

Delta Dental Plans Association
222 W. Merchandise Mart Plaza, Suite 631
Chicago, IL 60654

October 1, 2025

Dr. Brett Kessler, President, American Dental Association
Dr. Richard Rosato, President Elect, American Dental Association

Cc: Dr. Dan Croley, Delta Dental of California
Wells Hutchison, Delta Dental Plans Association
Dr. Krishna Aravamudhan, American Dental Association
Rebekah Fiehn, American Dental Association

On behalf of Delta Dental Plans Association (DDPA), thank you for taking the time to share your recent conversations with Dr. Dan Croley regarding concerns about how a claim was processed by Delta Dental of California.

Delta Dental is committed to ensuring that our policies reflect the best dental science available, evidence of successful outcomes, and alignment with specialty organization position statements and dental school curriculum whenever possible. National processing policies are typically developed at the request of the member companies, based on their extensive experience through the claims they process, and each member company is responsible for applying those policies to their claim review processes. Therefore, dentists should direct claim-specific issues to the appropriate member company, and we ask that ADA Staff do the same.

If assistance is needed in identifying the correct contact, you should continue to contact Suzanne Achenbaugh, VP, Dental Science and Network Strategy, and she will be pleased to assist you.

In this instance, you have connected with Dr. Croley, and we understand that the dentist has engaged with DDCA regarding the processing of the claim in question and the appeal mechanisms.

Sincerely,

DDPA Dental Policy Committee