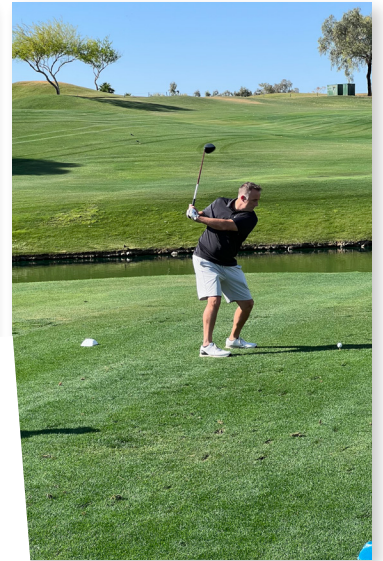
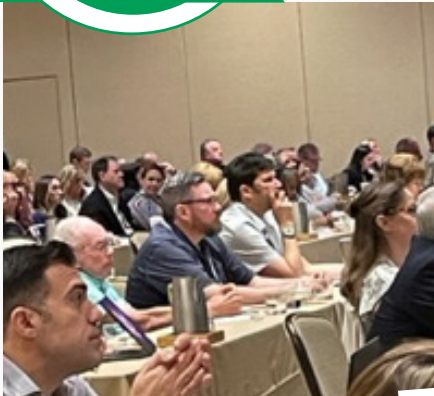




AMERICAN ASSOCIATION OF DENTAL CONSULTANTS

Spring Workshop



Connect,
Learn,
Lead



May 14-17, 2025

Hyatt Coconut Point Resort & Spa | Bonita Springs, Florida



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President's Invitation



It is with great pride that I welcome you to AADC 2025, Connect, Learn, Lead, at the Hyatt Regency Coconut Point in Bonita Springs, Florida. This venue had such rave reviews after last year's meeting, that we have booked it again for 2028 and 2029. (Yes, we plan that far ahead!) As many of you know, the beautiful setting is further enhanced by a lazy river, three acres of pools and fantastic waterslides. It's a great locale for reconnecting with friends and colleagues, as well as an opportunity for the family to enjoy the sun and sand of southwest Florida. As you may remember from last year, the surrounding area is abundant with both nature preserves and cultural opportunities.

This year, thank you to the excellent stewardship of Drs. Linda Vidone and Marie Schweinebraten, our Program Chairs, we have an outstanding program. Our keynote speaker is Dr. Ed Zuckerberg; does the name sound familiar? That's right, he is Mark's father and a dentist. (By a charming coincidence, the Zuckerberg family and my family once lived in the same small town in Ardsley NY.) Dr. Zuckerberg will discuss emerging trends in dental practice and will leave plenty of time for questions about all things dental, as well as anything else you may want to ask him.

In addition to Dr. Zuckerberg's keynote, we will have a "Shark Tank"- like lecture, wherein Eric Tranby and Faisal Chaudry, from CareQuest, will discuss a start-up process for innovators in the oral health care space. Having participated in elements of this initiative, I can tell you that it will be fascinating. We will also have presentations on current clinical challenges in perio, endo and implants, as well as our ever-popular claim review sessions. Please come ready to challenge our clinician reviewers! A lively discussion is always welcome. One topic that has particularly piqued my interest is the lecture by Dr. Jim DiMarino on "Why We Are Disliked." (I can only assume he must be wrong about that.)

As you well know, our primary focus within AADC is to foster the education of our members and to promote evidence-based dental practice. The more we know, the more we can contribute to our profession, our patients and our employers. This year's program promises to make us all smarter about both clinical practice and our industry.

AADC provides a nexus for the development of friendships that can support us throughout our professional lives. So, please come join us and *Connect, Learn and Lead* in 2025.

Thank You To Our Sponsors!



NOVODYNAMICS



Humana.



DELTA DENTAL®

Delta Dental of Massachusetts



Schedule of Events

Please note times listed are preliminary and subject to change.

Wednesday, May 14

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

Thursday, May 15

7:00 am - 4:30 pm	Exhibits Open
7:00 am - 8:15 am	Breakfast
8:15 am - 8:30 am	Welcome Remarks..... President, and Program Chairs, Linda S. Vidone, DMD, CDC & Marie Schweinebraten, DMD, CDC
8:30 am - 10:00 am	Dr. Donald S. Mayes Memorial Keynote Address: Bridging Oral Health & Systemic Wellness: Emerging Research & Future Innovations Edward J. Zuckerberg, DDS <i>Supported, in part, by Delta Dental of MA</i>
10:30 am - 11:00 am	Break
11:00 am - 12:00 pm	Periodontal Disease: From Research to Clinical Practice..... Catherine Hayes, DMD, SM, DMSc
12:00 pm - 1:00 pm	Lunch and Lunch & Learns
1:00 pm - 2:00 pm	Legislative Update Owen Urech
2:00 pm - 2:30 pm	Break
2:30 pm - 4:00 pm	Claims Review I..... Mario Conte, DMD
6:00 pm - 7:00 pm	President's Welcome Reception <i>Supported, in part, by Fluent</i> <i>Dinner on Your Own</i>

Friday, May 16

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 - 9:30 am	Deep Dive Into the "Shark Tank" of Oral Health Innovations & Smile Health..... Eric P. Tranby, PhD & Faisal Chaudhry
9:30 am - 10:30 am	What Dentists Really Think About Dental Insurance: The Honest, Hilarious, and Heartbreaking Truth..... Jim DiMarino, DMD, MEd, CDC
10:30 am - 11:00 am	Break
11:00 am - 12:00 pm	AI for Dental Imaging – Transforming, Disruptive, but Ready?..... Dale A. Miles BA, DDS, MS
12:00 am - 1:00 pm	Lunch and Lunch & Learns
1:00 pm - 2:00 pm	Can You Save My Tooth? Innovative Endodontic Strategies for Saving Teeth Elizabeth Shin Perry, DMD
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 Katie Deffke, DDS <i>Dinner on Your Own</i>

Saturday, May 17

7:00 am - 12:00 pm	Exhibits Open
7:00 am - 8:30 am	Breakfast & Announcements
8:30 am - 10:00 am	Implant Communication, Treatment and Complications..... Timothy F. Kosinski, DDS <i>Sponsored by AGD</i>
10:00 am - 11:30 am	Claims Review Session III..... Elizabeth Baker, DMD <i>Lunch on Your Own</i>

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	\$995.00
Non-Members	\$1295.00
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 Hyatt Coconut Point Resort & Spa.

DEADLINES

Friday, March 28

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

Monday, April 21

Hotel room reservation deadline.

Monday, April 21

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

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 guests)

For Reservations: Call 877-803-7534

Use Booking ID: **AADC Spring Workshop**

Booking Website:

<https://www.hyatt.com/en-US/group-booking/NAPRN/G-HADC>

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.

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	\$1095.00
Non-Members	\$1395.00
Spouse/Guests (<i>not in dental industry</i>)	\$150.00

Registration Hours:

Wednesday, May 14	3:00 p.m. - 6:00 p.m.
Thursday, May 15	7:00 a.m. - 5:00 p.m.
Friday, May 16	7:00 a.m. - 5:00 p.m.
Saturday, May 17	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 11, 2025. A 50% refund, less the administrative fee, if received Saturday, April 12 through Saturday, April 19, 2025. 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 in each individual registrant's packet on-site. The 2025 Workshop offers 14.5 Continuing Education Units for full participation. 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 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 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 honorariums from the AADC nor are their presentations edited for content. 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. AADC's goal is to present an objective session that is well balanced.

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.



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 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

7:30 - 1:00 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: \$75/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 p.m. - 3:00 p.m.

CERTIFIED DENTAL CONSULTANT EXAMINATION

3:00 pm - 4:00 pm

CE credit hours: 1

NEW MEMBER SEMINAR: "ANATOMY OF A CLAIM REVIEW"

Clayton Pesillo, DMD

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 p.m. - 5:30 p.m.

AADC BOARD OF DIRECTORS MEETING

6:00 p.m. - 7:00 p.m.

NEW MEMBER RECEPTION

By invitation only

Thursday, May 15

7:00 am - 4:30 pm

EXHIBITS OPEN

7:00 am - 8:15 am

BREAKFAST

8:15 am - 8:30 am

WELCOME ADDRESS

Randi S. Tillman, DMD, CDC — AADC President

Linda S. Vidone, DMD, CDC — Program Co-Chair

Marie Schweinebraten, DMD, CDC — Program Co-Chair

Schedule of Events

THURSDAY, MAY 15 *continued...*

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

DR. DONALD S. MAYES MEMORIAL KEYNOTE BRIDGING ORAL HEALTH & SYSTEMIC WELLNESS: EMERGING RESEARCH & FUTURE INNOVATIONS

Edward J. Zuckerberg, DDS

Supported, in part, by Delta Dental of Massachusetts

Dentistry is changing and in the near future Dentists will be viewed as primary care providers. The public is finally beginning to understand that a healthy mouth translates to a healthy body and patients are demanding that their Dentists offer holistic care geared towards their overall good health. Dental professionals need to understand the science behind the systemic diseases and their origination from dysbiotic oral microbiomes as well as currently available testing and therapies to diagnose and improve oral health specifically as it relates to systemic health.

Learning Objectives

- The transition from a healthy periodontal pocket to a pathogenic one. Who are the players?
- How a dysbiotic salivary microbiome and red complex bacteria cause specific pathways to systemic disease. Attendees will learn the pathway to diseases like Dementia, Diabetes, Cardiovascular disease and others and their origination in the mouth.
- What current therapies in addition to traditional periodontal care are available to diagnose & improve the salivary microbiome? Attendees will learn what products are available now and what is in development for use in the near future.
- Finally, what impediments to the changing role of Dentists to primary care providers exist.

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

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

PERIODONTAL DISEASE: FROM RESEARCH TO CLINICAL PRACTICE

Catherine Hayes, DMD, SM, DMSc

A review of the evidence related to the treatment of periodontal disease will be discussed including the use of antimicrobial therapies. An overview of the principles of evidence based dentistry will also be discussed.

Learning Objectives:

- The hierarchy of evidence in clinical research studies
- The latest evidence based treatment recommendations for periodontal disease
- Important issues to consider when deciding on the use of antimicrobial therapy

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

1:00 pm - 2:00 pm

CE credit hours: 1

LEGISLATIVE UPDATES

Owen Urech

This presentation will provide updates on state legislative and regulatory developments on loss ratio requirements for dental coverage. In addition to an overview of state activity, there will be discussion of emerging research on the impact of loss ratio requirements on the dental insurance market.

Learning Objectives

- Provide the latest developments in state activity on dental loss ratio (DLR) legislation, which could cause significant disruption for the dental benefits industry.
- Discuss how state policymakers are considering alternatives to DLR legislation, and how these proposals would affect dental carriers.
- Highlight research on the impacts of DLR legislation, including changes to plan premiums and market consolidation.

2:00 pm - 2:30 am

BREAK

2:30 pm - 4:00 pm

CE credit hours: 1.5

CLAIMS REVIEW I

Mario Conte, DMD

Dental consultants' primary goal is to adjudicate claims based on the available information, keeping in mind that there are people on both ends of their decision making. Attempting to do the "right" thing is often complicated by the ever-increasing level of poor documentation, lack of documentation or overstating treatment needs that may border on fraud. The cases presented will illustrate the frustrating and sometimes comical situations consultants asked to adjudicate.

Learning Objectives:

- The participant will be able to compare the value of chart notes versus narratives.
- The participants will be to discriminate between the value of objective versus subjective documentation.
- The participant will be able to define the Missing Tooth Provision/ Bilateral Tooth Loss for decision making.

6:00 pm - 7:00 pm

**PRESIDENT'S WELCOME
RECEPTION**

Supported, in part, by Fluent

DINNER ON YOUR OWN

Schedule of Events

Friday, May 16

7:00 am - 5:00 pm

7:00 am - 8:15 am

8:15 am - 8:30 am

EXHIBITS OPEN

BREAKFAST

ANNOUNCEMENTS

8:30 am - 9:30 am

CE credit hours: 1

DEEP DIVE INTO THE “SHARK TANK” OF ORAL HEALTH INNOVATIONS & SMILE HEALTH

Eric P. Tranby, PhD and Faisal Chaudhry

Discover how data insights by CareQuest Institute and the SMILE Health accelerator by CareQuest Innovation Partners drive innovation in oral health and identify solutions to benefit those most in need. By supporting emerging stage startups, SMILE Health is fostering solutions that address critical challenges in oral and overall health. This session will explore the need to address oral health care gaps and reduce the cost of care as well as SMILE Health's unique approach to supporting innovative companies and industry trends in innovation and investment

Learning Objectives:

- Understand how CareQuest's analytics and data insights uncover unmet needs in oral health and opportunities for innovation
- Learn how innovative solutions can help address oral health disparities, improve patient outcomes, and reduce total cost of care.
- Learn about SMILE Health and the types of transformative startups that CareQuest Innovation Partners supports.
- Understand the role of industry and investor partners in SMILE Health and supporting emerging innovation in our ecosystem.

9:30 am - 10:30 am

CE credit hours: 1

WHAT DENTISTS REALLY THINK ABOUT DENTAL INSURANCE: THE HONEST, HILARIOUS, AND HEARTBREAKING TRUTH

Jim DiMarino, DMD, MEd, CDC

Join us for an eye-opening journey into the heart of the dental provider-payor relationship! In this engaging and insightful presentation, we reveal what providers REALLY think about dental insurance carriers—the good, the bad, and the downright hilarious. With real stories, fresh data, and actionable takeaways, this session will inspire new ways to strengthen collaboration between dentists and payors while addressing the frustrations that impact patient care and practice success. You won't want to miss this opportunity to bridge the gap and uncover opportunities for a brighter future!

Learning Objectives:

- Uncover Providers' Real Perspectives: Reveal the unfiltered views of dental professionals about their relationships with dental insurance carriers, covering both positive experiences and frustrations.
- Highlight Key Misunderstandings: Explore the common misconceptions that dental providers have about payors, with a focus on how these misunderstandings impact the relationship and reimbursement processes.
- Showcase Solutions for Improved Collaboration: Offer actionable insights and strategies that both dental providers and payors can implement to address misunderstandings, streamline processes, and enhance overall collaboration for better outcomes.

10:30 am - 11:00 am

BREAK

11:00 am - 12:00 pm

CE credit hours: 1

AI FOR DENTAL IMAGING – TRANSFORMING, DISRUPTIVE, BUT READY?

Dale A. Miles BA, DDS, MS

Artificial intelligence (AI) is everywhere and now impacting dental practices as the latest disruptive technology for evaluating radiographic images from various x-ray modalities. Many software products are currently in the marketplace for helping dentists to evaluate periapical, panoramic, cephalometric and bitewing images. There are even some software programs that evaluate CBCT slice data. Are these products good, necessary and will they replace the dentist for detecting disease? Dr. Miles will discuss principles of AI imaging technology, some of the the current products and present his insights into the future of this imaging breakthrough.

Learning Objectives:

- principles of the imaging AI, ML (machine learning) and DL
- understand the dental imaging applications of AI
- learn some of the limitations

12:00 pm - 1:00 pm

LUNCH

Schedule of Events

FRIDAY, MAY 16 *continued...*

1:00 pm - 2:00 pm

CE credit hours: 1

CAN YOU SAVE MY TOOTH? INNOVATIVE ENDODONTIC STRATEGIES FOR SAVING TEETH

Elizabeth Shin Perry, DMD

Explore the vital role of innovative endodontic techniques in preserving natural teeth, with a focus on the biological, functional, and cost-effective advantages over extraction and implants. Attendees will gain insights into the latest advancements in endodontic care, debunk common misconceptions, and consider the influence of third-party payer policies on treatment decisions.

Learning Objectives

- Recognize the clinical, biological, and economic benefits of preserving natural teeth through advanced endodontic techniques.
- Explore innovative endodontic strategies and procedures that improve treatment outcomes and patient satisfaction.
- Consider the role of third-party payer policies in shaping evidence-based decisions that prioritize tooth preservation.

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

Katie Deffke, DDS

This presentation will present those challenging claims from complicated cases within various therapeutic disciplines. Adjudication policies, documentation requirements, scientific developments and standards of care will be discussed. Audience is encouraged to participate.

Learning Objectives:

- For attendees to share comments on more controversial claims.
- Understand dental insurance policies and how they might be reasonably interpreted.

DINNER ON YOUR OWN

Saturday, May 17

7:00 am - 12:00 pm

EXHIBITS OPEN BREAKFAST

7:30 am - 8:30 am

8:30 am - 10:00 am

CE credit hours: 1.5

IMPLANT COMMUNICATION, TREATMENT AND COMPLICATIONS

Timothy F. Kosinski, DDS

Sponsored by AGD

Implant dentistry has become a viable alternative to conventional dental procedures. Communication with the patient, explaining all options, is critical to meeting the patient's expectations. Diagnosis/treatment planning and potential complications are to be discussed.

Learning Objectives:

- Understand the importance of patient education and communication replacing the "hard sale."
- Discuss diagnosing/treatment planning and the use of technology as an educational tool.
- Evaluate potential complications of procedures and how to manage them.

10:00 am - 11:30 am

CE credit hours: 1.5

CLAIMS REVIEW SESSION III

Elizabeth Baker, DMD

This presentation will present those challenging claims from complicated cases within various therapeutic disciplines. Adjudication policies, documentation requirements, scientific developments and standards of care will be discussed. Audience is encouraged to participate.

Learning Objectives:

- For attendees to share comments on more 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

Provider Data Management and Credentialing Reimagined

Presenter Ron Inge, DDS

Managing dentists' data is a major problem for all payors and dentists. Payors must obtain accurate data when recruiting dentists to be in network. Dentists are overburdened by completing multiple applications from different dental payors asking for the same information. Payor struggle to keep pace with the need to credential and recredential dentist in their networks in a timely manner. The use of artificial intelligence (AI) and machine learning (ML) has brought an innovative solution to this problem. Learn how to improve the task of collecting accurate data about the dentists' and their office locations. Learn how the current manual task of collecting credentialing requirements has been truly automated using AI and ML.

How AI Maximizes Dental Consultants' Value

Presenter: Joseph Borg, DDS, Dental Director

Sponsored by NovoDynamics, Inc.

Traditional claim review selection methods typically route many cases to dental consultants that are missing required documentation or don't require clinical review, wasting your time and effort. After 21 years at Delta Dental of California, Dr. Borg brought his expertise to NovoDynamics to help develop AI that specifically addresses the unique challenges faced by dental insurers and dental consultants. In this session, Dr. Borg will demonstrate how AI optimizes the claim review process by accurately finding claims requiring clinical review, ensuring dental consultants focus on the cases that matter most. Learn how the right AI streamlines the claim review workflow, maximizes dental consultants' efficiency and effectiveness, and delivers measurable ROI (return on investment) for insurers.

Unlocking the Secret to Clean Claims and a High-Value Provider Network

Presenter: Jim DiMarino, DMD, MSED, CDC

Sponsored by Practice Booster

During this session, we'll dive into the untapped strategies Payors can use to transform the way they work with providers. You'll learn how to reduce administrative headaches, improve claim accuracy, and effortlessly guide providers toward better coding practices. Plus, we'll explore the key to building a network filled with high-performing providers that deliver exceptional value for all stakeholders. This presentation is designed to provide actionable insights that you can implement immediately to create stronger, more profitable partnerships.

Learning Objectives

- Eliminate Claim Chaos: How Payors can help Providers dramatically reduce errors and streamline claims processes, ensuring more clean claims are submitted the first time.
- Shifting Provider Behavior: Discover the simple strategies to influence providers toward more accurate coding practices without creating resistance.
- Build an Elite Network: Discover how to attract and retain top-tier dental providers that elevate your network quality and drive long-term value.

Lunch & Learns

Friday Lunch & Learns

Paper Trails to Instant AI: The Real-Time Adjudication Revolution Abstract

Presenters: *Dr. Sana Changezi, DDS and a representative from one of Overjet's payer partners dental consulting team*

Sponsored by *Overjet*

Leave paper trails in the past and ease into the future of dental claim review with Overjet's real-time adjudication technology. In this interactive breakout session, attendees will experience firsthand how AI is revolutionizing claims processing by delivering instant, accurate decisions. See how Overjet's cutting-edge platform transforms efficiency, improves consistency, and fosters stronger payer-provider relationships—all while setting a new industry standard for speed and accuracy. After this session you will understand how:

- AI is a tool that works with your human expertise to optimize your adjudication
- Hands-on experience of Overjet's AI augmenting your claim review process
- Real-time adjudication is going to revolutionize your own workflow

Join us and a special guest from a dental insurer to witness the real-time adjudication revolution in action and take home insights that will elevate your claims review process.

PPO – hell no?!? How and why PPO's are more than what you think.

Presenter: *Melissa Wagner, DenteMax President*

Sponsored by *DenteMax*

Preferred Provider Organizations can sometimes have a bad rep amongst the dentist community, but they're so much more than just a fee schedule. This session will dive into the values a PPO network can bring to you and your practice. From growing your patient base, to helping to understand effective marketing techniques for your offices, you'll learn why PPO networks are essential to your business.



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



Catherine Hayes, DMD, SM, DMSc, is Chair of the Department of Oral Health Policy & Epidemiology at Harvard School of Dental Medicine. She is the former Dental Director of MassHealth, the Massachusetts Medicaid and CHIP program. She is a diplomate and a past president of the American Board of Dental Public Health and a past president of the American Association of Public Health Dentistry. She has held leadership positions in academic institutions, and national and international organizations. Dr. Hayes has been actively involved in research and policy initiatives related to oral health disparities and inequities throughout her career. She received her B.S. in Biology from Boston College and her D.M.D. from Tufts University, *magna cum laude*. She completed a General Practice Residency at Brigham and Women's Hospital in Boston and received both Master's and Doctoral degrees in Epidemiology from Harvard University where she also completed a Dental Public Health Residency.

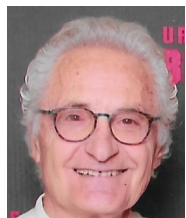


Elizabeth Baker, DMD has been employed as a dental consultant with Fluent, formerly known as P & R Dental Strategies, since 2021. She has served as an Assistant Director of Quality and most recently as the Acting Director of Quality. She is a 2007 graduate of the University of Pennsylvania School of 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. Ellie has been married to Jon Eric Steenson, PE for 17 years and they have three wonderful daughters. She credits her co-workers as her inspiration for excellence in consulting.



Faisal Chaudhry is Manager of Innovation Services and Solutions at CareQuest Innovation Partners. He leads SMILE Health, an accelerator program which advances solutions that improve accessibility, equity, and propel the integration between oral health and overall health. He also supports innovation services by partnering with leading organizations to pilot and scale innovative solutions and models.

Faisal brings nearly 10 years of experience in healthcare strategy and management. He previously worked as management consultant, focused on provider operations and payer innovation.



Mario Conte, DMD graduated from Washing University School of Dental Medicine (WUSDM) in 1979 and was a private dental practitioner in St. Louis, Missouri from 1979 until 2000. Dr. Conte served as Associate Professor of Clinical Dentistry at WUSDM from 1979 until 1991. He also served as Associate Professor for the Dental Hygiene Department at St. Louis Community College from 1995 until 2010 and Director of the Center for Continuing Dental Education from 1998 until 2011. From 2010 until 2022, Dr. Conte was a consultant with Delta Dental of Missouri and currently is a consultant with DNOA.



Jim DiMarino, DMD, MSED, CDC, FACD holds a dental and master's degree in education from the University of Pennsylvania. He completed a General Practice Residency, became a solopreneur, all while researching and implementing advanced dental technologies and consulting as a Dentrux and Schick trainer. He is also a patented inventor, trainer, educator, publisher, and lecturer having presented internationally.

He has worked in the dental insurance industry for over a decade as a dental consultant, a State Dental Director, and as a National Dental Insurance Director. In 2018 he completed the certification requirements to become an AADC Certified Dental Consultant and in 2022 became CEO of Practice Booster. In 2024, the Board of Regents of the American College of Dentists approved Dr. Jim for Fellowship in the College.

Over the years, he also served as the Director of Medical Affairs for GlaxoSmithKline ensuring safety/compliance/governance standards for Sensodyne, Pronamel, Biotene, and Aquafresh. As the Director of Clinical Affairs for Premier Dental, he coordinated product launch strategies, sales and dealer training, led their key opinion leader engagement program, and was integral in their new product development and launch strategies.

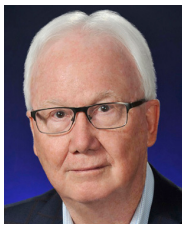
Speaker Biographies



Timothy F. Kosinski, DDS is an Affiliated Adjunct Clinical Professor at the University of Detroit Mercy School of Dentistry and serves on the editorial review board of *Reality*, the information source for esthetic dentistry and is the past editor of the Michigan Academy of General Dentistry. He is currently the Editor of the AGD journals *General Dentistry* and *AGD Impact*, and was named editor of *IMPLANTS TODAY*, the implant publications of *DENTISTRY TODAY*. In 2023 Dr. Kosinski was presented the ADA/AAADEJ's "Distinguished Editor Award." He is a Past-President of the Michigan Academy of General Dentistry.

Dr. Kosinski received his DDS from the University of Detroit Mercy Dental School and his Mastership in Biochemistry from Wayne State University School of Medicine. He is a Diplomate of the American Board of Oral Implantology/Implant Dentistry, the International Congress of Oral Implantologists and the American Society of Osseointegration. He is a Fellow of the American Academy of Implant Dentistry and received his Mastership in the Academy of General Dentistry. Dr. Kosinski has received many honors including Fellowship in the American and International Colleges of Dentists and the Academy of Dentistry International. In 2017 he received the Academy of Dentistry International's Humanitarian Award "in recognition of significant contributions to the enhancement of the quality of life and the human condition." He is a member of OKU and the Pierre Fauchard Academy. Dr. Kosinski was the University of Detroit Mercy School of Dentistry Alumni Association's "Alumnus of the Year," and in 2009, 2014 and 2020 received the Academy of General Dentistry's "Lifelong Learning and Service Recognition."

Dr. Kosinski has placed over 19,000 dental implants and published over 250 articles on the surgical and prosthetic phases of implant dentistry, over 100 dental editorials and was a contributor to the textbooks, *Principles and Practices of Implant Dentistry*, and 2010's *Dental Implantation and Technology*.



Dale A. Miles BA, DDS, MS, FRCD(C), Dip. ABOM, Dip. ABOMR is adjunct professor at the Woody L. Hunt School of Dental Medicine in El Paso, Texas. He was Chair of the Department of Oral Health Sciences at the University of Kentucky, the graduate program director of Diagnostic Sciences at Indiana University and has held positions at the University of Connecticut, Dalhousie University, and the Arizona School of Dentistry & Oral Health (A.T. Still University). He was the first Associate Dean of Clinical Affairs at ASDOH.

A diplomate of the American Board of Oral and Maxillofacial Radiology and the American Board of Oral Medicine, Dr. Miles has been selected as one of the "TOP CLINICANS IN CE" for the past 17 years by *Dentistry Today*.

Dr. Miles received the "Civism Award" on the United States Department on the Navy for his 21 years of service in education at the Naval postgraduate dental school in Bethesda, Maryland. He also received the "Alumni of Distinction" award from his alma mater, the University of Western Ontario, Faculty of Dentistry in 2004.

He has authored over 140 scientific articles, 6 radiology textbooks and the best-selling atlas on cone beam imaging, *"Atlas of Cone Beam Imaging for Dental Applications"*. He has a web site for teaching the dental team cone beam imaging at www.doctorconebeam.com. Dr. Miles currently has a full-time practice in Oral and Maxillofacial Radiology in Fountain Hills, AZ.

Financial Disclosure: Shareholder and consultant with VELMENI

Speaker Biographies



Elizabeth Shin Perry, DMD, FICD currently is a clinical instructor of Advanced Graduate Endodontics at Harvard School of Dental Medicine. She is a Diplomate of American Board of Endodontics and is Treasurer of the American Association of Endodontics.



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*.



Eric P. Tranby, PhD, Director of Analytics and Data Insights at CareQuest Institute for Oral Health. In this role, Eric leads all data infrastructure, data analytics, and research initiatives. Eric and his team conduct research on the relationship between oral health and overall health and the impact of innovative clinical care models on oral health disparities.

Eric brings nearly 20 years of experience in research, data collection, and data analysis to his work. He has authored more than 50 scientific papers and his work has been cited more than 2,000 times. Previously, he served as a consultant on data and analysis projects in industries from health care to utilities, and as an assistant professor of sociology.



Owen Urech joined AHIP in July 2024 as Senior Policy Advisor for Product Policy; his portfolio includes dental coverage and supplemental benefits across government programs and the commercial market. Prior to AHIP, Owen served as the Director of Government Relations for the National Association of Dental Plans and developed health policy research at the Roosevelt Institute and Health Management Academy. He is an alumnus of American University and holds a Master of Public Policy from the University of Texas at Dallas.



Edward J. Zuckerberg, DDS, FAGD is a 1978 Graduate of NYU College of Dentistry. He owned his own practices in Brooklyn and Dobbs Ferry, NY from 1979-2013 and has always been an early adopter of technology, introducing his first PC in the office in 1986 and completely fully networking his home-based office with broadband access in 1996. Dr. Zuckerberg's early adoption of technologies including digital radiography, CAD/CAM & creation of a paperless office caught the attention of Industry leaders who enlisted him to lecture, write articles and beta test new technologies. The advanced technology in the home helped launch his son, Mark's, the founder of Facebook, interest in computers. With his wife of 45 years, Karen, a retired Psychiatrist, they also have 3 daughters, Randi, former Marketing Director at Facebook and now CEO of Zuckerberg Media, Donna, who received her Classics Ph.D at Princeton and is now an author & Arielle, who is a partner in a Financial Firm in San Francisco, as well as 10 grandchildren. Dr. Zuckerberg lectures nationally and internationally on the Oral Systemic Connection, serves as a Venture Partner at Revere Partners, the First Independent Venture Fund for Oral Health, acts as the Chief Dental Officer for Viome and the Chief Education Officer for both Cloud Dentistry & Oral BioLife in addition to treating patients part time in Cupertino, CA. Dr. Zuckerberg has co-authored several textbooks and is a frequent webinar and podcast guest as well as a regular contributor to Dental Journals.

Dr. Zuckerberg can be reached via his website, www.painlessdrz.com
Or on Social Media at www.facebook.com/painlessocialmedia or <https://www.linkedin.com/in/painlessdrz/>

Financial Disclosure: : Chief Dental Officer@Viome, Chief Education Officer@Oral Biolife, Chief Education Officer@Cloud Dentistry, Venture Partner@Revere Partners