



DentaQual helps members see how dentists rank where it matters

As of April 2, DentaQual scores will be available in Delta Dental's dentist directory. DentaQual is a quality-of-care ratings system developed by P&R Dental Strategies, a neutral third-party ratings agency. DentaQual scores help Delta Dental members find dentists who consistently deliver high-quality care to their patients.

DentaQual scores are based on anonymized and aggregated claims data

Claims data comes from DentaBase, a database with more than 3.6 billion de-identified claims records from over 65 commercial payers. Having such a wide data set to draw from enhances DentaQual's objectivity. Because they're not based on patient opinions, DentaQual scores are easy to understand, reliable and a real measurement of dentist quality.

Dentists earn high DentaQual scores by providing great care

Scores are based off of five categories:

- **Procedure success rate.** Do the dentist's procedures resolve patients' problems?
- **Adherence to protocols.** Does the dentist follow accepted best practices?
- **Value.** Does the dentist charge a reasonable rate for services?
- **Patient retention.** Do patients come back to the dentist after their first visit?
- **Treatment pattern behavior.** Does the dentist apply consistent treatments for dental issues?

How does DentaQual help members?

- **DentaQual makes finding dentists easier.** Delta Dental members have been asking for an easy way to find dentists they can trust. DentaQual scores help fill that need and give patients more confidence in their decisions about seeing the dentist.
- **DentaQual highlights great quality of care.** Because DentaQual scores are objective and automatically aggregated, they help to put a spotlight on dentists who provide great and consistent care.

Are all dentists getting DentaQual scores?

Ratings will be applied to Delta Dental PPO™ and Delta Dental Premier® dentists in our 15 enterprise states and District of Columbia¹. DeltaCare® USA dentists within those geographic areas who also participate in the PPO and Premier networks will also be rated. At this time, DentaQual scores will only be shown on the directory pages for dentists with enough available data to be rated. The data is refreshed on a monthly basis.

¹ Delta Dental of California's enterprise includes AL, CA, DE, FL, GA, LA, MD, MS, MT, NV, NY, PA, TX, UT, WV and District of Columbia.