

# 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)
	<b><i>Supported, in part, by LightSpun</i></b>

## 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, MSED, 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 am	"Claims Review Session III" ..... John P. Gale, DMD & Jessica Lubek, DDS
	Lunch on your own

# 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.

