

Providing transparency when selecting dentists

Delta Dental of Massachusetts is making it easier for members to make informed decisions when choosing a dentist with DentaQual, an objective, third-party tool independently developed by Fluent.

Through DentaQual, members can now view dentists' ratings when searching for a participating Delta Dental PPO™ and Delta Dental Premier® network dentist using our online Find-a-Dentist tool.

Ratings, which are updated monthly, are based on a 5-star performance scale and are objectively calculated using a dentist's own claims data that assesses over 40 performance measures across the following five categories:

- Treatment outcomes
- Commitment to best practices
- Cost-effectiveness
- Patient retention
- Treatment recommendations





4.5 out of 5 stars rating

DentaQual Assessment Categories



Treatment Outcomes Measures a dentist's treatment success rate including the likelihood of repeat procedures and post-treatment problems

Treatment Recommendations Compares how a dentist recommends treatments in relation to other dentists in their three-digit zip code and specialty.

Patient Retention Evaluates the degree of patient retention and loyalty.

Cost-effectiveness Compares the types and number of prescribed treatments as well as the average cost per patient for submitted dental fees and treatments.









DentaQual calculates the scores using DentaBase®. a multi-payer, fee-for-service claims database

National and regional payers contributing monthly data updates

Commercially insured members represented in claims data

Procedures captured, adding over 40 million per month

50 States

Represents dentists from every state in the U.S.



More about Fluent

- Fluent, formerly known as P&R Dental Strategies, does not endorse or recommend individual dentists.
- Scores are not intended to be a guarantee of any dentist's quality or a substitute for professional advice.
- For more on Fluent and DentaQual visit www.fluent.dental



Questions? Reach out to your Delta Dental of Massachusetts representative.