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2027 Participating Dentist Agreement update

SUMMARY OF MATERIAL CHANGES

OVERVIEW

The updated Participating Dentist Agreement modernizes the relationship between Delta Dental of Virginia and participating dentists, clarifies key program requirements and aligns the agreement with current operational, payment and communication practices. The material changes are summarized below.

1. Clearer network participation and patient eligibility

The agreement more clearly describes the networks and plan types covered and explains that eligibility for covered benefits may vary based on the dentist's network participation and the member's plan type.

- Supports more consistent member communications and benefit administration.

2. New agreement for certain specialists

A separate Specialist Participating Dentist Agreement applies to certain specialties.

- Includes dental anesthesiology, endodontics, oral surgery, orthodontics and periodontics.
- Provides a framework tailored to specialist participation, including applicable network and reimbursement terms.

3. Updated payment and claims provisions

The agreements provide additional clarity regarding claim submission, payment methods, and circumstances that may affect payment or member billing.

- Payment may be issued by electronic funds transfer, ACH, virtual card or check. No-fee payment alternatives remain available.
- Circumstances addressed include claim submission, requested documentation, participation requirements and applicable professional qualifications.

4. More detailed audit, recovery and quality-review provisions

The agreements more clearly describe Delta Dental of Virginia's authority to review records, evaluate compliance and address payment issues.

- Reviews may include compliance with fee schedules and program requirements.
- Recovery or offsets may apply to amounts associated with payment errors, fraud, waste or abuse.
- Service-volume and quality-related information may be used for quality improvement and other appropriate business purposes.

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5. Modernized electronic communications and portal use

The agreement formalizes electronic communications, electronic signatures and use of the secure dentist portal.

- Required notices and other communications may be delivered electronically, consistent with previously issued amendments.
- The terms describe responsibilities for portal accounts, access credentials, data entry and security.

6. Expanded protection for confidential information

The agreement more fully identifies Delta Dental materials that are confidential.

- Examples include fee schedules, agreement terms, handbooks, addenda, customer information and other nonpublic program materials.

7. Updated professional-conduct expectations

The agreements add or clarify expectations intended to support professional communication and fair access for enrollees.

- A new provision addresses false or maliciously critical statements intended to harm Delta Dental's reputation while preserving accurate, good-faith discussions.
- Dentists may close their practices to new patients when the closure is applied consistently and not selectively to Delta Dental members.

8. Clearer responsibilities for third-party representatives

The agreement addresses third parties that communicate with Delta Dental on a dentist's behalf, including billing vendors and automated calling services.

- Representatives must be properly authorized and satisfy applicable privacy and compliance requirements.

9. Revised termination and appeal process

The updated agreement packet includes a revised process for appeals of certain for-cause termination decisions.

- Delta Dental will evaluate the appeal and determine whether to uphold or reverse the termination decision.

10. Clarification regarding clinical delegation

The agreement clarifies that clinical responsibilities may be delegated when permitted by applicable professional standards and agreement requirements.

- This recognizes contemporary practice structures while maintaining quality and compliance expectations.

IMPORTANT: This summary is provided for convenience and does not replace the Participating Dentist Agreement. If there is any difference between this summary and the agreement, the agreement controls.