

ELEVATE

COLLABORATE

INNOVATE

MAY 6-9, 2026

The Westin Kierland Resort & Spa

**SCOTTSDALE,
ARIZONA**





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PRESIDENT'S INVITATION



It is my great pleasure to welcome each of you to the American Association of Dental Consultants Annual Spring 2026 Workshop, set against the stunning backdrop of the Four Diamond Westin Kierland Resort & Spa in Scottsdale, Arizona.

This year, we gather under a powerful and purposeful theme: Elevate. Collaborate. Innovate.

From the moment you arrive, you will be immersed in an environment where education, engagement, and excellence converge.

Why You'll Want to Be There

- Earn up to 15 CE credits through elevated, high-impact educational sessions
- Participate in engaging Lunch & Learns designed for real-world application
- Experience our acclaimed claims review sessions, returning by popular demand
- Connect with peers at networking receptions in a relaxed, welcoming setting
- Attend the New Member Seminar, ideal for those new to consulting or seeking a strong foundation
- Enjoy the camaraderie and tradition of the Dr. Larry Browning Memorial Golf Outing

All of this unfolds at the Westin Kierland—where desert beauty meets luxury. Take time to rejuvenate at the award-winning spa, explore the vibrant Scottsdale culture, or simply unwind while building meaningful professional relationships.

Whether you are a seasoned consultant or new to the profession, you will leave energized, informed, and inspired.

On behalf of the AADC Board of Directors and Program Committee, I look forward to welcoming you to a Spring Workshop experience that will elevate your perspective, strengthen collaboration, and inspire innovation.

Let's **Elevate. Collaborate. Innovate.**—together.

Warm regards,

Madeline J. Anderson Thomas, DDS, FACD, CDC

President

American Association of Dental Consultants

THANK YOU TO OUR EXHIBITORS AND SPONSORS!



SCHEDULE OF EVENTS

Please note times listed are preliminary and subject to change.

WEDNESDAY, MAY 6

7:30 am - 1:00 pm	Dr. Larry Browning Memorial Golf Outing
1:00 pm - 3:00 pm	Certified Dental Consultant Examination
3:00 pm - 4:00 pm	New Member Seminar: "A Rookie's Guide to Claims Review: Calling Balls & Strikes"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)
	<i>Supported, in part, by LightSpun</i>

THURSDAY, MAY 7

7:30 am - 5:00 pm	Exhibits Open
7:30 am - 8:45 am	Breakfast
8:45 am - 9:00 am	Welcome Remarks.....Madeline Anderson Thomas, DDS, CDC & Randi S. Tillman, DMD, CDC
9:00 am - 10:30 am	Dr. Donald S. Mayes Memorial Keynote Address: "Caries Treatment Claims are Blamed?"Brian B. Nový, DDS
10:30 am- 11:00 am	Break
11:00 am - 12:00 pm	"Bridging the Divide: Dental-Medical Integration"Bryan Laskin, DDS
12:00 pm - 1:00 pm	Lunch
1:00 pm - 2:00 pm	"Game of Crowns: Consultants Unmasking the Throne of Fraudulent Billing Practices"Stewart R. Balikov, DDS, CDC
2:00 pm - 3:00 pm	"Co-working with AI for Dental Administrative Efficiency"Shaju Puthussery
3:00 pm - 3:30 pm	Break
3:30 pm - 5:00 pm	"Claims Review I" Elizabeth Baker, DMD
7:00 pm - 8:30 pm	President's Welcome Reception

FRIDAY, MAY 8

7:30 am - 5:00 pm	Exhibits Open
7:30 am - 8:45 am	Breakfast
8:45 am - 9:00 am	Announcements
9:00 am - 10:30 am	"Hidden Comedy of Coding Errors: How Misuse and Misunderstanding of Dental Coding Creates Chaos for Payors and Providers"Jim DiMarino, DMD, MEd, CDC
10:30 am - 11:00 am	Break
11:00 am - 12:00 pm	"Failures in Diagnosis and Management of Chronic Head and Neck Pain" Solomon (Sol) G. Brotman, DDS
12:00 am - 1:00 pm	Lunch
1:00 pm - 2:00 pm	"100 Million Mouths Campaign: Building a Workforce to Close the Oral Health Gap" Shenam Ticku, BDS, MPH & Eve B. Hoover, DMSc, PA-C
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 Session II" Anthony F. Lent, DDS & Hana Worede, DDS
	Dinner on Your Own

SATURDAY, MAY 9

7:30 am - 12:00 pm	Exhibits Open
7:30 am - 9:00 am	Breakfast & Announcements
9:00 am - 10:30 am	"Sleep Related Breathing Disorders: Hiding in Plain Sight!"John Comisi, DDS
10:30 am - 12:00 pm	"Claims Review Session III" John P. Gale, DMD & Jessica Lubek, DDS
	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 Westin Kierland Resort – Herberger West Foyer.

3 Day Early Registration Fees

AADC Members	\$995.00
Non-Members	\$1,295.00
Spouse/Guests (<i>not in dental industry</i>)	\$100.00

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

Meeting badges and materials may be picked up at the Workshop registration desk at the Westin Kierland Resort – Herberger West Foyer.

DEADLINES

Friday, March 27

Early registration closes. Late fees apply to all registrations submitted after this date.

Friday, April 10

Hotel room reservation deadline.

Friday, April 10

Pre-registration closes. Registrations received after this date will be processed onsite.

LODGING INFO

The Westin Kierland Resort & Spa
6902 E. Greenway Parkway
Scottsdale, Arizona 85254

The Westin Kierland Resort and Spa, a four-star golf resort in Scottsdale, Arizona, offers a stimulating experience in the Sonoran Desert. The luxury resort is located steps from dining and shopping at Kierland Commons, conveniently located within walking distance of the hotel. From rolling golf courses, a lazy river and water park to a relaxing spa, the Westin Kierland Resort has it all.

Book now to take advantage of the specially negotiated room rate of \$340/night plus taxes. (Resort fee included in the room rate has been reduced for AADC guests.)

Booking Website:

<https://book.passkey.com/go/AADCAnnualConvention2026>

For Reservations: Call Marriott Central Reservations 888-236-2427 or hotel direct at 480-624-1211 during the week from 9-4 pm AZ time.

Use Booking ID: **AADC**

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

On-Site registration fees will be \$1,095 for Members, \$1,395 for Non-members.

Registration Hours:

Wednesday, May 6	3:00 p.m. - 5:00 p.m.
Thursday, May 7	7:00 a.m. - 5:00 p.m.
Friday, May 8	7:00 a.m. - 5:00 p.m.
Saturday, May 9	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 3, 2026. A 50% refund, less the administrative fee, if received Saturday, April 4 through Saturday, April 11, 2026. No refunds will be made for cancellations received thereafter. Refunds are processed within 30 days *after* the meeting.

CONTINUING EDUCATION (CE) UNITS

CE attendance forms will be available on-site. The 2026 Workshop offers 15 Continuing Education Units for full attendance. 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.



GENERAL INFORMATION



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 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. The American Association of Dental Consultants makes every effort to present high caliber clinicians and non-clinical experts. The presentations of the instructors do not imply endorsement of any product, technique or service. All participants are cautioned about the risks of using new techniques, especially in courses that have not provided supervised clinical experience. Presenters do not receive compensation from the AADC nor are their presentations 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.

CLAIMS REVIEW SESSIONS

The purpose of the Claims Review sessions is to provide an opportunity for members to better understand dental insurance policies and how they might be reasonably interpreted. The cases presented are selected by the panelists and the interpretations are those of the panelist, not AADC's. All presentations, 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. AADC's goal is to present an objective session that is well balanced.



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. Any known disclosures are included in 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.

ONLINE HANDOUTS

Printed handouts will NOT be available onsite. Any 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.

**REMINDER: CERTIFIED DENTAL CONSULTANTS
must attend two full days of the Workshop in person to fulfill attendance requirements.**

SCHEDULE OF EVENTS

Times subject to change

WEDNESDAY, MAY 6

7:00 am - 12:00 pm

**DR. LARRY BROWNING
MEMORIAL GOLF OUTING**



Join your colleagues for a FUN game! You do NOT need to be a Pro to golf with us! Be sure to sign up for the golf outing when you register!

Cost: \$164

Golf clubs are available to rent @ \$85 plus tax.

Enjoy Closest to the Pin and Longest Drive contests at the beautiful Westin Kierland Golf Club in Scottsdale Arizona. Honored as one of the "Top 10 Public Courses in Phoenix/Scottsdale" by Golf Advisor and ranked by Golf Digest as one of "America's 9 Most Cheerful Golf Courses," Westin Kierland Golf Club is a Scottsdale "must play".

1:00 pm - 3:00 pm

CERTIFIED DENTAL CONSULTANT EXAMINATION

3:00 pm - 4:00 pm

CE credit hours: 1

NEW MEMBER SEMINAR: "A ROOKIE'S GUIDE TO CLAIMS REVIEW: CALLING BALLS & STRIKES"

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 Crest Oral-B

SCHEDULE OF EVENTS

THURSDAY, MAY 7

7:30 am - 5:00 pm **EXHIBITS OPEN**

7:30 am - 8:45 am **BREAKFAST**

8:45 am - 9:00 am **WELCOME ADDRESS**
Madeline Anderson Thomas, DDS, CDC, AADC President
Randi S. Tillman, DMD, CDC, Program Chair

9:00 am - 10:30 am **CE credit hours: 1.5**
Dr. Donald S. Mayes
MEMORIAL KEYNOTE ADDRESS:
"CARIES TREATMENT CLAIMS ARE BLAMED?"
Brian Novy, DDS

Caries treatment claims, treating caries tames claims, but that doesn't mean caries treatment claims won't be to blame for increased rates of dental caries... Caries management is more than a risk assessment, and certainly more than increased fluoride concentrations with more frequent application. Is the public being led toward more disease and away from time-tested interventions? The oral healthcare infrastructure finds itself at a crossroads, on a frontier. Can prevention be cost effective if it's not evidence based? Who and where are the oral health champions now? If AI drives remineralization rather than operative interventions what might go horribly wrong?

In a world where preventionists are sidelined while the public hears nanohydroxyapatite cures tooth decay and fluoride will lower your IQ, will providers reach for an increasing volume of treatments for caries with no peer reviewed research to back them up? The oral healthcare ecosystem is poised for some sort of revolution, but what are the weapons, what might they accomplish? Perhaps caries treatment claims provide the solution.

Learning Objectives:

- Improve the prognosis of patient care
- Explain the facets of effective disease management
- Describe critical components of disease management strategies that hinder success
- Defend evidence-based anionic remineralization AND research-based caries lesion reversal

10:30 am - 11:00am **BREAK**

11:00 am - 12:00 pm **CE credit hours: 1**
"BRIDGING THE DIVIDE: DENTAL-MEDICAL INTEGRATION"
Bryan Laskin, DDS

In this powerful session, Dr. Bryan Laskin reveals how new incentives and real-world technology innovations are closing the gap between dentistry and medicine. Through vivid clinical cases, from head and neck cancer to diabetes, sleep apnea, and cardiovascular disease, attendees will see how integrating oral and systemic health data transforms both patient outcomes and practice success.

Learning Objectives:

By the end of this presentation, participants will be able to:

- Explain the clinical and systemic consequences of disconnection between dental and medical care.
- Evaluate the ethical and business ROI of Connected Dentistry™ in a value-based care environment.

12:00 pm - 1:00 pm **LUNCH**

1:00 pm - 2:00 pm **CE credit hours: 1**
"GAME OF CROWNS: CONSULTANTS UNMASKING THE THRONE OF FRAUDULENT BILLING PRACTICES"
Stewart R. Balikov, DDS, CDC

Gain a unique, clinical view of how dental consultants can help identify and combat fraud, waste, and abuse. This presentation shares real-world insights into recognizing questionable billing patterns, understanding intent versus error, and applying clinical expertise to protect both patients and payers. Learn how consultants bridge the gap between clinical practice and investigative analysis to uphold the integrity of dental benefits.

Learning Objectives:

- Explain the impact of dental fraud, waste, and abuse and how these issues affect patients, providers, and payers.
- Identify key sources of fraud detection in claims data, provider behavior, and documentation.
- Describe prevalent fraud and abuse schemes.
- Apply the perspective of a dental consultant to evaluate claim integrity and support efforts to prevent, detect, and investigate fraudulent activity.

SCHEDULE OF EVENTS

THURSDAY, MAY 16 *continued...*

2:00 pm - 3:00 pm

CE credit hours: 1

"CO-WORKING WITH AI FOR DENTAL ADMINISTRATIVE EFFICIENCY"

Shaju Puthussery

This session explores the strategic integration of Artificial Intelligence (AI) to create a "co-working" model for dental administration, directly addressing key Payer pain points: escalating operational costs and administrative risk. By deploying AI agents for front- and back-office functions, payors can achieve unprecedented levels of process automation and data integrity. The AI is specifically tasked with high-volume, repetitive functions such as automated data capture, rapid claim validation, and real-time intelligence support within the administrative workflow. The core benefit is a quantifiable reduction in administrative spend and significant mitigation of human error in claims processing and documentation. This efficiency gain allows human staff to transition from clerical processing to high-value tasks, focusing on complex case management and member engagement.

Learning Objectives:

- Familiarize payers with the impact of AI on the business of dental practice
- Understand the consequences (positive and negative) of this new technology on our current business model
- Identify the implications of greater speed and less human error on operational efficiency

3:00-3:30 pm

BREAK

3:30 pm - 5:00 pm

CE credit hours: 1.5

CLAIMS REVIEW I

Elizabeth Baker, 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

7:00 pm - 8:30 pm

PRESIDENT'S WELCOME RECEPTION

FRIDAY, MAY 8

7:30 am - 5:00 pm

7:30 am - 8:45 am

8:45 am - 9:00 am

EXHIBITS OPEN

BREAKFAST

ANNOUNCEMENTS

9:00 am - 10:30 am

CE credit hours: 1.5

"HIDDEN COMEDY OF CODING ERRORS: HOW MISUSE AND MISUNDERSTANDING OF DENTAL CODING CREATES CHAOS"

Jim DiMarino, DMD, MSED, CDC

Dental coding may seem straightforward, but in practice it is full of pitfalls. Dental offices often submit claims using deleted or custom codes and apply CDT codes incorrectly, leading to confusion, denials, and delays in payment. Add in the chronic underuse of certain codes and the overuse of others, and the result is a costly mix of denials, delays, compliance risks, and unnecessary friction between providers and payors. In this engaging session, Dr. Jim DiMarino will uncover the most common (and sometimes comical) coding errors happening in practices today, explain their hidden consequences, and share practical strategies consultants can use to help offices improve accuracy, compliance, and efficiency.

Learning Objectives:

- Identify the most frequent coding errors and misconceptions that lead to claim denials, payment delays, and compliance risks in dental practices.
- Analyze how improper code selection, use of deleted or custom codes, and inconsistent documentation impact both provider reimbursement and payor processing accuracy.
- Apply practical, real-world strategies to improve coding precision, reduce denials, and strengthen communication between dental offices and payors for greater efficiency and compliance.

10:30 am - 11:00 am

BREAK

SCHEDULE OF EVENTS

FRIDAY, MAY 8 *continued...*

11:00 am - 12:00 pm

CE credit hours: 1

"FAILURES IN DIAGNOSIS AND MANAGEMENT OF CHRONIC HEAD AND NECK PAIN"

Solomon (Sol) G. Brotman, DDS

Chronic head and neck pain includes a variety of conditions that might present to a dentist. Gathering a comprehensive patient history and determining appropriate management protocols can be complex and require multi-disciplinary coordination. Case studies will be presented.

Learning Objectives:

- Identify the most common non-dental facial pain sources.
- Determine which health care specialists would be most appropriate for a facial pain management team.
- Review of the literature and litigation to determine most appropriate and effective management.
- understand the dental imaging applications of AI
- learn some of the limitations

12:00 pm - 1:00 pm **LUNCH**

1:00 pm - 2:00 pm

CE credit hours: 1

"100 MILLION MOUTHS CAMPAIGN: BUILDING A WORKFORCE TO CLOSE THE ORAL HEALTH GAP"

Shenam Ticku, BDS, MPH & Eve B. Hoover, DMSc, PA-C

Through presentations by Shenam Ticku, co-lead of the 100 Million Mouths Campaign (100MMC), and Eve Hoover, Arizona State Champion, this session will provide an overview of the initiative, which aims to train and support 50 oral health education champions, one in each state, over the next decade. These champions collaborate with medical, osteopathic, physician assistant, nurse practitioner, and midwifery schools, as well as related residency programs, to sustainably integrate oral health curricula. The presenters will also highlight the program's work in Arizona as an example of the campaign in action.

Learning objectives:

- Explain the goals, structure, and national impact of the 100 Million Mouths Campaign in advancing oral health training within primary care.
- Identify opportunities to engage with the 100 Million Mouths Campaign and strengthen oral health training in participants' own states.
- Illustrate, using the work led by the Arizona State Champion, how the 100 Million Mouths Campaign enhances the training of primary care providers across multiple disciplines.

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

Anthony F. Lent, DDS & Hana Worede, 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 9

7:30 am - 12:00 pm

EXHIBITS OPEN

7:30 am - 8:45 am

BREAKFAST

9:00 am - 10:30 am

CE credit hours: 1.5

"SLEEP RELATED BREATHING DISORDERS: HIDING IN PLAIN SIGHT!"

John C. Comisi, DDS

We need sleep each night to repair and regenerate. Without restorative and effective sleep, our bodies and mouths may be under attack, often without our awareness. We fix teeth and prescribe solutions to tackle oral and physical challenges, but are we overlooking the underlying causes?

Learning Objectives:

- Describe the range of sleep-related breathing disorders (SRBD)
- Explain the current state of the field of SRBD management
- Discuss why sleep-related breathing disorders are challenging to manage
- Describe the new mindset (approach) required to support SRBD patients

10:30 am - 12:00 pm

CE credit hours: 1.5

CLAIMS REVIEW SESSION III

John P. Gale, DMD & Jessica Lubek, 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

FAREWELL

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

Over the Teeth and Through the Gums: How Oral Health Impacts Whole Body Health

CE credit hours: 1

Stephanie Gans, DDS

Sponsored by Crest-Oral B

Good oral health depends on more than just brushing. In this session, we'll take a practical look at common oral care routines and the science behind the recommendations to help manage caries risk, protect enamel, and address erosive challenges. We'll explore how modern formulation technologies help disrupt biofilm, support healthy gums, and strengthen enamel when used as part of a complete oral care system. We will also connect oral health to overall health, highlighting why effective daily home care plays an important role in prevention. Grounded in current evidence, this discussion reframes routine oral care as a simple but powerful strategy for supporting long term health.

Learning Objective:

- Describe how the chemical and mechanical components of an oral care system work synergistically to disrupt biofilm and improve oral health outcomes.
- Recognize the science behind common oral care recommendations related to managing caries risk and protecting enamel.
- Explain the scientific evidence supporting system-based home care routines and communicate these benefits effectively.
- Connect improvements in oral health, particularly reductions in inflammation, to the systemic connections that influence whole body health.

The Changing Dental Landscape: PPO Networks in the Age of DSOs, Rising Costs and Innovation

(CE not available)

Sponsored by DenteMax

Join us for a panel discussion of industry experts diving into the hot topics and current trends within the evolving dental space. Hear what they have to say and have the opportunity to get your questions answered.

The Hidden Cost of Coding Errors

Presenter: Jim DiMarino, DMD, MSED, CDC

(CE not available)

Sponsored by Practice Booster

Coding errors are often treated as a provider issue, but their real cost shows up inside the claims operation. Inaccurate or inconsistent coding creates transactional friction that slows adjudication, increases rework, drives denials and appeals, and weakens provider trust.

This session examines how fragmented coding intelligence fuels that friction and why traditional education and compliance efforts fall short. Attendees will learn how aligning adjudication teams and providers around a shared, always-current source of coding intelligence can reduce friction per claim, improve adjudication consistency, and increase provider satisfaction.

The presentation also highlights how payors can use industry-leading coding tools internally at no cost and extend the same clarity to their provider networks, creating a more efficient claims process and stronger network relationships.

Friday Lunch & Learns

Open Wide and Decide: What to Look For When Reviewing Dental Appeals

CE credit hours: 1

Stewart R. Balikov, DDS, CDC, AFHI

Join us for a quick and practical Lunch & Learn on what to look for when reviewing dental claim appeals. We'll discuss clear clinical necessity, proper coding, solid documentation, and fair, policy-aligned decisions. By applying these principles, consultants can make confident determinations that reinforce trust with members and providers

Learning Objectives

- Identify new or relevant information submitted in the appeal that may impact the outcome.
- Determine if the original claim decision was appropriate based on available diagnostics, documentation and policy.
- Evaluate whether updated documentation justifies reconsideration of the denial.

Second Helpings: Alternate Career Paths in Dentistry

CE credit hours: 1

Panelists:

Supported, in part, by Fluent

Dr. Carolyn Brown – An educator and advocate dedicated to advancing public health through policy and community engagement.

Dr. Ashley Lerman – A clinician-turned-entrepreneur who combines dental expertise with innovation in healthcare technology.

Dr. Cheryl Lerner – A general dentist who transitioned into the health insurance sector, evolving from consultant to Chief Clinical Officer.

Dr. Jennifer Hinshaw, Moderator

A dental degree can open doors far beyond the operatory. Join AADC members for an engaging Lunch & Learn as they share how their dental education has shaped diverse, fulfilling careers outside of traditional clinical practice. Hear firsthand how they've applied their expertise in new and unexpected ways, and gain inspiration for your own professional journey. Discover how AADC supports career development and lifelong learning across all stages of the dental profession.

Learning Objectives:

- Explore employment options for DDS/DMD graduates.
- Review colleagues' career paths to tailor your own.
- Network with peers to boost future opportunities.



ACTIVITIES



Adventure Water Park

Pool Hours

Daily | 10:00 a.m. to 5:00 p.m.

Lazy River & Waterslide Hours

Sunday - Thursday | 11:00 a.m. to 4:00 p.m.

Friday & Saturday | 11:00 a.m. to 5:00 p.m.

One of the resort's biggest attractions is the Adventure Water Park, which offers the iconic Kierland FlowRider flow-board simulator for surfing in the desert, a lazy river and a 110-foot-long waterslide and more! Rent a family-friendly poolside cabana to relax in shaded luxury or enjoy your very own Tommy Bahama Relaxation Reef private 'island.' Come discover a true oasis in Scottsdale.

The pool may be accessed from 6:00 a.m. to 10:00 p.m. using your guest room key.



Aguamiel Pool

Open Daily | 6:00 a.m. to 10:00 p.m. | Adults 18 Years of Age and Older

Our heated 'adult pool' is a quiet retreat for adults 18 years of age and older only. Conveniently located near Agave, The Arizona Spa, the Aguamiel pool features lap lanes for fitness swimming, hot tub, and private cabanas.

The pool may be accessed from 9:00 a.m. to 10:00 p.m. using your guest room key.



Kierland Commons

Kierland Commons is an open-air shopping and dining destination featuring various popular and specialty retail stores, including Chanel Fragrance & Beauty, Vuori, FP Movement, ALO Yoga, and TravisMathew, along with chef-driven restaurants like Mastro's Ocean Club, The Greene House, North Italia, Zinc Bistro, Tommy Bahama, Zinc Bistro, and The Mission.

Visit [KierlandCommons.com/Savings](https://www.kierlandcommons.com/savings) and enter password: **Marriott** for up to \$250 in savings!



Scottsdale Quarter

Scottsdale Quarter is a unique shopping, dining, and entertainment destination where city life meets the serene blue skies of the desert to create a distinctive and intimate setting. An eclectic mix of modern building design with urban-contemporary architecture and lush desert landscaping create a vibrant, urban destination that brings people together to live, work and play.



Scottish Bagpiper

On Friday and Saturday Nights come watch at sunset Kierland's Scottish Bagpiper play at Bittlebush overlooking the golf course. Also on Friday nights enjoy live music on Dreamweaver's Patio from 6-9 pm.

SPEAKER BIOGRAPHIES



Elizabeth Baker, DMD has been employed as a dental consultant with Fluent since 2021. She is currently the Assistant Director of Quality. A 2007 graduate of the University of Pennsylvania School of Dental Medicine and a 2008 graduate of the Christiana Care Health System General Practice Residency, Dr. Baker spent most of her professional career in Private Practice as well as public health settings. She continues to maintain credentials and volunteers with Christiana Care Health System. In 2017, Dr. Baker was granted Fellowship in the Academy of General Dentistry. In addition, Dr. Baker served for several years on the Executive Committee of the Delaware State Dental Society. She credits her co-workers as her inspiration for excellence in consulting. *Speaker has no financial interests to disclose relating to the content of this presentation.*



Stewart R. Balikov, DDS, CDC, AFHI has been with Elevance Health since 2017, serving as the Director National Dental Utilization Review and Director of Dental Special Investigations. Dr. Balikov oversees Dental Utilization Management and Dental Clinical Policies and the Dental Special Investigations Unit (SUI). He is a Certified Dental Consultant, Accredited HealthCare Fraud Investigator, and Certified Quality Assurance Consultant. A 1983 graduate of the USC School of Dentistry, he is a member of American Association of Dental Consultants, the National HealthCare Antifraud Association, several other professional organizations and holds active dental licenses in California, Colorado, Arizona, Kentucky, and New Jersey. *Speaker has no financial interests to disclose relating to the content of this presentation.*



Solomon (Sol) G. Brotman, DDS, MAGD is retired Chief Clinical Officer for USAbile Life, the Blue Cross dental affiliate. Dr. Brotman worked closely with Medical Directors to oversee medical-dental integration in addition to other head and neck related issues.

Dr. Brotman is a general dentist and Clinical Instructor, Department of Neural and Pain Sciences, Brotman Orofacial Pain Center at the University of Maryland. He was Clinical Assistant Professor in Operative Dentistry and Facial Pain at the University of Florida and has lectured on professional ethics and facial pain. He was a Practitioner-Investigator and author for the National Dental Practice-Based Research Network.

Dr. Brotman served as Chair of the Florida Board of Dentistry and has provided consultant services to medical insurance companies for the Florida Department of Health and in civil litigation. He is a Senior Scholar of the Santa Fe Group chairing a Task Force on Promoting Primary Care Activities in Dentistry.

Dr. Brotman received his dental degree from the University of Maryland and a Certificate in Comprehensive General Dentistry from the University of Florida and is a Fellow of the American College of Dentists, International College of Dentists, Academy of Dentistry International and Pierre Fauchard Academy.

Speaker has no financial interests to disclose relating to the content of this presentation.



John C. Comisi, DDS, MAGD, D'ASBA, a Northwestern University Dental School graduate, has practiced general dentistry in Ithaca, NY, for nearly 35 years. In August 2017, he joined the Medical University of South Carolina's faculty at James B. Edwards College of Dental Medicine in Charleston, SC. There, he served as an Associate Professor of Restorative Dentistry until December 2024.

He serves as a Professor in the Department of General Dentistry at the Dental College of Georgia, Augusta University and as the Course Director for Bioclinical Seminar VI—Oral Biology & Diagnostic Sciences. He is establishing a Sleep Services Committee to integrate dentistry and medicine.

He has published over 40 articles and has authored four textbook chapters.

Dr. Comisi is an Emeritus Member and Master of the Academy of General Dentistry and a Diplomate of the American Sleep and Breathing Academy. He is a Fellow of the Academy of Dentistry International, the American College of Dentists, the Pierre Fauchard Academy, and the International College of Dentists. Additionally, Dr. Comisi served as President of the South Carolina Dental Association and currently holds positions on the American Dental Association's Council on Scientific Affairs and its SEAL Subcommittee.

Speaker has no financial interests to disclose relating to the content of this presentation.

SPEAKER BIOGRAPHIES



Jim Di Marino, DMD, MEd, CDC is an international speaker and the Chief Executive Officer at Practice Booster and eAssist Publishing, LLC. He holds a dental degree and masters degree in education from the University of Pennsylvania. He completed a General Practice Residency, became a solopreneur practicing general dentistry, all while researching and implementing advanced dental technologies and consulting as a Dentrrix and Schick trainer. Dr. DiMarino has worked in the dental insurance industry as a dental claims reviewer, a State Dental Director, and as a National Dental Director. In 2018 he completed the certification requirements to become an AADC Certified Dental Consultant.

Dr. Di Marino served as the Director of Medical Affairs for GlaxoSmithKline ensuring the effective deployment of safety/compliance/governance standards across GSK's Consumer Healthcare business. He coordinated product launch strategies, sales team and dealer representative training, led their key opinion leader (KOL) engagement program, and participated in new product development. Dr. DiMarino is also a patented inventor, trainer, educator, publisher, and international speaker.

Financial Disclosure: CEO at Practice Booster and eAssist Publishing, LLC



Dr. John Gale, a 1994 graduate of the Medical College of Georgia School of Dentistry, has led teams of medical and dental professionals across North, Central, and South America, bringing care and compassion to underserved communities.

His dedication to the profession includes a seven-year tenure as editor for the Georgia Academy of General Dentistry, and his mission work has been featured on national news networks and in multiple publications.

Speaker has no financial interests to disclose relating to the content of this presentation.



Stephanie Gans, DDS is a distinguished general dentist with over a decade of experience in the dental industry. She graduated from The Ohio State University's College of Dentistry in 2013, and completed a General Practice Residency at Saint Vincent Charity Hospital. Before joining Procter & Gamble in the Fall of 2018, Dr. Gans practiced dentistry in Cleveland, Ohio, where she developed a strong foundation in patient care and clinical excellence.

Dr. Gans currently is the Senior Scientist and Professional and Scientific Relations Manager for Crest + Oral-B. She is dedicated to empowering dental professionals by educating them on the latest advancements in oral care technology, with a focus on paste and power brushing innovations. She presents the science through article writing, presentations, podcasts, and more, ensuring that complex information is accessible and engaging for both professional and consumer-facing audiences.

Financial Disclosure: Works for Crest Oral-B



Eve B. Hoover, DMSc, PA-C, is a Distinguished Fellow of the American Academy of Physician Assistants and associate professor at Midwestern University's Physician Assistant (PA) program. She is a passionate advocate for interprofessional collaboration and medical dental integration, representing Arizona since 2021 in the Center for Integration of Primary Care and Oral Health's (CIPCOH) 100 Million Mouths Campaign, which aims to expand oral health curricula within primary care education programs. Eve enjoys partnership with Delta Dental of Arizona and many universities and medical organizations to support medical dental integration initiatives in Arizona. Dr. Hoover has multiple publications and national presentations focused on oral health and is honored and grateful to have the opportunity to be with you all today.

Speaker has no financial interests to disclose relating to the content of this presentation.



Bryan Laskin, DDS is a Minnesota dentist and tech entrepreneur on a mission to connect dentistry and empower patients through innovation and standardization. Co-Founder and CEO of Toothapps®, Cair™ and Dental Standards Institute, Dr. Laskin is the host of "The Patient First Podcast" and author of the Amazon best selling books, "The Patient First Manifesto" and "Dental Disorder", and "Unfair Care".

Financial Disclosure: CEO and Co-Founder of Toothapps

SPEAKER BIOGRAPHIES



Anthony Lent, DDS is a graduate of the University of Minnesota School of Dentistry who is a practicing full time associate dentist and part-time dental consultant.

Speaker has no financial interests to disclose relating to the content of this presentation.



Jessica Lubek, DDS is a dental consultant with CareFirst Blue Cross Blue Shield, serving Maryland, Washington, D.C., and Northern Virginia. She currently serves on the AADC New Member Committee and is actively involved with the Maryland State Dental Association.

Dr. Lubek earned her dental degree from the University of Michigan. She completed a General Practice Residency at the VA Ann Arbor Healthcare System. Prior dental consulting, Dr. Lubek practiced general dentistry for 22 years.

Speaker has no financial interests to disclose relating to the content of this presentation.



Brian Novy, DDS teaches cariology at Harvard School of Dental Medicine and Virginia Commonwealth University. He served the American Dental Association Council of Scientific Affairs from 2010-2014, and in 2016 was appointed the consumer representative to the United States Food & Drug Administration Dental Products Panel. His papers 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, Inside Dentistry, Dental Economics, the National Academies of Medicine, the International Journal of Health Equity, and General Dentistry.

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



Clayton Pesillo, DMD, CDC 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.

Speaker has no financial interests to disclose relating to the content of this presentation.



Shaju Puthussery, CEO & co-Founder, leads LightSpun, a venture-backed startup revolutionizing healthcare administration through AI-powered solutions that reduce costs and improve patient outcomes.

With over 20 years of leadership experience at the intersection of technology and healthcare, Shaju has held senior executive positions including COO at Overjet, Chief Analytics Officer at DentaQuest, CIO at P&R Dental Strategies, and CTO & Co-founder at P&R Technologies. A recognized thought leader in the industry, he regularly speaks at healthcare conferences and working groups, sharing insights on technology innovation and the future of healthcare administration.

Speaker has no financial interests to disclose relating to the content of this presentation.

SPEAKER BIOGRAPHIES



Shenam Ticku, BDS, MPH is an assistant professor of Oral Health Policy and Epidemiology and serves as the past pre-doctoral discipline director for OHPE at the Harvard School of Dental Medicine. She was also a Rabkin Fellow in Medical Education. Her research focuses on medical-dental integration, training, and policy reform. She has served as a co-investigator in the federally funded Center for Integration of Primary Care and Oral Health (CIPCOH). Additionally, she was a sub-project co-principal investigator on a study examining behavioral health and social determinants of health within dental workforce training. Her research has also explored the feasibility of integrating mental health screenings in dental settings. She is the principal investigator of a national initiative aimed at enhancing the primary care workforce's oral health knowledge, skills, and competencies. She has led multiple studies to Integrate Oral Health and Medicine, further advancing interprofessional collaboration in oral health care.

Speaker has no financial interests to disclose relating to the content of this presentation.



Hana Worede, DDS currently serves as the Senior Dental Consultant at DNoA where she has a leadership role in the development and implementation of clinical policy and clinical review guidelines. She is actively involved in training and quality oversight of the dental consultants. In addition, Dr. Worede participates on the Credentialing Committee and is actively involved in medical-dental integration initiatives. Dr. Worede joined DNoA in 2024 and previously worked as a dental consultant at Guardian.

She is a board member of AADC and a member of NADP serving as a volunteer for both the Codes and the Clinical workgroups.

Dr. Worede has a BA in Psychology from Southern Methodist University, and a Doctor of Dental Surgery from Texas A&M University College of Dentistry.