underserved populations of children who cannot, for whatever reason, obtain care.

In addition to receiving needed dental treatment, patients will learn the importance of good daily oral hygiene practices, healthy diet and routine preventive dental care.

Save on Credit Card Processing Fees

SDDA members are encouraged to take a few minutes to compare the processing fees of their current credit card processor to Best Card, which is endorsed by both the SDDA and the ADA. Simply sending Best Card a recent processing statement will allow them to provide a no-obligation analysis. Members who have switched to Best Card are saving an average of \$3,736 annually (24%) on their processing fees.

The SDDA routinely evaluates endorsed programs to ensure we are offering the best possible benefits for members. Best Card is currently endorsed by more than 30 state dental associations and receives rave reviews for their personalized customer service as well as savings. As part of the vetting process, the SDDA has used Best Card for our credit card processing since July 2015; we have been very pleased with the savings and the service!

Please see what Best Card might be able to save your practice. Fax or email a recent processing statement to them at 866-717-7247 or CompareRates@BestCardTeam.com to receive a detailed no-obligation savings analysis.

If you have any questions about switching to Best Card, please call 877-739-3952.



Classified Ads

Dental Hygienist: Are you a dental hygienist looking for a change? Delta Dental of South Dakota's Mobile Program has opportunities for dental hygienists. These opportunities include both full time and/or part-time flexible schedules, including working specific weeks and/or months out of the year. The dental hygienists will work under collaborative supervision in southwest South Dakota, primarily on the Pine Ridge Indian Reservation. The dental hygienists will join a team providing preventive services and oral health education in schools, Head Starts, etc. Extensive travel is required. Excellent salary and benefits including health, dental, vision, life/long term disability insurance, paid holidays, vacation/sick leave, 401k, and more. For more information visit www.deltadentalsd.com. Submit a cover letter and resume to: summer.sporrer@deltadentalsd.com. Questions? Contact Summer Sporrer at 605-494-2569.

We are a dental team looking for a dental hygienist who is outgoing, ambitious, a team player and passionate about their work. Applicants should be interested in joining a completely computer-based, hi-tech dental office with intra-oral cameras and digital x-rays. We work with patients of all ages from infant to adult and perform the following types of dental procedures including: prophys, scaling and root planing, perio maintenance, fluoride application, sealants, alginate impressions, oral hygiene instructions, local anesthesia, and nitrous oxide administration. We offer a competitive salary plus benefits. If interested send a resume to: Missouri River Dentistry; 304 Island Drive; Fort Pierre, SD 57532; Phone (605) 223-2021; Fax (605) 223-9021; Email : info@missouririverdentistry.com

Professional Receptionist Needed: High-Tech dental office looking for a full-time professional receptionist. As the first person our patients see, you will set the tone for our office. Therefore, we are looking for someone with excellent interpersonal skills and a warm demeanor. Along with making our patients feel welcome, you'll also be responsible for managing incoming calls and emails, scheduling appointments, and doing administrative tasks. Attention to detail is a key requirement for this position. We'd like all applicants to have solid prior experience in a similar setting with both front office and dental assisting preferred. The hours are 7:45 am – 3:00 pm Monday-Thursday & 7:45 am -2 pm Friday. We offer competitive salary and benefits. If you think you might be a good fit for our office, please reply to this posting and submit a cover letter and resume to: Missouri River Dentistry; 304 Island Dr. Fort Pierre, SD 57532; info@missouririverdentistry.com; Fax: 605-223-9021.

Dentistry in South Dakota
804 N Euclid; Ste 103
Pierre SD 57501

PRSR STD
U.S. Postage
PAID
Permit # 7
Pierre, SD 57501

CONTINUING EDUCATION CALENDAR

The listing of these programs is provided as a service to SDDA Newsletter subscribers, and does not mean that these programs have been endorsed or approved by the SD Dental Association or the SD State Board of Dentistry. All members are cautioned to evaluate the programs on their own merit.

SDDA 2022 ANNUAL SESSION

Contact: Brenda Goeden 605-224-9133
www.sddental.org

May 12-14, 2022 Rapid City, SD

HOW TO CODE SUCCESSFUL DENTAL CLAIMS

Contact: Brenda Goeden, 605-224-9133
Brenda.Goeden@sddental.org
www.sddental.org

➤ October 8, 2021; 9 AM-2 PM (Central Time)
Sioux Falls, SD and via webinar

WESTERN DAKOTA TECHNICAL INSTITUTE

Contact: 605-718-2410

Dental Radiology 2-Day Course

Nov 6-7; Dec 18-19, 2021; Rapid City
Nov 13-14; Dec 11-12, 2021; Sioux Falls

Third Friday of the Month, mornings

➤ American Heart Association CPR Class for
Healthcare Professionals

Third Friday of the Month, afternoons

➤ American Heart Association Healthcare
Provider CPR Recertification

SOUTHEAST TECHNICAL COLLEGE

Contact: 605-367-4607

➤ **Dental Radiology (2-day course)**
October 8-9, 2021

LAKE AREA TECHNICAL INSTITUTE

Contact: Amy Meadors, 800-657-4344
Amy.Meadors@lakeareatech.edu

<https://www.lakeareatech.edu/corporate-education/corporate-education-registration/>

Home Study Radiology Courses available:

- Radiology Safety
- Radiography Production

CPR

Contact: Tia Meyer, 605-842-5672
meyertia@hotmail.com

UNIVERSITY OF SOUTH DAKOTA

Contact: Dept. of Dental Hygiene
605-677-5379

Nitrous Oxide/Oxygen Sedation Course

Offered two to three times per year

Home Study Radiology Courses available:

- Digital Radiography, Advantages & Disadvantages
- Exposure Errors of Periapicals & Bitewings
- Processing Errors
- Occlusal Exposures for Children
- Oral Effects of Head & Neck Radiation Therapy
- Panoramic Radiography
- Radiation Safety
- Vertical Bitewings
- Fluoride Varnish, Indication & Application

Dentistry in South Dakota

Editor: Paul Knecht, Executive Director

Contributors this issue:

Mary Wolf, President of Veritee Partners

Published quarterly by the
South Dakota Dental Association
804 N Euclid, Ste. 103
PO Box 1194
Pierre SD 57501

Telephone: 605-224-9133

Fax: 605-224-9168

E-Mail: paul.knecht@sddental.org

Website: www.sddental.org

Member publication: American Association
of Dental Editors

Opinions expressed in the Dental Forum may not be those of the South Dakota Dental Association. Advertising rates and circulation data will be furnished by request.