

AMERICAN ASSOCIATION
OF DENTAL CONSULTANTS

LEARNING MORE IN 2024

AADC

ANNUAL MEETING & SPRING WORKSHOP

MAY 15-18, 2024

Hyatt Coconut Point Resort & Spa
Bonita Springs, Florida

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PRESIDENT'S INVITATION



I take great pride and privilege to welcoming each of you to the 2024 American Association of Dental Consultants' Spring Workshop and Annual meeting! On behalf of the Board of Directors and Program Committee we are excited to be with you in sunny Florida! Please kick back, relax and enjoy your time at the Hyatt Coconut Point Resort and Spa in Bonita Springs. Explore the beauty and culture that surrounds our Bonita Springs resort, located just outside Naples, Florida. Enjoy a day at the spa or make a splash in the resort's waterslides and lazy river. Take your adventure to the water with chartered fishing trips and excursions through the Everglades. Be sure and sign up for the Annual Dr. Larry Browning Memorial Golf Outing for fun on the course with your fellow colleagues and friends.

This year under the direction of Dr. Randi Tillman and her committee we will explore Learning More in 2024! The workshop will offer dynamic networking, professional development, over 15 hours of continuing education credits, receptions, delicious buffet breakfasts and lunches, and unique learning opportunities at Lunch and Learns. Everyone's favorite claims review sessions will also be back by popular demand! New to the consulting industry? Check out Consulting 101. Need tips on best practices for peer-to-peer calls? We have that too! This only touches the surface of the outstanding lineup we have for you!

I look forward to seeing each and every one of you in May!

Jonathan W. Rich, DMD, CDC
President, AADC

THANK YOU TO OUR SPONSORS!

Fluent

OVERJET

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GC

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SCHEDULE OF EVENTS

Please note times listed are preliminary and subject to change.

WEDNESDAY, MAY 15

7:30 am - 12:00 pm	Dr. Larry Browning Memorial Golf Tee-Times
1:00 pm - 3:00 pm	Certified Dental Consultant Examination
3:00 pm - 4:00 pm	New Member Seminar: Consultant 101: Anatomy of a Claim Review ..... *Clayton Pesillo, DMD, CDC*
4:30 pm - 5:30 pm	AADC Board of Directors Meeting (Board Members)
6:00 pm - 7:00 pm	New Member Reception (Invitation Only)
	Supported in part by Overjet

THURSDAY, MAY 16

7:00 am - 5:00 pm	Exhibits Open
7:00 am - 8:15 am	Breakfast
8:15 am - 8:30 am	Welcome Remarks..... *Jonathan Rich, DMD, CDC & Randi S. Tillman, DMD, CDC*
8:30 am - 9:30 am	Dr. Donald S. Mayes Memorial Keynote Address:
	Everything will be okay: Lessons on leadership and resilience from 9/11 ..... *Virginia Buckingham*
9:30 am - 10:30 am	Implementing AI into the Clinical Review Process..... *Ron Inge, DDS*
10:30 am - 11:00 am	Break
11:00 am - 12:00 pm	What's Up With Minimum Loss Ratios? ..... *Stu Shaw, FSA*
12:00 pm - 1:00 pm	Lunch
1:00 pm - 2:30 pm	Claims Review: Session I..... *Marc Zweig, DMD, CDC & John R. Stohl, DMD*
2:30 pm - 3:30 pm	A Claims-Based Review of Patterns of Billed Dental Services
	and Utilization ..... *Donna Smith, Chief Client Officer at FAIR Health*
3:30 pm - 4:00 pm	Break
4:00 pm - 5:00 pm	Addressing Total Health by Collaborating with Other Communities ..... *Roosevelt Allen, DDS*
6:00 pm - 7:00 pm	President's Welcome Reception
	Supported in part by Fluent
	Dinner on Your Own

FRIDAY, MAY 17

7:00 am - 5:00 pm	Exhibits Open
7:00 am - 8:15 am	Breakfast
7:00 am - 8:15 am	Past President & CDC Breakfast
8:15 am - 8:30 am	Announcements
8:30 am - 10:00 am	How to Stop a Coccus..... *Brian B. Nový, DDS*
	Supported in part by GC America
10:00 am - 10:30 am	Break
10:30 am - 12:00 pm	Eating Disorders, Medical, Dental & Oral Health Considerations..... *Barbara Steinberg, DDS*
12:00 am - 1:00 pm	Lunch
1:00 pm - 2:00 pm	It's Not Your Father's Dental Practice: How the Business
	of Owning a Dental Practice has Changed..... *Michelle Hart, RDH*
	Supported in part by Humana
2:00 pm - 3:00 pm	AADC Annual Business Meeting / Elections / CDC Ceremony
3:00 pm - 3:30 pm	Break
3:30 pm - 5:00 pm	Claims Review II..... *Clayton Pesillo, DMD, CDC & Andrew Firtel, DDS*
	Dinner on Your Own

SATURDAY, MAY 18

7:00 am - 12:00 pm	Exhibits Open
7:30 am - 8:15 am	Breakfast
8:15 am - 8:30 am	Announcements
8:30 am - 10:00 am	Saliva Liquid Biopsy ..... *David Wong, DMD, DMSc*
10:00 am - 11:30 am	Claims Review Session III..... *Cheryl Lerner, DMD & Joe Lucchesi, DMD*
	Lunch on your own

GENERAL INFORMATION

REGISTRATION

Register online at www.aadc.org. Meeting materials may be picked up at the Workshop registration desk onsite at the Hyatt Coconut Point Resort & Spa.

3 Day Early Registration Fees

AADC Members $895.00
Non-Members $1295 00
Spouse/Guests (*not in dental industry*) $100.00

Member & Non-Member registration fees include daily breakfast, Thurs. & Fri. lunch, President's Reception, and access to all CE presentations and exhibitors.

Meeting badges and materials may be picked up at the Workshop registration desk at the Hyatt Coconut Point Resort & Spa.

DEADLINES

Friday, March 29
Early registration closes.
Late fees apply to all registrations submitted after this date.

Monday, April 22
Hotel room reservation deadline.

Monday, April 22
Pre-registration closes.
Registrations received after this date will be processed onsite.

LODGING INFO

Hyatt Coconut Point Resort & Spa
5001 Coconut Road | Bonita Springs, Florida 34134



The Hyatt Coconut Point Resort and Spa, ranked 8th among Florida's resorts by Conde Nast, is a tropical resort hotel in Bonita Springs near the beautiful beaches and attractions of Naples, Florida. Conveniently located less than 14 miles or about a 20-minute drive from RSW International Airport, located in Fort Myers, Florida.

Book now to take advantage of the specially negotiated room rate of $264/night plus taxes. (Resort fee included in the room rate has been reduced for AADC quests)

For Reservations: Call 877-803-7534
Use Booking ID: **AADC Spring Workshop**

Booking Website: **https://www.hyatt.com/en-US/group-booking/NAPRN/G-EAAD**

PRIVACY POLICY

AADC is entitled to disclose guest information to the hotel and to receive information from the hotel as necessary in connection with guests' stay at the hotel.

ON-SITE REGISTRATION

AADC Members $995.00
Non-Members $1395.00

Registration Hours:

Wednesday, May 15 .....3:00 p.m. - 6:00 p.m.
Thursday, May 16 .....7:00 a.m. - 5:00 p.m.
Friday, May 17 .....7:00 a.m. - 5:00 p.m.
Saturday, May 18.....7:00 a.m. - 11:00 a.m.

CANCELLATION / REFUNDS / CHANGES

All refund requests must be in writing. Full refund, less a $50 per person administrative fee, will be issued for cancellations received on or before Friday, April 12, 2024. A 50% refund, less the administrative fee will be issued, if received Saturday, April 13 through Saturday, April 20, 2024. No refunds will be made for cancellations received thereafter. Refunds are processed within 30 days after the meeting.

ONLINE HANDOUTS

Printed handouts will NOT be available onsite. Course materials received from the instructor will be available online for downloading prior to the start of the workshop. Attendees will receive an email when course material is made available. Plan ahead if you wish to print out the handouts before attending the workshop.

GENERAL INFORMATION

CONTINUING EDUCATION (CE) UNITS

CE attendance forms will be available on-site. The 2024 Workshop offers 15+ Continuing Education Units. Workshop registrants receive one CE credit for each clock hour attended. It is the responsibility of the attendee to submit continuing education documentation to their respective state for verification. The American Association of Dental Consultants is an American Dental Association (ADA) CERP recognized Provider.

ADA C·E·R·P® | Continuing Education Recognition Program

ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual sources or instructors, nor does it imply acceptance of credit hours by boards of dentistry.
The American Association of Dental Consultants designates this activity for continuing education credits. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/cerp.

COURSE DISCLAIMER

The American Association of Dental Consultants makes every effort to present high-caliber professionals in their respective areas of expertise. The presentations of the instructors in no way imply endorsement of any product, technique or service presented in the courses. All participants are cautioned about the risks of using new techniques especially in courses that have not provided them with supervised clinical experience.

CONFLICT OF INTEREST

The American Association of Dental Consultants, an ADA CERP recognized provider, is responsible for disclosing to participants any monetary or other special interest our instructors and course planners may have with any corporate organization, commercial entities & faculty and are disclosed following the instructors' bios in this brochure.



UNAUTHORIZED USE OF WORKSHOP MATERIALS

The materials made available at this meeting cannot be used outside of the Workshop without the express written approval of the AADC Board of Directors.

The annual American Association of Dental Consultants Spring Workshop is an educational endeavor to provide attendees with scientific information as well as expert opinion on various issues facing both dentistry and the dental benefits industry. Presenters and presentations are not edited for content. All presentations are in lecture format and unless otherwise noted, represent the opinion of the speakers and not the opinion or position of the AADC, its members, companies represented by its members, Directors, or Executive Director. All presentations are for educational purposes only and are not intended to direct or influence dental benefit claims payments or to be considered legal advice.

REMINDER:

CERTIFIED DENTAL CONSULTANTS must attend two full days of the Workshop to fulfill attendance requirements.

CDC Maintenance must meet a rolling "three of five" Spring Workshop attendance requirement.

- **2020-** Will not count at all since AADC meeting did not happen.
- **2021-** Was a virtual meeting and recorded so if logged in live or watched the recorded version both will count as "attending "workshop
- **2022-** Was an in-person event, however we had a vaccine requirement therefore if you attended in person or watched the recorded version both will satisfy attendance requirement.
- **2023 and beyond- will only count if attended live/in person event.** Watching recordings will not count as attending.

SCHEDULE OF EVENTS

Times subject to change

WEDNESDAY, MAY 15

8:00 am - 12:00 pm

DR. LARRY BROWNING MEMORIAL GOLF TEE TIMES

Spanish Wells Golf & Country Club



Join your colleagues for a FUN round of golf! You do NOT need to be a Pro to golf with us!

Cost: $65/person
Golf clubs are available to rent.
(Lunch on your own at The Pub)
Enjoy Closest to the Pin and Longest Drive contests at the beautiful Spanish Wells Golf & Country Club. The club features 27-holes of Championship Golf in three different 18-hole combinations where golfers can experience the North and South course designed by Gordon Lewis, or the East course designed by Bruce Howard.

Tropical palms, mature oak trees, and diverse water features define the landscape of a course that embodies the natural beauty of Bonita Springs. Play ranges from 4,800 to 6,800 yards from multiple tee locations.





1:00 pm - 3:00 pm

CERTIFIED DENTAL CONSULTANT EXAMINATION

3:00 pm - 4:00 pm CE credit hours: 1

NEW MEMBER SEMINAR: CONSULTANT 101: "ANATOMY OF A CLAIM REVIEW"

Clayton Pesillo, DMD, CDC

This course is intended for new associate members; however, all are welcome. We will introduce you to everything you need to know about a claim review.

When it comes to the professional review of claims, knowing WHY is as important as knowing HOW. Understanding why professional claims review is necessary allows the reviewer to better conduct claims review.

A good claims reviewer also understands the relationship between the claims review and dental plan contracts. The contract rules. The dental consultant's job is to ensure that contract provisions are not violated and to ensure that claims are paid consistent with contract exclusions and limitations. A professional claims reviewer IS NOT the subscriber's dentist; IS NOT providing a second opinion; IS NOT dictating treatment.

Learning Objectives:

- Why is professional claims review important for the administration of dental benefits.
- What dental plan contract provisions, exclusions, and limitations require the opinion of a qualified licensed dentist.
- How to maintain an arm's length between making claims payment determinations and treatment determinations.
- How to discuss claims payment determinations with peers

4:30 pm - 5:30 pm — **AADC BOARD OF DIRECTORS MEETING**

6:00 pm- 7:00 pm — **NEW MEMBER RECEPTION**
By invitation only
Supported in part by Overjet

THURSDAY, MAY 16

7:00 am - 5:00 pm — **EXHIBITS OPEN**

7:00 am - 8:15 am — **BREAKFAST**

8:15am - 8:30 am — **WELCOME ADDRESS**
Jonathan Rich, DMD, CDC, AADC President
Randi S. Tillman, DMD, CDC, Program Chair

THURSDAY, MAY 16 *continued…*

8:30 am - 9:30 am CE credit hours: 1

DR. DONALD S. MAYES MEMORIAL KEYNOTE ADDRESS: "EVERYTHING WILL BE OKAY: LESSONS ON LEADERSHIP AND RESILIENCE FROM 9/11"

Virginia Buckingham

Virginia Buckingham is the author of *On My Watch, A Memoir*. She will share her experience of leading Boston's Logan International Airport on 9/11 and her 20 year journey to rebuild her life and career after being blamed for the hijackings that destroyed the Twin Towers.

Learning Objectives:
- A new way of defining resilience
- The destructiveness of blame in our culture
- Being your own hero
- The power of compassion and vulnerability

9:30 am - 10:30 am CE credit hours: 1

"IMPLEMENTING AI INTO THE CLINICAL REVIEW PROCESS"

Ron Inge, DDS

Artificial intelligence has become an integral part of the future of clinical review. To fully optimize the effectiveness and efficiency of AI, companies must define their objectives. The presentation will walk through many of the critical decisions that must be made to implement AI.

Learning objectives:
- Choosing an AI partner
- Know what job you want done
- Importance of calibration

10:30 am - 11:00 am BREAK

11:00 am - 12:00 pm CE credit hours: 1

"WHAT'S UP WITH MINIMUM LOSS RATIOS?"

Stu Shaw, FSA

Recent regulations in several states impose minimum loss ratio requirements on dental insurance. In general, the minimum loss ratio requirements set a minimum proportion of premium that insurers must spend on the cost of care, limiting the amount spent on items such as administration, sales, and profit. How insurers view the minimum loss ratio requirements varies by customer segment, the insurers' internal operations, and the specifics of each regulation.

Learning Objectives:
- Loss ratios calculation
- Drivers of loss ratios, including key differences for medical vs dental insurance
- Implications of minimum loss ratio requirements

12:00 pm - 1:00 pm LUNCH AND LUNCH & LEARNS

1:00pm - 2:30 pm CE credit hours: 1.5

CLAIMS REVIEW: SESSION I

Marc Zweig, DMD, CDC & John R. Stohl, DMD

This presentation will present claims from various therapeutic disciplines. Adjudication policies, documentation requirements, scientific developments and standards of care will be discussed. The audience is encouraged to participate.

Learning objectives:
- To share comments on controversial claims
- Understand dental insurance policies and how they might be reasonably interpreted

2:30 pm - 3:30 pm CE credit hours: 1

A CLAIMS-BASED REVIEW OF PATTERNS OF BILLED DENTAL SERVICES AND UTILIZATION

Donna Smith, Chief Client Officer at FAIR Health

From the nation's largest private healthcare claims data repository, this presentation will share insights from a claims-based review noting trends in dental services over the last several years including insights since 2016. The session will examine how new treatment and the COVID-19 shutdown in 2020 potentially modified trends in utilization of dental services, with attention to routine preventive and emergency dental care and more complex care situations. In the session, the results of the claims-based data review will show examples of potential impacts on patients' care offerings and providers' utilization/charges during 2016-2022.

Learning Objectives:
- Attendees will learn about trends in dentistry since 2016, including trends in utilization of everyday dental service items, such as occlusal guards, replacement teeth, surgical implants, periodontal maintenance, and caries risk assessments.
- Attendees will gain a deeper understanding of how the utilization of different dental services varies by age, gender, and region.
- Attendees will gain insights into the impact of the COVID-19 pandemic on the utilization of dental services.

3:30 pm - 4:00 pm BREAK

THURSDAY, MAY 16 *continued…*

4:00 pm - 5:00 pm CE credit hours: 1

"ADDRESSING TOTAL HEALTH BY COLLABORATING WITH OTHER COMMUNITIES"

Roosevelt Allen, DDS, MAGD, ABGD

Sixty percent of the adult population have a least one chronic condition. Forty percent have at least two chronic conditions. One's oral health can impact the outcome of these chronic conditions. This presentation will address ways to address and improve health outcomes by collaborating with others.

Learning Objectives:

- To provide an overview of the connection between oral health and overall health and what dental carriers can do to improve health outcomes.
- To understand how health disparities and dental care utilization impacts overall health.
- Options for improving health outcomes across our communities.

6:00 pm - 7:00 pm

PRESIDENT'S WELCOME RECEPTION

Supported in part by Fluent

DINNER ON YOUR OWN

FRIDAY, MAY 17

7:00 am - 5:00 pm **EXHIBITS OPEN**

7:00 am - 8:15 am **BREAKFAST**

8:15 am - 8:30 am **ANNOUNCEMENTS**

8:30 am - 10:00 am CE credit hours: 1.5

"HOW TO STOP A COCCUS"

Brian B. Nový, DDS

Supported in part by GC America

Despite the inherent challenges of oral healthcare (e.g., the expectation to do more in less time while navigating non-compliant patients, changing therapeutics, flip-flopping tongues and bleeding gums while battling an enemy that might as well be invisible), there are exciting developments in the clinical world. The concepts of reinforced and bioactive materials along with peptide scaffolds are making some wild yet substantiated claims. If you feel discouraged while helping high caries risk patients with a lack of saliva, there are dental materials that may help. The mouth is an amazing environment that can be a wonderful workplace…even when it's attached to the most xerostomic patient you've ever seen.

Learning Objectives:

- Implement disease management in practice
- Produce a more favorable ecologic balance within high-risk mouths
- Create restorations that resist recurrent dental caries
- Reduce burnout and improve the experience of providing patient care

10:00 am - 10:30 am **BREAK**

10:30 am - 11:45 pm CE credit hours: 1.25

"EATING DISORDERS, MEDICAL, DENTAL & ORAL HEALTH CONSIDERATIONS"

Barbara Steinberg, DDS

Eating disorders represent a complex spectrum of chronic illnesses, with medical and psychologic complications that lead to the second highest mortality of all psychiatric disorders. It is a problem that is epidemic on our college campuses. Members of the dental team play an integral role in helping to identify those patients with undiagnosed eating disorders. In fact, because of oro-facial manifestations they may be the first health care providers to encounter such patients and will be instrumental in making appropriate referrals for further diagnostic work-up and treatment. This presentation will address the psychologic, medical, dental and oral health issues associated with these disorders as well as dental management considerations. Discussion will lend itself to the negative impact that the COVID-19 pandemic has had on eating disordered individuals.

Learning Objectives:

- Gain an understanding of the psychologic and medical issues associated with eating disorders.
- Identify oro-facial manifestations associated with eating disorders.
- Learn how to address and manage the dental issues associated with eating disorders.
- Gain an appreciation of the negative impact that COVID-19 has had on eating disordered individuals.

11:45 pm - 1:00 pm **LUNCH AND LUNCH & LEARNS**

SCHEDULE OF EVENTS

FRIDAY, MAY 17 *continued…*

1:00 pm - 2:00 pm CE credit hours: 1

"IT'S NOT YOUR FATHER'S DENTAL PRACTICE: HOW THE BUSINESS OF OWNING A DENTAL PRACTICE HAS CHANGED"

Michelle Hart, RDH

Supported in part by Humana

The business of operating a dental practice has changed dramatically in the last 10 years. DSO's, PPO's, DHMO's, Fee Schedules, Covered services, non-covered services; state regulations, AI…… all of these developments have impacted the business side of our profession. This session will feature a discussion on the evolution of dental practice with particular emphasis on their changing relationship to the dental insurance industry. We will review dental insurance industry trends, and also look at changes in practice patterns, including demographics, technology, and reimbursement. Clearly the attitude of the dental practitioner towards our industry has changed. In addition, there will be a focus on the past 5 years and the financial impact from Covid and how it continues to influence and effect dental practices.

Learning Objectives:

- How the dentist's perception of, and need for, the dental insurance industry has changed over time
- How various technological advancements have changed the clinical and administrative roles within the dental practice.
- Changes to Dental Networks and the impact on dental practices.
- The economic pressures on dental practices over the past 5 years and the role of the consumer.

2:00 pm - 3:00 pm **AADC ANNUAL BUSINESS MEETING / ELECTIONS / CDC CEREMONY**

3:00 pm - 3:30 pm **BREAK**

3:30 pm - 5:00 pm CE credit hours: 1.5

CLAIMS REVIEW SESSION II

Clay Pesillo, DMD, CDC & Andrew Firtel, DDS

This presentation will present claims from various therapeutic disciplines. Adjudication policies, documentation requirements, scientific developments and standards of care will be discussed. The audience is encouraged to participate.

Learning objectives:

- To share comments on controversial claims
- Understand dental insurance policies and how they might be reasonably interpreted

DINNER ON YOUR OWN

SATURDAY, MAY 18

7:00 am - 12:00 pm **EXHIBITS OPEN**

8:00 am - 8:15 am **BREAKFAST**

8:15 am - 8:30 am **ANNOUNCEMENTS**

8:30 am - 10:00 am CE credit hours: 1.5

"SALIVA LIQUID BIOPSY"

David Wong, DMD, DMSc

Saliva is a bodily fluid that we produce which harbors multiple constituents that can be harnessed non-invasively and painlessly for personalized and precision medicine. This lecture will address the scientific credentialing, translational/ clinical validation and regulatory approval of salivary biomarkers for clinical deployment. Dr. Wong will define saliva biopsies and discuss whether or not salivary diagnostic techniques are both scientifically and clinically ready for regulatory approval.

Learning Objectives:

- Is saliva diagnostics scientifically and clinically ready for regulatory approval?
- What is saliva liquid biopsy?
- Salivaomics, Saliva exosomics and Saliva liquid biopsy

10:00 am - 11:30 am CE credit hours: 1.5

CLAIMS REVIEW SESSION III

Cheryl Lerner, DMD & Joe Lucchesi, DMD

This presentation will present claims from various therapeutic disciplines. Adjudication policies, documentation requirements, scientific developments and standards of care will be discussed. The audience is encouraged to participate.

Learning objectives:

- To share comments on controversial claims
- Understand dental insurance policies and how they might be reasonably interpreted

LUNCH ON YOUR OWN

LUNCH & LEARNS

Spring Workshop Lunch & Learns are educational sessions that will take place during lunch on Thursday and Friday. Discussions will include work-related topics, soft skills and career development. The purpose of these sessions is to share information while enjoying a special lunch together.

Don't miss this opportunity to learn from some of our Certified Dental Consultants and sponsors! Join a round table discussion at a lunch and learn new skills and exciting new dental industry trends.

During the lunch break, Lunch & Learn participants will go directly to assigned rooms where a special buffet lunch will be available.

(Limited Seating Available)



THURSDAY LUNCH & LEARNS

"Managing Difficult Conversations: The Dreaded Peer to Peer Call."

Credit Hours: 1 CE

Speaker: Clay Pesillo, DMD, CDC

Making peer to peer phone calls regarding a rejected claim can be stressful. And while there are some calls that simply cannot be resolved amicably or satisfyingly, most can. This discussion will help you navigate peer to peer calls with the aim of resolving the call professionally and in most cases amicably.

"This AI Makes Every Claim Review Count"

CE not available

Sponsored by NovoDynamics, Inc

There's nothing wrong with most of the claims payers give dental consultants to review, which means a lot of consulting time is wasted. That's precisely why NovoHealth Dental's payer-centric AI prescreens all claim submissions and optimizes clinical reviewers' worklists with only those claims most likely to have denial issues that will yield plan payment savings. This session will share the results of applying this highly refined claim review selection process in a customer's workflow, and how it maximizes the effectiveness and value of dental consultants' time and efforts.

"Special Investigation Unit (SIU) Basics"

Credit Hours: 1 CE

Speaker: Jonathan Rich, DMD, CDC

An introduction into Fraud Waste and Abuse and the Special Investigations Unit (SIU) for the Dental Consultant. This presentation will give a general overview of the SIU from a consultant's role within the SIU, the laws surrounding the industry and the common schemes providers demonstrate.

FRIDAY LUNCH & LEARNS

"Managing Difficult Conversations: The Dreaded Peer to Peer Call."

Credit Hours: 1 CE

Speakers: Marc Zweig, DMD, CDC & Lawrence Hoffman, DMD. CDC

Making peer to peer phone calls regarding a rejected claim can be stressful. And while there are some calls that simply cannot be resolved amicably or satisfyingly, most can. This discussion will help you navigate peer to peer calls with the aim of resolving the call professionally and in most cases amicably.

"The Power of AI in Connecting the Dental Ecosystem"

CE not available

Sponsored by Overjet

This session will focus on how dental consultants and clinicians can leverage artificial intelligence (AI) to drive efficiency and quality in clinical review, ultimately improving patient oral health outcomes. We will discuss using dental AI for utilization review compliance, enhancing productivity and quality in clinical reviews, leveraging AI for fraud detection, and connecting payers and providers at the point of care to enhance patient experiences. Attendees will learn about the latest technology and best practices for integrating AI into their claims review workflow, and will have the opportunity to ask questions and discuss the topic with industry experts

ACTIVITIES

RESORT ACTIVITIES

Stillwater Spa
AADC guests receive a 10% discount
Located on the first level of the resort, Stillwater Spa provides an oasis of tranquility. Guests have access to the fully-equipped fitness center. Book a massage, facial or body treatment to ease the stress of traveling and restore calm and focus.

Saltleaf Golf Preserve
AADC guests receive a 10% discount
Saltleaf is the first Audubon Certified golf course in the USA, with a design that's respectful to the environment. You'll experience the beauty of nature and tournament quality course conditions that give every player an exemplary golfing experience. This course is located adjacent to the resort.

Big Hickory Island
Take a 15 minute complimentary boat ride to Big Hickory Island to spend the day at the beach. Play in the warm waters of the Gulf of Mexico, hunt for shells, watch dolphins and local wildlife and bask in the tropical Florida surroundings. Make reservation at the Recreation Main Street Station Towel Hut.

Nature Boardwalk Trail
Take an educational 1/4 mile walk through the mangrove forest on our nature boardwalk trail, which ends at the marina. Education signs all along the path share interesting facts about the birds, fish and creatures you may see, as well as the environment.

Fire Pits
Make S'mores over the fire with the entire family, or enjoy a romantic fireside cocktail. The resort has two fire pits that are lit at sunset daily. Cypress fire pit is under the palm trees next to Cypress Courtyard with views of the resort's lake and fountains. Tarpon Bay fire pit is under the the banyan trees on the brick patio next to Tarpon Bay Restaurant, with ambiance including Caribbean music and flaming tiki torches.

Waterfall Pool, Lap Pool & Adventure Pool
Lounge poolside near our Waterfall Pool deck, enjoy our Adventure pool featuring the Ciquala waterslide for little ones. You can also enjoy our scenic lap pool and hot tub. Before your arrival, reserve a cabana with Resort Pass by clicking on the link below.

Lazy River, Waterslides & Pools
The largest resort poolscape in Southwest Florida, enjoy three acres water attractions including a meandering Lazy River, five waterslides including a pair of dueling speed waterslides an inner tube waterslide

Lawn Games
On our grassy courtyards, play Corn Hole, Giant Jenga, or Giant Connect Four. Test your golfing skills with a floating 19th Hole on the lake and a putting green in a garden with climbing jasmine archway.

NEARBY ACTIVITIES

Coconut Point Mall
Coconut Point Mall is just 1.5 miles from the resort with more than 140 stores including the Apple Store and Sephora plus cinemas, restaurants and a children's play area.

Miromar Outlets
Located in Estero, the Miromar Outlets feature 140 name brand outlets and factory stores.

Naples Zoo, Naples Botanical Gardens and Luxury Shopping
Just south of the resort is sophisticated Naples, with luxury shopping at Waterside Shops, Fifth Avenue South, and Venetian Bay. Stroll the grounds of the Naples Botanical Garden and see the monkeys and giraffes at the Naples Zoo.

Key West Day Trip
Board the Key West Express, a high-speed ferry, for a 3 1/2-hour voyage from Fort Myers Beach to Key West. Spend the day shopping and touring the island known as the Conch Republic before returning back to Fort Myers Beach the same day.

Audubon Corkscrew Swamp Sanctuary
Discover the western Everglades as you journey through Florida's famous ecosystem. Follow the park's 2.5 mile boardwalk that takes you through pine flatwoods, wet prairie, and the country's largest old growth Bald Cypress forest.

Edison-Ford Winter Estates
Discover the winter residences of famous inventors Thomas Edison and Henry Ford, featuring historical architecture, award-winning gardens, the Edison Botanic Research Laboratory, and the Inventions Museum. Guided and self-guided tours are available year-round.

Click here to discover all the activities available in the area.

SPEAKER BIOGRAPHIES



Roosevelt Allen, DDS, MAGD, ABGD, Chief Dental Officer, United Concordia Dental, leads the dental solutions partner's oral and overall health efforts with a focus on interprofessional collaboration, dental technology, improvements to access to care, Social Determinants of Health and education on the link of oral and systemic health. Dr. Allen also oversees professional affairs, dental directors, and clinical and dental policy.

Joining United Concordia in 2018, Dr. Allen previously served as Dental Director of Government Business. An integral part of the leadership team, he oversaw clinical and dental policy for its customers, including the Department of Defense, Highmark Wholecare and Highmark Health Options.

Prior to United Concordia, Dr. Allen retired at the rank of major general after a 30-plus-year career in the United States Air Force, serving as the medical operations director and chief of the Dental Corps, Office of the Air Force Surgeon General.

Dr. Allen holds a Bachelor of Arts from Lincoln University; a Doctor of Dental Surgery from the Howard University College of Dentistry; and a Master of Science in National Resource Strategy from the Eisenhower School for National Security and Resource Strategy, National Defense University. He completed the Comprehensive General Dentistry Residency at Wilford Hall Medical Center.

Active in the dental profession, Dr. Allen is a Master of the Academy of General Dentistry (MAGD) and holds fellowships in the American Board of General Dentistry (ABGD) and the American College of Dentistry (ACD). He is a member of the American Dental Association, National Dental Association and the Association of Military Surgeons United States.



Virginia Buckingham (Ginny) is the best-selling author of On My Watch A Memoir, a chronicle of her leadership of Boston's Logan Airport on 9/11 and its lessons of building personal resilience and a new life of meaning and joy after crisis. A big believer that people can be more than one thing, Ginny has led at the highest levels of industry, government, and media, all while pursuing her passion for writing, her embrace of imperfect parenting, and a constant search for this life's bigger purpose.

A frequent TV commentator, speaker and passionate centrist, Ginny is a keen observer of politics, leadership and current affairs. She worked at Pfizer, Inc. for 14 years, and as vice president of corporate affairs, devised its digital communications strategy around the development of the Covid vaccine. Before Pfizer, Ginny got paid for four years to read five newspapers a day and give her opinion as a political columnist and Deputy Editorial Page Editor for the Boston Herald. And before breaking glass ceilings and mansplaining were celebrated and derided, respectively, she did a lot of "Ginny-splaining", never shy to tell two governors what to do as their chief of staff and then moving on to serve as the first woman CEO of the Massachusetts Port Authority, operator of Boston's Logan International Airport and the Port of Boston.

Most weekends, you will find Ginny curled up in front of the fire, her beloved cockapoo by her side, and a book in her lap. She has been married for 29 years to Massachusetts Supreme Judicial Court Justice David Lowy who are the proud parents of Jack, age 24, and Maddy, age 21. The family are members of Temple Emanuel in Marblehead, Massachusetts.

SPEAKER BIOGRAPHIES



Michelle Hart, Associate Vice President for Strategy Advancement - Dental Network Development joined Humana in 2018. Since joining Humana, Michelle has been responsible for network expansion/retention for all of Humana's lines of business as well as Dental Provider Credentialing/Compliance ensuring that all Humana members have access to participating dental providers to maximize their dental benefits.

Michelle brings more than 36 years of experience in the dental industry. Under Michelle's leadership, the company experienced its highest dental network expansion bringing Humana to one of the largest dental networks for Medicare Advantage and over 52% growth for the Commercial PPO network, closing the network gap in several substantial markets to over 117,000 unique dentists.

Michelle is a Registered Dental Hygienist (RDH) who received her undergraduate degree from the University of Rhode Island and her Master of Business Administration with a concentration in Health Care Administration from Bryant University. She started out working in a variety of practice settings as an RDH for more than 10 years before expanding her education and entering the payor side serving in many different capacities at Delta Dental of Massachusetts before moving to Guardian for 22 years and then to Humana 5 years ago. Outside of work, Michelle enjoys spending time with her family, vacationing throughout New England spending time on the Cape and finding the next new treat to bake for her family.



Ronald Inge, DDS was the Chief Dental Officer, Chief Operating Officer and Vice President of Professional Services at Delta Dental of Missouri. He joined the organization in 2016 and was responsible for all aspects of the dental networks, serving as the primary liaison with dental professionals, as well as setting and implementing dental policy and procedures. He also coordinated consumer-focused oral health initiatives and assisted in product development and directed the organization's operations, including the claims and customer service teams.

Dr. Inge spent the first 15 years of his career in private dental practice. He has served in executive roles at Aetna, Delta Dental of Washington, Delta Dental of California, the American Dental Association, DentiCare of California and AVP Vision Plans. His experience also includes serving as chief dental officer for Western Dental Services, a large dental service organization, in Orange, California.

Dr. Inge was involved in the original concept and development of the Institute for Oral Health (IOH) in 2006 and served as the organization's executive director for more than eight years. He served on the boards of the National Association of Dental Plans and the California Association of Dental Plans. Dr. Inge is also a member of The Santa Fe Group, which fosters policies and initiates actions to improve oral health, overall health and the well-being of the public. He received his Bachelor of Arts degree in human biology from Stanford University and his Doctor of Dental Surgery degree from the University of California, Los Angeles.



Brian B. Nový, DDS has faculty appointments at Western University of Health Sciences and Harvard School of Dental Medicine. He served on the American Dental Association Council of Scientific Affairs from 2010-2014, and in 2016 was appointed the consumer representative, United States Food & Drug Administration Dental Products Panel. His papers pertaining to cariology and dental materials are published in various journals including the Journal of the American Dental Association, the Journal of Dental Research, the Journal of Evidence Based Dentistry, Dentistry Today, Dental Economics, and the National Academy of Medicine. His awards include the ADA Evidence Based Practice Award, the American Dental Association Adult Preventive Care Practice of the Year, the Dugoni Award, and the Academy of General Dentistry Weclew Award.

Potential Conflicts of Interest:

- All professional services (clinical, speaking and consulting) paid through Offensive Dentistry, LLC.
- Previously employed by: Alliance Dental Center, DentaQuest, Loma Linda University School of Dentistry
- Previous consultant to Phillips Oral Healthcare and Mars-Wrigley
  Currently consulting for Livionex and wardis, both unpaid
- Previous research support from: GC America, SDI, Oragenics (now ProBiora)
- Previous honoraria throughout career provided by: GC America, Straumann, Shofu, Xlear, SolutionReach, GSK, AirTechniques, Ivoclar, CariFree, Triodent, SDI, VOCO, Church and Dwight and CDE World.
- Other financial or material support: I receive product samples free of charge from Church and Dwight, MedLabel, Medicom, Laclede, and GC America.
- Faculty appointments at Harvard School of Dental Medicine and Western University of Health Sciences

SPEAKER BIOGRAPHIES



Clayton Pesillo, DMD is a graduate of University of Pennsylvania School of Dental Medicine receiving his DMD degree in 1971. He practiced general dentistry in central Pennsylvania for 42 years starting and growing a group practice. While practicing clinical dentistry he concurrently served as Dental Director for United Concordia. After 38 years he retired from United Concordia Dental and has continued as an independent consultant for Guardian.

Dr. Pesillo has been an active member of the American Association of Dental Consultant since 1985, attaining certification in 1988. He served as Program Chair for several years prior to being elected association president in 2000. He serves currently as the Editor of the association's journal, *The Beacon*.



Stu Shaw has over 30 years insurance industry experience, including several leadership roles at Guardian. In his most recent role at Guardian, Stu led their commercial dental and vision business. Prior to that, he was Chief Actuary for Guardian's Commercial and Government Markets business unit. Stu currently does independent consulting, as well as serving as a Senior Advisor for Oliver Wyman. Stu is a Fellow in the Society of Actuaries and holds a BA in Math and Economics from the University of Rochester.



Donna Smith is Chief Client Officer at FAIR Health, a national, independent, nonprofit corporation dedicated to bringing transparency to healthcare costs and health insurance information through comprehensive data products, consumer resources and health systems research support. Donna works with FAIR Health's account management and client services team by sharing how FAIR Health data bring value to various stakeholders across multiple market segments in the healthcare ecosystem. Donna has over 30 years of experience in the healthcare industry, concentrating on benefit plan administration, managed care, payor, claims and provider fee schedule solutions. She has served in many facets of the insurance and healthcare sectors, such as employee benefits, health plans, workers' compensation, property and casualty, third-party administrator, and healthcare technology solutions. Donna continues to participate and speak at various industry forums representing the many sectors and stakeholders FAIR Health serves.



Barbara Steinberg, DDS received her dental degree from the University of Maryland School of Dentistry and completed a residency at the Medical College of Pennsylvania. She is Clinical Professor of Surgery at Drexel University College of Medicine, as well as Adjunct Associate Professor of Oral Medicine at the University of Pennsylvania School of Dental Medicine. She is a Diplomate of the American Board of Oral Medicine.

Dr. Steinberg specializes in the treatment of medically complex patients. She is a nationally and internationally invited lecturer in the area of dental treatment of the medically complex patient and women's health and has authored numerous articles and contributed to major textbooks on these subjects.

For nineteen years Dr. Steinberg has been named by Dentistry Today "One of the Top Clinicians in Continuing Education". Dr. Steinberg is a former spokesperson for the American Dental Association on Women's Oral Health Issues and has had numerous television appearances, including Good Morning America. She represented the American Dental Association at a congressional briefing on Women's Oral Health Issues and presently serves on the Health, Nutrition and Fitness Board of Women's Day Magazine.



David T.W. Wong DMD, DMSc is Professor and Director of the Oral/Head and Neck Oncology Research Center at UCLA. He is a Fellow of the American Association for the Advancement of Sciences (AAAS), Fellow of AADR, past member of the ADA Council of Scientific Affairs, and the past president of American Association of Dental Research (AADR). He is the current chair of the NCI Liquid Biopsy Consortium and chartered member and chair of the NIH CSR Molecular Cancer Diagnostics and Classification (MCDC) study section.