Welcome to the National Association of Dental Plans (NADP)! You have joined forces with the only organization dedicated solely to the interests and advancement of every aspect of the dental benefits industry. Your voice is now part of the strong, respected organization working for you.

Your member benefits include a wealth of professional and personal development opportunities and a storehouse of industry knowledge and experience. As the representative and recognized resource of the dental benefits industry, NADP is dedicated to the success of your company and career. That’s why we offer a wide array of benefits designed to strengthen various disciplines throughout your company.

Our Mission

The mission of the National Association of Dental Plans is to promote and advance the dental benefits industry to improve consumer access to affordable, quality dental care.

To advance this mission, NADP offers the following core services: Research, Education and Advocacy with outside organizations to bring value to our members. NADP also offers additional member-only resources, plus a multitude of networking, volunteer and marketing opportunities. To keep you connected, NADP uses multiple communications channels consisting of NADP.org, the Dental Interact community and a variety of e-newsletters, Twitter accounts and a LinkedIn group.

NADP is successful because of its strong leadership. Please find within this book the contact information for NADP staff. Call upon these individuals for insight and direction concerning your association experience.

The charts on pages 3-4 provide a brief overview of the association resources available to all your company employees while the remaining pages offer details about your NADP benefits. Should you have any questions, please visit nadp.org or contact NADP staff.

Thank you for your membership in NADP. We look forward to serving you.
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### Brief description of member types:
- **Plan:** DPPO, DHMO, Indemnity, Discount, ASO, Medicare/Medicaid
- **Associate:** Dental Service Organizations
- **Supporting Organizations (SO):** Product/Service Suppliers
- **International:** Companies operating outside the U.S.
- **Individual:** College professors, solo agents, consultants, self-employed
ORLANDO
SEPTEMBER 16-19, 2019
Omni Orlando Resort at Championsgate

For updates & details visit nadpconverge.org
One of NADP core services, the Research Program provides invaluable industry intelligence, key market insights and benchmarks. Research also examines factors affecting the market, such as employer and consumer perspectives and behaviors. All Research reports are available via nadp.org in the Knowledge Center.

Reports Included in Dental Plan Membership
**Member Pricing Available for Associate, Supporting Organization, Individual and International Members.**

**NADP Enrollment**
This report provides the most complete census of the industry’s total national enrollment and includes estimates of dental benefits enrollment at the state and national levels and by benefit type. It also identifies funding sources and underwriting classifications by benefit type. Delta Dental Plans Association (DDPA) contributes to this report. In 2017, NADP expanded this report to include Exchange specific enrollment.

**Network Administration & Network Statistics**
In addition to the number of providers participating on a network (DHMO and DPPO) by specialty and by state and Metropolitan Statistical Area (MSA), this report includes results from our survey on the operational aspects of managing and maintaining a provider network. Among the topics to be covered in the survey are Narrow Networks, Credentialing, Contracting, Directory Management, Staffing, and Provider Payments and Discount levels. The report includes two files: a report of survey results and network statistics and a spreadsheet that includes the counts of dentists participating on networks.

**NADP/LIMRA Dental Metrics Reports:**
Two separate reports provide dental plans with a variety of benchmark metrics:
- Claims — only industry report featuring data on diagnostic code usage
- Contact Centers — performance metrics with various stakeholders

**Emargoed Reports**
**Member Pricing Available for Associate, Supporting Organization, Individual and International Members. Available to non-participating plan members at no cost once embargo expires**

The following Annual Statistical Reports are distributed to participating companies in advance. Following a 90-day embargo, these reports are offered to remaining dental plan members at no cost and at a member discount to the remaining membership categories (Associate, Supporting Organization, and International and Individual members).

**Financial Operations and Premium Trends Report**
This report includes data on the allocation of premium revenues for DHMO, DPPO and Dental Indemnity Plans; ranges of profit margins, provider payments, administrative costs and sales costs. Beginning in 2018, this report will also include trends in premium and the average in-force premium by state for DHMO, DPPO, and Dental Indemnity products.

**Benefit Design and Utilization Trends**
This report track utilization of dental benefits and a number of plan features as they relate to plan deductibles and benefit maximums.

**For Participating Members Only**

**NADP/LIMRA Quarterly and Annual Sales Reports**
NADP has partnered with LIMRA to publish sales reports from third, second and first quarters. Only companies that provide sales data for the survey are eligible to receive the report.

State Fact Sheets
State Fact Sheets are brief overviews featuring data from the suite of statistical reports and others.

Annual State of the Dental Benefits Market
This concise industry overview includes data about enrollment, premiums, networks, metrics, and financial operations plus trend recaps such as product innovations, updates on dental workforce and more.

NADP/LIMRA Dental Metrics Reports:
- Claims — only industry report featuring data on diagnostic code usage
- Contact Centers — performance metrics with various stakeholders

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**NADP/LIMRA Quarterly and Annual Sales Reports**
NADP has partnered with LIMRA to publish sales reports from third, second and first quarters. Only companies that provide sales data for the survey are eligible to receive the report.
Shared Research: Open to all member categories for price of participation

Through NADP Shared Research, members have the opportunity to participate in reports designed to provide additional insight on the industry and factors affecting it. The Shared Research is available at preferred member pricing.

NADP conducts studies regarding **Consumers** and **Employers**. Both studies are designed as tracking studies with some latitude to make changes as the need arises. Both studies measure attitudes and behaviors around the purchase of dental benefits and the value of dental health.

For in-depth studies of important factors affecting the industry, such as brokers, providers or employers, NADP member companies may choose to participate in the Shared Research Program for an additional investment. Prior projects have included group purchaser behavior studies, and consumer surveys.

**Program Design**

This research is wholly funded by participating sponsors. Each sponsor will contribute an equal share of the cost of the study series. Non-members will be invited to sponsor but will be subject to a 20% surcharge.

**Sponsor Benefits**

- Each sponsor will receive a data file of the aggregate data for the current wave within one month of the completion of data collection.
- Each sponsor will receive a Final Report and data file within one month upon completion of the data collection.
- The final report will not be made available for purchase to NADP members, other stakeholders or the general public for at least 6 months and at a price no less than the member cost of sponsorship.
- NADP will have all of the rights to the data and the report as any other sponsor.

Industry Snapshot

The Industry Snapshot program provides an opportunity for members and non-members to initiate and sponsor survey research among NADP dental plan members for an additional sponsorship investment. Sponsors identify the Snapshot topic that requires input from dental plans. Following is an outline of how the Industry Snapshot program works.

**Sponsors**

NADP solicits a commitment to participate in the survey from targeted member companies. A minimum threshold of commitment to participate must be reached in order to proceed with the study (At least 10 plans and 20% of the market). Included in each survey are a few standard questions/data points:

- Product offerings of respondents: (DHMO, DPPO, Indemnity, Discount)
- Total enrollment of all respondents by product type
- Estimated representation of the market as a percentage of enrollment
- Title/job function of respondent (if applicable)

Final product will include an Executive Summary, detailed Findings, modifiable tables and charts. Sponsoring company will have input into the final product. No individual response (identified or redacted) will be available unless ALL participating companies consent.

At the Snapshot Sponsor’s discretion, acknowledgment will be made in the Executive Summary and Detailed Findings Report.

**Survey Respondents**

- Respondents will receive the final Executive Summary and Detailed Findings at no additional charge no sooner than 30 days after the report is delivered to the Snapshot Sponsor.
- NADP will make the Executive Summary and Detailed Findings Report available for sale to members and non-members no sooner than 90 days after the report is delivered to the Snapshot Sponsor.
RESEARCH GUIDELINES

The Research function is guided by the Research Commission, which consists of volunteers from member dental plans and is staffed by the Director of Research and Information. Due to the sensitivity of the information received by NADP for the purpose of reporting on the current state of the dental benefits industry, NADP has put in place a number of guidelines, procedures and technology solutions to insure the confidentiality of data provided by participating member and non-member plans. There are three basic categories of measures that NADP has put in place to protect the confidential nature of the data dental plans share for the purpose of research and reporting.

Reporting Guidelines

1. For the purposes of NADP’s published Statistical Reports, data is only reported in aggregate form. No NADP published reports include data that can be identified with a specific company. As a result, NADP cannot publish market share data or any other benchmarking data that can be associated with a particular company or plan.

   NADP does, however, as a member benefit, assist in the collection of sales data for LIMRA's quarterly U.S. Group Dental Sales and In-Force Report, which does provide for reporting of specific company data. That data is however collected with the permission of carriers to identify them to other report participants only. Public versions of the Report do not include carrier names.

2. For additional confidentiality, NADP only reports aggregated data when at least four companies provide data for a particular question. There are instances in benchmark reporting where individual data points can be identified, such as reporting of ranges, but this data can never be identified with a particular reporting plan.

NADP Data Confidentiality

1. The NADP Research Director has signed an additional confidentiality agreement that specifically addresses the sensitivity of member data and places restrictions on using that information in any capacity that reveals an individual company's information.

2. All member data used for NADP Research and Statistical Reports is only available to NADP’s Research Director. While Research Commission members provide an oversight and review function for NADP’s Statistical Reports, Research Commission members do not have access to any data provided to NADP except for that of their own company.

3. Other than research reports, member data is sometimes used to support NADP’s government relations objectives. The standard of reporting only in aggregate form is also applied to these requests. Requests for production of information for this purpose are made to the Research Director who determines what is available and provides the relevant summary data.

NADP Data Security Processes

NADP has put into place the following technological solutions to ensure that member data is properly protected as indicated in the Data Confidentiality section, above.

1. All member data is stored on a cloud-based private server that is only accessible to NADP’s Research Director. There are no instances where member data is stored on a desktop or laptop computer hard drive.

2. Research data and all email communications are stored on a cloud-based drive. Strict security measures are taken to reach regulatory compliance across industry and vertical specific standards including: SOC I, SOC 2 Type II, US-EU & US Swiss Safe Harbor, CI Data Security Standards (PCI DSS), and Vertical Specific Compliance: HIPAA.

For questions, please contact Director of Research, Jerry Berggren.
As the voice and representative for dental benefits plans, NADP advocates for the industry’s best interests when working with policymakers and a variety of key stakeholders via the Advocacy program, which includes the Government Relations (GR) program and the Terminology, Standards and Transactions initiatives. Advocacy is one of three core services provided by NADP.

Government Relations (GR)

NADP is your voice on multiple state and federal industry issues such as dental loss ratios, network leasing standards, network adequacy proposals, provider directory requirements, non-covered services, dental in public programs, and repeal and replace of Affordable Care Act provisions. Direction and expertise are provided by lobbyists, staff and multiple volunteer groups including the Commission on Advocacy Policy, Government Relations WorkGroup and Government Funded Programs WorkGroup. Learn more about the work of these volunteer groups on page 15.

NADP staff, lobbyists and volunteers represent members through testimonies, comment letters and the annual Congressional fly-in, Advocacy in Action. Read more about policy positions and current activity at nadp.org/Advocacy.

Advocacy Resources, for CAP members only

Following is a list of NADP members’-only benefits designed to keep you informed and prepared when dealing with legislative and regulatory issues. Please note, members must be logged in to access these exclusive benefits.

Advocacy Open Forum: The Advocacy Open Forum in Dental Interact is the place where NADP posts timely information regarding industry issues. Members interested in receiving very detailed, current updates are encouraged to subscribe.

Advocacy Newsletters Articles: NADP publishes Advocacy summary articles in each issue of Monthlybyte, the members’ only e-newsletter.

Advocacy Resources, for members only

LOTS 2.0: The Legislative Online Tracking System (LOTS) is a state-of-the-art monitoring system that tracks relevant state and federal bills and regulations via a searchable, customizable online database. Results are organized into folders. A variety of filters and options allow the user to create and save customized searches. LOTS is accessible via the “Members Only” section of NADP.org, which is only visible when a member logs in on the website. LOTS features LegisTrack and RegisTrack.

- LegisTrack sorts bills into 24 distinct subject folders; using these subject folders along with the other reporting filters available (e.g. state, year, progress, NADP tags and priority) can help members narrow down the search for a particular bill or subject.

- RegisTrack includes notices of proposed rule-making, adopted rules and regulations, emergency rules and regulations, and more, as available in state registers and/or from state agency websites. Note: Tracking does not include items published by Departments of Insurance and Healthcare Exchanges outside of the state’s register.

Advocacy Resources Page: In addition to important legal memos and documents, NADP provides comprehensive tracking spreadsheets on a variety of hot issues, including:

- NADP State Laws on Discount Plan Organizations
- NADP Provider Networks and Accessibility Requirements by State
- NADP Internal Comments on NAIC Network Adequacy Model Act
- Non-covered Services State Tracking Document:
  - NADP ACA Regulations & Guidance Grid
  - NADP ACA State Exchange Grid
  - NADP ACA Essential Health Benefits Grid
  - NADP Government Relations (GR) Grid

The Advocacy Resources page is located in the Members Only section of NADP.org, which is visible after logging in on the website.
Through the Terminology, Standards and Transactions (TST) Workgroups, NADP strengthens its advocacy program by representing members on numerous standard-setting organizations that impact key business operations. NADP coordinates a unified industry response and provides unique views of our diverse membership on procedure and diagnostic codes, standards for electronic transactions, quality measures, utilization data and more.

**Collaboration with Industry Stakeholders**

NADP TST, Advocacy and Research staff also participate in additional industry events where standard-setting activities are discussed. In addition, they collaborate with organizations whose members have dental interests, including:

- American Association of Dental Consultants (AADC)
- America’s Health Insurance Plans (AHIP)
- American Council of Life Insurance (ACLI)
- Alliance of Maryland and Virginia Dental Plans
- California Association of Dental Plans (CADP)
- Delta Dental Plan Association (DDPA)
- FAIR Health
- LIMRA International
- National Association of Insurance Commissioners (NAIC)
- National Committee on Vital Health Statistics (NCVHS)
- National Conference of Insurance Legislators (NCOIL)
- National Conference of State Legislatures (NCSL)

**Advocacy in Action**

Advocacy in Action, the dental benefits industry Congressional fly-in to Washington, D.C., strengthens the government relations program by presenting a strong, unified voice on the Hill. It spreads the reach of association’s message through in-person meetings between member company volunteers and members of Congress in Washington D.C.

Advocates receive advance training on industry issues and “asks” in preparation for these meetings on the Hill. Advocacy in Action is generally held in the spring.
Collaboration with EDI Standards Groups

American Dental Association (ADA)
- Code Maintenance Committee (CMC): modifies and maintains Current Dental Terminology (CDT)
- Dental Claim Form Advisory Committee (DeCFAC): reviews and suggests changes to ADA Dental Claim Form
- Dental Content Committee (DeCC): reviews changes to EDI standards under Health Insurance Portability and Accountability Act (HIPAA)
- Standards Committee on Dental Informatics (SCDI): develops model policies relating to HIPAA standards and EDI
- SNODENT: Systemized Nomenclature of Dentistry Maintenance Committee

Dental Quality Alliance (DQA): develops and implements dental specific quality measures.

Health Level 7 (HL7): develops and maintains attachments for electronic transactions

SNOMED: formally International Health Terminology Standards Development Organisation or IHTSDO

X12: responsible for the development and maintenance of electronic transactions, i.e. eligibility, claims, enrollment and payment
- Claim Adjustment Reason Code Committee (CARC): maintains the quality and business applicability of health care industry code lists for use in an EDI environment
- Dental Caucus: dental industry focused committee related to X12 with NADP holding the chair position

See page 15 for an overview of volunteer groups that provide direction and expertise for these Initiatives.

Why Advertise with NADP?

NADP is the only organization dedicated solely to the interests and advancement of every aspect of the dental benefits industry.

The majority of NADP member company representatives report they are involved in purchasing, approving, recommending or specifying products and services for their dental plan.

Key decision makers in related stakeholder companies also rely on NADP’s website and newsletters for resources, communication, collaboration, research, and education.

For more information, please contact:
Lauren Oakley
Associate Director of Communications & Technology
972-458-6998 x105 • loakley@nadp.org
As one of three NADP core services, the Education program offers two unique, face-to-face professional development opportunities each year: CONVERGE and Leadership Conference.

**CONVERGE** is the premier professional development opportunity in the dental benefits industry. It features a variety of learning formats - from expert panels to in-depth presentations and casual, informative discussions. It also includes ample time to connect with your peers. Enhance your conference experience with the Discovery Zone, a robust exhibit hall featuring a variety of interactive opportunities such as short presentations and product demonstrations.

Locations vary each year. Check nadpconverge.org for information regarding the hotel, program and online registration, which generally opens in the spring.

- CONVERGE 2018 is Sept, 24-27 in Denver.

The Discovery Zone is an efficient, economical way to build your brand, increase your prospect list, launch new products, research your competition and meet with key clients. The Discovery Zone features:

- Informal “lounges” where attendees can recharge in close proximity to exhibitors
- A small stage designed for short presentations and product demonstrations by exhibitors
- Dedicated Discovery Zone time – no competing breakout sessions during this time to increase foot traffic and leads
- Exhibitor opportunities to schedule client appointments in the Discovery Zone during the hours when it is closed for breakout sessions
- Walk-around luncheon, which encourages attendees to interact with exhibitors

For more details, view the Exhibitor Prospectus in the Exhibitor section of nadpconverge.org.

**CONVERGE Mobile App**
Connect with your colleagues and conference content via the onsite mobile app. Features include:

- Attendees
- Award Recipients
- Exhibitors
- Sponsors
- Session descriptions and evaluation system

**NADP Leadership Conference**
provides opportunities to increase your leadership skills as you join with colleagues to provide direction for NADP programs and services while gaining insight and new perspectives on timely topics in the educational sessions. Leadership Conference brings together all of the NADP volunteer groups to share a vision of where the dental benefits industry and association are going over the coming year. Generally held in the winter, Leadership Conferences are traditionally face-to-face meetings. Visit NADP.org for current information.

When it comes to training on relevant, timely industry trends, nothing beats NADP Webinars. From the latest directions in Affordable Care Act implementation to marketing and sales developments and improvements in administrative operations, NADP Webinars offer something for every discipline in the dental benefits industry.

These presentations feature Q&A sessions, interactive polls and thought-provoking content.

NADP provides three types of Webinars:

- Educational Webinars: Sold individually or in a package for maximum savings and full participation
- Sponsored Webinars: Product information from the sponsor that are free to attendees
- Webinar Briefings: Exclusive, members’ only presentations featuring free overviews of vital industry issues and NADP programs
Face-to-Face Opportunities

CONVERGE, the NADP annual conference, provides ample networking opportunities including the Opening Reception plus free time in the evening to schedule dinner with colleagues and clients. In addition, CONVERGE offers various networking events including off site events and cocktail hours.

The Leadership Conference offers attendees the opportunity to network during the opening night reception and during the numerous volunteer meetings scheduled throughout the event.

Online Opportunities

To enhance your networking capabilities, NADP offers a variety of online resources:

Dental Interact
Participate in a discussion, review a post or serve on a volunteer group through the secure, exclusive NADP member community, Dental Interact. Search for a member contact and send a private email to that person.

Individual Membership Directory via Dental Interact
Use the “Browse/Find a Member” function in Dental Interact to search for fellow members and colleagues. Enter first, last or company names to search. The results generate a contact list with name, address, phone, email and photographs when available. By selecting the “export” button, members can download the list to an Excel spreadsheet.

#connect

Twiter @nadp_dental

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**VOLUNTEERING**

**Value of Volunteering**

In addition to directing the work of the association and dental benefits industry, NADP volunteers gain valuable leadership experience, expand their circle of influence and increase their level of industry and association knowledge.

Through volunteer groups, NADP fulfills its mission “…to promote and advance the dental benefits industry to improve consumer access to affordable, quality dental care.”

NADP volunteers are the driving force in the work and success of the association. Through their commitment of talent and time, NADP achieves its goals. Any member in good standing may join volunteer groups for which they are eligible.

**How to Join a Volunteer Group**

To join as a volunteer, members should respond to the annual “Call for Volunteers” distributed in the fall. Some groups also accept volunteers during the course of the year. If you are interested in volunteer opportunities, contact Director of Membership Rene Chapin (972.458.6998 x110)

Individuals considering service on a volunteer group should weigh the commitment as work on the various groups can take away time from their job for the advancement of the industry.

**VOLUNTEER GROUPS**

NADP volunteers contribute to the success and growth of the association and industry through service on the following groups:

**Commission on Policy Advocacy (CAP)** is responsible for 1) developing positions on industry-related federal and state health care policy proposals, 2) responding to the impacts of federal health care policy proposals as they develop, 3) providing appropriate direction regarding advocacy positions to the Government Relations WorkGroup, Exchange Workgroups and NADP lobby resources. Members of this group are appointed by the Board of Directors.

**Communications WorkGroup** develops, directs and deploys a communications strategy to position NADP as the voice and thought leader of the dental benefits industry.

**DSO Advisory Council** provides both a way of discussing common interests related to NADP membership and a voice for DSO Associate members and member Dental Plan DSO affiliates at the Board of Directors level. Members of this group must be employed by either an Associate member company or dental plan member company with a DSO affiliate.

**Education Commission** advances NADP’s mission by providing integrated educational forums, programs, and services, which deliver value to stakeholders of the dental benefits industry.

**Government-Funded Programs WorkGroup** spearheads member engagement and coordinates Association public policy positions and research related to dental benefits in government programs such as Medicare Advantage, Medicaid, CHIP and public insurance Marketplaces.

**Government Relations WorkGroup** implements policy positions as outlined by the Commission, promotes consumer access to affordable quality dental care within the states, and educates and advocates for legislative and regulatory conditions that support the dental benefits industry. The WorkGroup participates in federal advocacy efforts as coordinated by the Commission.

**Membership WorkGroup** is accountable for increasing and retaining NADP members.

**Research Commission** supports the dental benefits industry by acquiring data and information to generate and disseminate knowledge in support of the mission of NADP. Members of this group must be employed by a dental plan member company.
NADPac Committee supervises the NADPac to achieve the following purposes:

1. To actively solicit and receive personal voluntary contributions from the membership of the Association and to expend those contributions in support of candidates for federal public office who have demonstrated their general agreement with and support of NADP’s mission and positions;
2. To provide support for efforts critical to the mission of the National Association of Dental Plans and its leadership role on behalf of the industry nationwide to the extent possible under applicable law; and
3. To develop programs to encourage the membership of the Association to become involved in the attainment of the political and legislative goals of the Association, its members, and the dental plan industry through personal contributions to NADPac.

Terminology, Standards & Transaction WorkGroups (TST)

The Terminology, Standards and Transactions (TST) Workgroups provide united industry perspective, leadership and direction on critical dental issues affecting the growth and advancement of the industry. TST Workgroups include:

**Codes Sub-WorkGroup** coordinates concepts and terminology for procedure codes (CDT); develops, reviews and comments on proposed changes to procedure reporting code sets; provides support for NADP voting seats on ADA Code Maintenance Committee (CMC).

**DQA Sub-WorkGroup** develops, reviews and comments on proposals for dental quality measures; provides support for NADP voting seats on full DQA Committee, Executive Committee and Measure Maintenance and Development Subcommittee.

**Diagnostic Terminology Sub-WorkGroup** develops, reviews and comments on proposed changes to diagnosis and reporting code sets; provides support for NADP voting seats on SNOMED Dentistry Clinical Reference Group in the development of dental diagnostic terminology.

**EDI Sub-WorkGroup** reviews and comments on mandated EDI transactions for claims processing, electronic funds transfer and electronic health records; develop, reviews and comments on changes and updates in mandated EDI transactions on behalf of the dental benefits industry; liaisons with other state and national organizations engaged in the EDI arena; provides support for NADP voting seats on Dental Content Committee (DeCC), Health Level 7 (HL7), Standards Committee on Dental Informatics (SCDI) and American National Standards Institute X12 (X12) including leadership position on X12 Dental Caucus.

**Operations Sub-WorkGroup** develops, reviews and comments on proposals for dental plan accreditation with accreditation organizations and federal representatives; develops, reviews and comments on proposals for uniform credentialing within dental benefits organizations and outside vendors; serves as liaison to dental service organizations (DSOs) and the Dental Group Practice Association (DGPA) on initiatives of interest to both including credentialing, on-boarding and data sharing.

Member Interest Groups (MIGs)

A MIG is any group of Association members with a shared interest in a specific subject matter, professional area or dental benefits product. To operate within NADP, a group of members who want to pursue a common interest submit a petition, signed by at least six members, to the Membership WorkGroup for approval. Once approved, NADP announces creation of the MIG to the membership, setups a Dental Interact Community and adds eligible members to the group according to requirements spelled out in the petition. MIGs may request meeting space at CONVERGE and propose webinar topics. They must elect a MIG coordinator (leader) who will submit a Summaries of Activities report for the Annual Business Meeting Packet. NADP staff will have access to MIGs but will not provide administrative support or monitor MIG activities. Visit the “Member Interest Groups” page in the Members’ Only section of NADP.org for complete requirements regarding the setup and operation of MIGs. Submit petitions to create a MIG to rchapin@nadp.org. Currently NADP has one active MIG: Actuaries.

Interested in starting a MIG, submit a petition to the Membership WorkGroup via an email to NADP Membership Director Rene Chapin • rchapin@nadp.org
CDT Licensing Program
As part of our collaborative work with the ADA, NADP member plans save up to 25 percent on annual CDT Licensing fees, receive advance distribution of the ASCII file (electronic file) with the new Codes and one free book per company.

Free Job Postings
Save hundreds of dollars in publishing job openings for your company! NADP posts your open positions in its bi-monthly newsletters and the dental benefits industry group in LinkedIn.

Industry News and Press Release Distribution
NADP publishes and archives industry press releases on nadp.org. Search for news about product innovations, changes in leadership, additional locations and more. Use the “Submit Press Release” function available in the “News” section of nadp.org for distribution of your releases.

NADP Logo for Your Business
Display your NADP membership with pride by adding a member logo to your business card, letterhead or Web site. Logos are available in a variety of formats. Contact NADP Director of Membership and Communications Rene Chapin for more information.

Mailing List of Entire Database*
Members receive mailing addresses plus phone and fax numbers for all the current contacts in the NADP database. Eligible non-members pay $1,000 for the same list; Conference exhibitors receive a list of attendees only. This is the most complete list available and it is included in your membership!

*For company memberships (Dental Plans, Associates (DSOs) and Supporting Organizations (suppliers) only). Not included with Individual and International membership

Content for Your Publications
NADP provides periodic articles for use in your broker and company publications. The majority of articles are focused on brokers or consumers (your members). Contact NADP Director of membership and Communications Rene Chapin to be included on the distribution list.
MEMBERSHIP DIRECTORIES

Whether you're looking for information about a colleague or member company, the online NADP Membership Directories provide searchable and downloadable results from the following versions:

1. **Searchable Organizational Directory**: Service area by state and product, description of products and services, headquarters address, main phone number and website

2. **Downloadable Reports (available in the Knowledge Center)**
   - Alpha Member List – Member companies and their affiliates (PDF)
   - Complete Membership Directory – Names and mailing addresses for key contacts plus company’s self-report enrollment data by product type and service area (PDF Only)
   - Dental Plan Profile – Dental plan members’ self-reported enrollment, service area, company location, web and phone (Excel file)
   - State Index – List of companies selling each type of dental product in a specific state organized by state and products (PDF & Excel)

As an added bonus, Dental Interact also includes an Individual Directory Find complete contact information, and in many cases photos, for fellow NADP members via Dental Interact. Select “Browse” from the top navigation bar; click on “Find a Member.” From there, enter company name, last or first names to find a member. Once found, click on the members’ photo or email address to connect with them.
NADP.ORG

Members’ Only Features –Login Required

When members are logged in, they can access

- Member prices on registrations and reports
- Monthlybyte eNewsletter
- CDT License Agreement and information
- Legislative Online Tracking System
- Advocacy Resources
- State Law Portal
- Volunteer Call schedule
- Dental Interact

Tips and Shortcuts

Login first and then use these shortcuts to help you navigate nadp.org quickly:

- **Dental Interact Posts**: Click on links to DI posts in the feed near the bottom of the home page. If you’re logged in, only posts from your subscriptions display.
- **Registration Shortcut**: In the Events column near the bottom of the home page, select the registration link for quick access to CONVERGE and Webinar registrations; click on the title of the event for more information.
- **News Feeds**: Save time with the four convenient news feeds located on the NADP.org home page:
  a. News features links to industry and association press releases
  b. Tweets about members plus advocacy, research and consumer updates
  c. Dental Interact displays posts from your subscriptions when you are logged in
  d. Events displaying date, time and Webinars and conference titles (links)

Advertising Opportunities

Reach your target audience with NADP advertising opportunities through the association website and members’ only e-newsletter. Request custom packages including both advertising and sponsorship opportunities!

For website advertising, please contact Lauren Oakley, Associate Director of Communications and Technology at 972-457-6998 x 105 or loakley@nadp.org.

Web Quick Tips

Need help navigating NADP.org, registering for conferences or participating in Dental Interact? Try NADP Web Quick Tips, brief video tutorials designed to improve your user experience on NADP.org. Web Quick Tips can be found on nadp.org in the Members’ Only section of NADP.org (login required). Current tips include:

- How to Purchase Research Reports
- How to Register for CONVERGE
- How to Register for Leadership Conference
- DI New Email Discussion Template Features:
  a. DI - Using libraries and uploading documents
  b. DI - Accessing and Replying to Discussions
  c. DI: How to Use and Update the Industry Glossary

How to Get Website Logins

By logging in, members see additional information and features of the website.

All employees of NADP member companies may have logins, which can be requested by clicking the blue login button at the top of nadp.org and the “Create an Account” button on the next page.
DENTAL INTERACT

For in-depth, customized news on topics of interest to you, nothing tops NADP Dental Interact (DI), the exclusive, members’ only online community. Through Dental Interact, you can network with your colleagues; discuss important industry trends; increase your network of influential contacts and never leave your office! You have access to industry thought leaders and experts as you stay on top of important news and trends.

You can customize your Dental Interact experience by subscribing to Groups (forums) that interest you and selecting the method and frequency for how you receive the related emails.

Each volunteer group also has a forum. In addition, the Dental Interact includes:

- Advocacy Forum - NADP summaries on this vital issue
- NADP Open Forum – Industry issues

DI Users Guide
For information about subscriptions and email settings, download the DI Users’ Guide from the “Help” section in the top navigation menu.

eNEWSLETTERS

In addition to the laser focused, customized content from Dental Interact provides, NADP also provides comprehensive knowledge and information through the following eNewsletters:

Members Only eNewsletter
This e-newsletter offers detailed articles and features for the dental benefits industry, such as updates on advocacy efforts, research, education and much more. Monthlybyte emails the last Tuesday of month – in time to appear at the top of your inbox Wednesday morning. All members are automatically subscribed to receive Monthlybyte. However, the ability to opt-out of these subscriptions is located at the end of each publication.

Industry eNewsletter
The top industry news from outside media sources are collected and published in this weekly eNewsletter featuring updates on carriers, oral health news and more. Members must opt-in to receive this communication.

NADP SmartBrief
Features
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More than 3,200 of your dental benefits colleagues subscribe to NADP SmartBrief, a free, weekly publication that delivers the news you need to stay on top of latest developments in the dental benefit field.

• Essential. Only the must-read news for dental benefit professionals. Published in proud partnership with NADP.
• Diverse. Articles chosen from thousands of news sites, blogs, and other sources, delivered straight to your inbox.
• Concise. Every story is summarized by our expert editors and linked to the original source for further reading.

Interested in advertising in NADP SmartBrief? Contact: Aaron Kern, Account Director • (202) 407-7866 • akern@smartbrief.com
WHITE LIST INSTRUCTIONS (APPROVED SENDER)

What is a white list?

A white list is a list of email addresses or domains that you want to receive emails from. By adding an address or domain to your white list, you are telling the email system not to filter email from that address or domain. Follow the appropriate instructions below for the email service provider you are using to add us to your white list and to ensure that you receive our emails.

To ensure our members are receiving all the knowledge and information that come with membership, NADP is providing the following White List (approved sender) information to share with your IT department to make sure you receive newsletters, Dental Interact postings, research requests and webinar notifications.

Following are the services NADP currently uses to send and collect member information:

Newsletters and Promotional Emails

Every member company contact in the NADP database is eligible to receive the NADP newsletters. To receive these publications and other important information, please ask your IT department to add the domain “Informz.net” and/or IP Address “64.132.221.169.”

Dental Interact (mynadp.org)

Due to the high volume of email generated from our community, some email service providers (ESPs) incorrectly identify the email as spam. While NADP does everything possible to ensure strong deliverability rates, it is sometimes necessary that members add the community email addresses to their “white list” (this tells your ESP that we are approved senders and not spam). If you stopped receiving email from the community, this is the first and most critical step to take to ensure our email can be delivered to you.

If you use your work email address, such as name@higherlogic.com, you will need to work with your IT department or vendor. Please ask them to add the domain connectedcommunity.org to your organization’s “whitelist.” Alternatively, they can white list by IP address. We have six dedicated IP addresses from which our mail is sent:

54.240.14.78 54.240.14.216
54.240.14.31 54.240.14.219

FOR THE FULL VERSION OF THE NADP WHITELIST INSTRUCTIONS, PLEASE GO TO nadp.org/FAQs
National Association of Dental Plans
12700 Park Central Drive, Ste. 400
Dallas, TX 75251
Phone: 972.458.6998
info@nadp.org / nadp.org

NADP’s office hours
Monday-Friday
8:30 am - 5:30 pm Central Time

Evelyn F. Ireland, CAE
Executive Director
972-458-6998 x 101
eireland@nadp.org

Eme Augustini
Director of Government Relations
972-458-6998 x 111
eaugustini@nadp.org

Jerry Berggren
Director of Research & Information
972-458-6998 x 113
jberggren@nadp.org

Brian Flynn
Dental Informatics Manager
972-458-6998 x 109
bflynn@nadp.org

Jeremy May, CMP
Director of Meetings & Events
972-458-6998 x 123
jmay@nadp.org

Timothy L. Brown
Deputy Executive Director
972-458-6998 x 104
tbrown@nadp.org

Rene Chapin
Director of Membership & Communications
972-458-6998 x 110
rchapin@nadp.org

Artur Bagyants
State Affairs Manager
972-458-6998 x 106
abagyants@nadp.org

Shayne Leatherwood
Administrative Director
972-458-6998 x 102
sleatherwood@nadp.org

Lauren Oakley
Associate Director of Communications & Technology
972-458-6998 x 105
loakley@nadp.org

Evelyn F. Ireland, CAE
Executive Director
972-458-6998 x 101
eireland@nadp.org

Eme Augustini
Director of Government Relations
972-458-6998 x 111
eaugustini@nadp.org

Jerry Berggren
Director of Research & Information
972-458-6998 x 113
jberggren@nadp.org

Brian Flynn
Dental Informatics Manager
972-458-6998 x 109
bflynn@nadp.org

Jeremy May, CMP
Director of Meetings & Events
972-458-6998 x 123
jmay@nadp.org

Timothy L. Brown
Deputy Executive Director
972-458-6998 x 104
tbrown@nadp.org

Rene Chapin
Director of Membership & Communications
972-458-6998 x 110
rchapin@nadp.org

Artur Bagyants
State Affairs Manager
972-458-6998 x 106
abagyants@nadp.org

Shayne Leatherwood
Administrative Director
972-458-6998 x 102
sleatherwood@nadp.org

Lauren Oakley
Associate Director of Communications & Technology
972-458-6998 x 105
loakley@nadp.org
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• Concise. Every story is summarized by our expert editors and linked to the original source for further reading.

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