

So Cal Dental Quarterly

Volume 11 Issue 02 April—June 2024



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Water Cooler chat with
Auri Gomez

Staying Connected.....

“OUR MISSION STATEMENT”

To serve our patients with unparalleled excellence demonstrated through the passion and integrity of our services;

To serve our Team Members by providing exceptional working environments, competitive benefit packages, and a philosophy of empowerment and personal accountability, that can create the potential for professional growth and fulfillment;

To conduct our activities with sound social and ethical values, to better guide our growth objective to be the dental services company that our competitors strive to



SC Q MAGAZINE

SO CAL. DENTAL PARTNERS QUARTERLY MAGAZINE

Newsletter Date April—June Volume 11, Issue 2

FROM THE NEWS ROOM



SC Q Editors-in Chief

So Cal Dental Partners Editors

| | |
|---------------|--------------------------------|
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Hi Team,

We have some fun raffles and contests. Participate, IT'S MORE FUN!

Congratulations to last issue's winners of finding the "tooth," winners. Maria Trimble of Corporate and Savannah Riojas of Heritage court. They both got Starbucks gift cards.

The tooth was on page 14 by the balloon.

Please remember that this newsletter is our way of passing along important information to you, not just looking at pictures. Please read the newsletter in its entirety. Finding the tooth is our way of teaching you to go the employee website and navigate the system.

When you are reading this newsletter be on the look out for the tooth. Once you find the tooth in the magazine, follow the directions below to submit your guess for the tooth location. Everyone who guesses correctly will be entered in a drawing to win a prize! Instead of emailing it to us directly, you will need to submit the answer on our website.

1. Go to www.socaldentalpartners.com
2. Click employee portal and log in with your email and password. If your unsure of what your email and password is, contact your manager or email Karly Warner at: karlyw@socaldentalpartners.com
3. After you log in, you will see a button that says "Tooth Guesses". Click this button.
4. Specify the location of the tooth, and your first and last name, practice name, and press submit.

Here is a sample of what the tooth looks like →

(**note this is a sample**, not the new location)

.....Happy searching! -Debbie





MILESTONES

So Cal Dental Partners recognizes that you have a choice where you spend your time. We are proud to recognize the following employees this quarter who will celebrate their milestone anniversaries.

5 Years

Rena Comer

Christian Covarrubias

Jasmine Silva

10 Years

Dolores Cruz

Auri Gomez

Kim Vu

Breanna Young

25 Years

Rosie Larrea

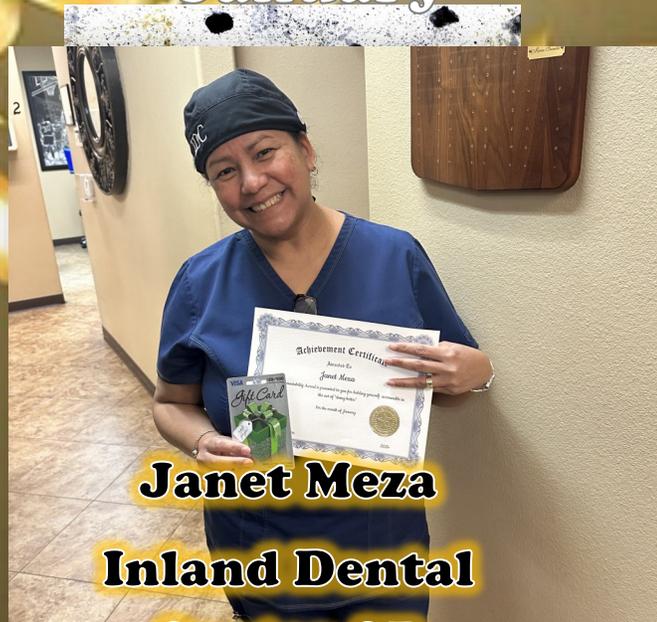


Inland Dental Center

**San Bernardino
& Highland
Outstanding
Employees**



January



Janet Meza

**Inland Dental
Center-SB**

February



**Lucy Vasquez
Arrowhead**

A Warm Welcome



Ana Estrada
Business Office
Rancho Niguel Dental



Dr. Michael Lien
Dentist
Rancho Niguel Dental



Steven Iniguez
Clinical Office
South Coast Specialties



Dr. Wiebke Bultmann
Dentist
Rancho Niguel Dental



Nguyen Nguyen
Hygienist
SC Dental



Rosa Valdez
Business Office
Arrowhead Dental Specialties



Are you investing in your 401k?

What is a 401k?

Many employers sponsor a retirement savings plan for their employees. Under these plans, also commonly known as defined contribution plans, you can save money toward your retirement on a tax-deferred basis – that is, you don't pay federal or state income taxes on your savings or their investment earnings until you withdraw the money at retirement.

Most people's taxable income – and therefore, their tax rate – is lower at retirement than during employment, so they end up paying considerably less in taxes on their savings.

How does a 401k Plan Work?

With a regular 401(k) plan, money is deducted from your paycheck before taxes are withdrawn, which lowers your taxable income, and therefore, lowers your taxes.

401(k) vs. Stocks

Why would you be better off contributing to a 401(k) plan than you would be, say, investing in stocks on your own? After all, with your own investments at least you're not penalized when you sell them.

There are several advantages to a 401(k) over your own investments. Of course, that doesn't mean you shouldn't do both. It is always a smart move to diversify (or spread out) your overall financial investments. The primary advantages to a 401(k) are that **the money is contributed before it is taxed**. Therefore, your taxable wages are lower.

For example, a person in the 15% tax bracket earning \$1,000 each payday would normally have \$150 withheld from his or her paycheck for taxes. But if that person makes a \$100 contribution to a 401(k) plan every payday, then his or her taxable income is reduced by that amount, to \$900. As a result, his or her tax withholding would be just \$135. Any amount you contribute in excess of your plan's limits does not qualify for tax deductions.

401(k) Rules for Borrowers

Borrowing from your 401(k) plan may seem like a great way to get your hands on some easy money, but it could do more harm than good. Therefore, So Cal Dental Partners does NOT permit plan borrowing .

Next enrollment July
2024

Yes, That's Your Nest Egg:

Don't forget that So Cal Dental Partners has a generous employer match for full time employees. This means that 10% of your contribution will be matched in your 401k but not to exceed your contribution. Late enrollees accepted if you are already eligible. ****Note** that the match may evolve or change while we are revamping the plan. Currently we match 10% of your contribution.

Eligibility Requirements:

Must be 18 years of age.

Complete 12 months of service

Completed minimum of 1000 hours each year

Enrollment can take place thereafter during open enrollment only. January and July

*Once enrolled you may only make 1 deferral contribution change per quarter but you may cancel anytime.

Interested in signing up

Q: Are you are interested in saving for your future and reducing your taxable income?

Go To :

- ◆ www.socaldentalpartners.com and login
- ◆ Click on Employee Portal
- ◆ Insert your email and employee password
- ◆ Click Employee forms, then click 401k forms/info
- ◆ Complete the application and courier to the Corporate Office
- ◆ *****New Hires are auto enrolled at 5% deferral once eligible*****

WHAT OUR PATIENTS ARE SAYING



Jessica Jordan

3 reviews

★★★★★ 10 minutes ago

I love this place! They always go above and beyond for me, scheduling and fitting me in with my last minute needs. Dr Bruny is the best dentist I've ever had, he treats me like family! And I leave loving my teeth! Kimmy is my favorite hygienist ever! She takes great care of my gums and makes me feel like family too! I'd give 10 stars if I could! Highly recommend!

The staff! the staff! the staff! All professio...

Berry, Solomon

Feb 29, 2024 12:32 PM

Review

The staff! the staff! the staff! All professional people. All expert at their jobs. Made me feel like one of them. Not to mention the expert service I got. Pros from the word go. Makes going to the dentist a pleasure!



Christmas Party



Christmas Party





April

Tina Becerra
Xanat Cruz-Ramirez
Renee Dobbert
Tanjha Kilpatrick
Steve Krieger
Yessenia Ramirez Herrera
Monique Rico
Angelina Robitaille
Melina Vidaurre
Dr. Erik Sahl

May

Jazmin Barrera
Brianna Garcia
Candy Labander
Rosa Mendez
Kimberly Swannson
Dr. Rodney Boyd
Dr. Nadia Hassan

June

Sarah Carroll
Rena Comer
Joanna De Los Angeles
Luann Perez
Rachelle Roark
Juliana Rodriguez
Carina Sanchez
Kim Vu
Breanna Young
Dr. Grace Sanchez
Dr. Paul Murray
Dr. Wesley Okumura
Dr. Luiza Portnoff

HAPPY BIRTHDAY!



Alejandra of IDC
Heritage Court



Charlie of IDC
San Bernardino



Cori of IDC
Highland



Dr. Hsiao of South Coast
Dental Specialties

HAPPY BIRTHDAY!



Dr. Wright of IDC
Highland



JP of
Rancho



Jenika of IDC
San Bernardino



Robyn of IDC
San Bernardino

What's Popping in the I.E. & O.C.?



Dr. Boyd, Gracie & Mary at Sea Country



Dr. Hassan schooling at SCDS



So Cal Dental donated toothbrushes to children in Bolivia



Jersey day at Sea Country Dental

Fun Facts with Auri Gomez



What do you like best about your career? The constant learning & developing new skills.

What makes you laugh the most? Oh my gosh, my son, Noah (4). He is hilarious. He has no filter & is a total class clown.



What is your favorite game or sport to watch & play? I love volleyball. I played all my middle school years & half of high school. I enjoy watching any sport my children play (baseball, basketball, etc.)



What is your favorite holiday? Easter & Christmas are my all time fave! It means family bonding time. I love creating memories with all my loved ones.

How long does it take you to get ready in the morning? 20 mins. With 3 boys, that's all you get!

What was your first job? I worked in my uncle's flower shop. Orange County Wholesale Flowers. Go check them out in Santa Ana.

Three words to describe you? Hard-working, understanding & loving

People will be surprised to know.... That I come from a big family! 4 sisters & 3 brothers. A big family is the best.



Water Cooler Chat with

Auri Gomez



Join us in celebrating Auri Gomez, our RDA at Sea Country, this May 27th, as it will mark her 10 years with So Cal Dental Partners! Auri is a mom, wife, student and a great co-worker. She even was the Valedictorian at her High School. She is proud for putting in the time & effort to continue with her goals.

She is actually in college right now,

and will finish her BA this year & transfer to Cal State Long Beach to continue her bachelors in nursing.



Auri has a close-knit family. She has 4 sisters and 3 brothers. They all work together in managing their parents medical appointments & everything else between them. Auri and her husband, Louis, have 3 boys: Nathen(16), Nick(9), Noah(4), and 2 American bullies named Blue & Deebo. They love to go on a bike ride as a family every Sunday. She is all about creating memories for her children. She wants them to

look back and remember all the great times they had with the family. "Family vacations, dinners, picnics, etc. are best enjoyed and remembered when you are surrounded with loved ones."

When we asked Auri about what she liked the best about working with So Cal Dental Partners, she said, "The staff I work with. They are amazing." Thank you Auri for being part of our team!



ScriptSourcing \$0 Rx copay programs

ScriptSourcing delivers highly effective outcomes to mitigate Rx spend without being disruptive to your health plan members.

Simple Online Tool to Find \$0 Rx Copay Meds ... and Schedule a Call with our ScriptSourcing Enrollment Team

It's never been easier for our plan members to enroll in our \$0 rx copay program!

1. Search for eligible meds: <https://scriptsourcing.com/med-finder/>
2. Identify medications eligible for our services
3. Click the calendar tool to schedule a call with our advocacy team for enrollment

The screenshot displays the 'Search Medications' page on the ScriptSourcing website. At the top left is the ScriptSourcing logo, and at the top right is an 'ENROLL NOW' button. The main heading is 'Search Medications', followed by a sub-heading: 'Find out if we offer the specific medication you're looking for. If we don't, submit a medication request on the contact form here.' Below this is a search input field containing 'tecfidera' and a 'SEARCH' button. A blue arrow points from the text 'Search for your maintenance name brand med' to the search button. Below the search field is a 'Results' section with a table:

| MEDICATION | IPP | MAP | HSA |
|------------|-----|-----|-----|
| Tecfidera | ✓ | ✓ | ✓ |

Below the table, there is a call to action: 'Call our member advocacy team now at 410-902-8811 or use the "Schedule Now" button to enroll in our \$0 Rx copay programs.' A blue arrow points from the text 'Schedule a call with our Advocacy Team' to the 'SCHEDULE NOW' button.

Need Assistance?

- 1-410-902-8811
- Save@ScriptSourcing.com
- 8:30am-5pm EST Weekdays
- 6080 Falls Rd, Suite 201
Baltimore, MD 21209 USA



GOT MEDS?

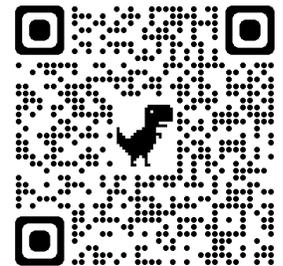


With the new health plan in place, all current medications you are taking will be treated as new prescriptions at the pharmacy. Depending on your medication, there may be **new authorizations** required which means your prescribing doctor will need to submit some paperwork to the pharmacy. It's like getting a pre-treatment workup from the dental carrier before starting services.

Check out the **Employee Benefit Zone (EBZ)** to find more information on medications covered, medications requiring prior authorization, information on how to obtain brand name drugs through ScriptSourcing at NO COST to you and what that process looks like.

And don't forget, the team at BeaconPath is always here to help. Call or email them with all your medical and pharmacy questions!

Use the
QR
Code
to get
to the
EBZ



BeaconPath

CUSTOMER SERVICE

(949) 649-0248

CustomerService@BeaconPath.com

FEELING UNDER THE WEATHER?

FACTS:

- ◇ You will accrue 1 hour for every 30 hours you work
- ◇ You can only take a maximum of 40 hours per year
- ◇ Unused hours can carry over to the next year but the CAP is 80 hours
- ◇ If you terminate employment, accrued hours are NOT paid out
- ◇ You must wait 90 days to use any accrued hours if you are a new team member
- ◇ You must use a minimum of 2 hours at a time and not to exceed accrued hours. Must be used for sickness not vacation
- ◇ To use CA Sick Leave, complete an absence form and mark the CA Sick Leave Box; return to your manager for payroll processing ASAP or request leave through the Paylocity App



Did you know that even if you are in your waiting period for PTO or you are a part-time team member, that you may have paid sick time available to you? If you fall into the above categories, your paycheck stub already displays your accrued hours. See sample below. **If you are accruing PTO, you will not see CA Sick Leave hours on your check stub nor are you accruing CA Sick hours. The PTO benefit from So Cal Dental Partners is greater than the CA Sick leave benefit, therefore you are receiving the greater of the two.** For full time team members embarking on their first anniversary, once regular PTO begins to accrue, CA Sick hours will stop accruing.

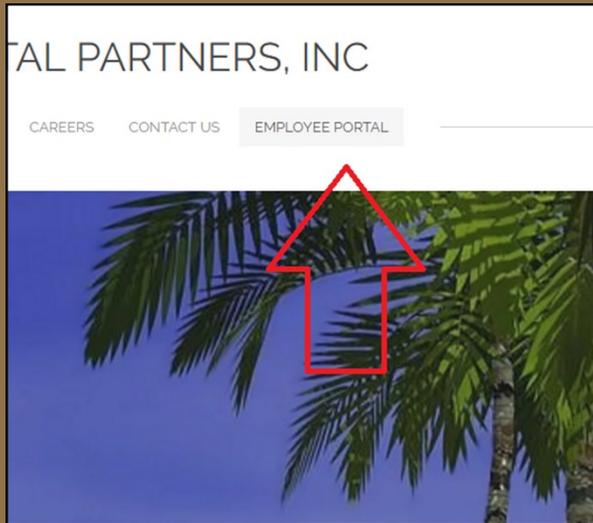
This is found on your check stub on the bottom right hand corner through the Paylocity App

| | Available Plan Year | |
|------------|---------------------|------|
| Time Off | to Use | Used |
| California | 5.63 | 0.00 |

ACCESS OUR WEBSITE

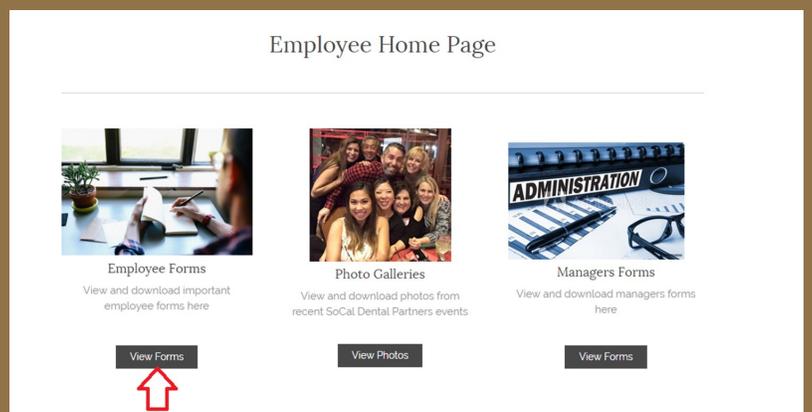
Please take this opportunity to explore the Corporate website and all the important information that is available to you. Keep in mind that when looking for employee forms, benefit information, and company policies, the website should be the first place you visit. Below is a tutorial on how to access the website.

**Step 1: Go to
socaldentalpartners.com**

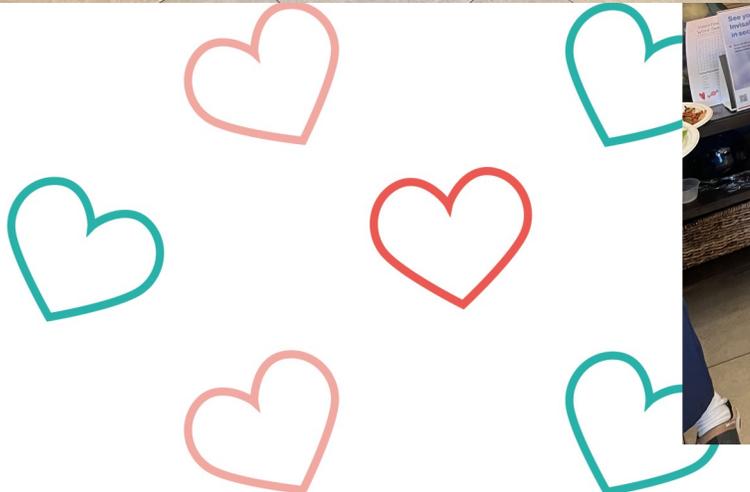
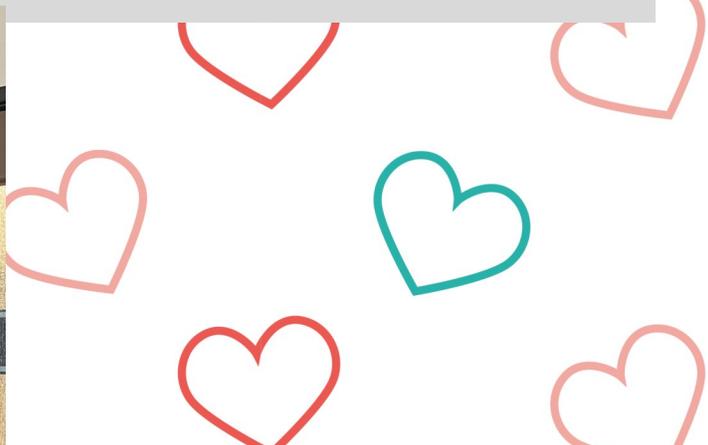


Step 2: Click on employee portal on the navigation bar at the top of the web page. Your login information is your email, and your password is your last name and clock in code. Your manager will also have this information.

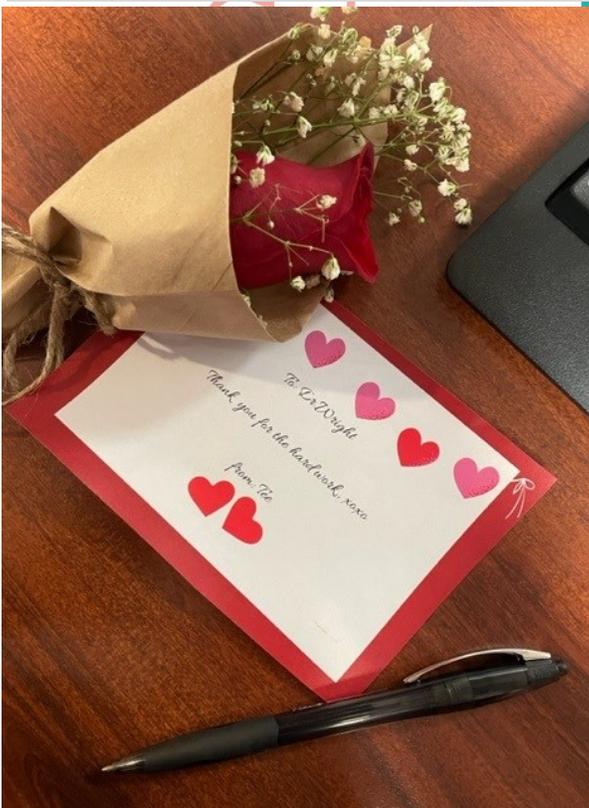
Step 3: Click view forms under employee forms to view the employee manual, benefit forms, and other employee forms.



Valentine's Day at Sea Country 2024



Love was in the air at Highland Valentine's Day 2024



DENTAL TERMINOLOGY 101

Sometimes it's the simple way we convey information to our patients that is the difference between an acceptance of a case and a decline.

Perception is reality.

Below are some examples taken from Sky's the Limit Production Consulting firm that can help with some terminology that all team-members should practice.

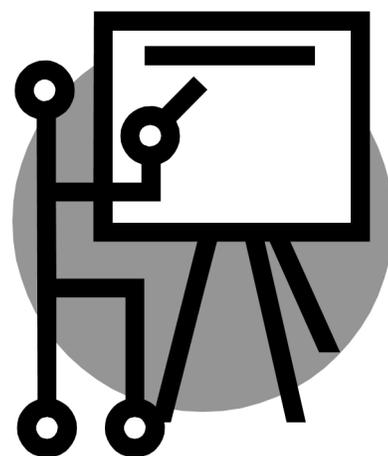
VERBAL SKILLS FOR PRACTICE RESULTS

TRY THIS

1. What is the most important issue for us to address today?
2. I understand you have a concern.
3. Diagnostic digital images
4. Diagnostic picture/film radiograph
5. Necessary diagnostic images
6. When was your last visit to our office?
7. Dr. Smith is providing care/ with a patient
8. Fee (<\$1000); Investment (>\$1000)
9. Your monthly payment would be...
10. The professional fee for today is
11. Treatment/dentistry/procedure
12. Delay your treatment
13. Hygiene Therapy/maintenance/recare
14. Preventative care
15. I am concerned for you

INSTEAD OF THIS

1. What's your problem?
2. What's hurting?
3. X-Rays
4. X-Rays
5. Full Mouth Series
6. Are you a new patient?
7. He can't come to the phone
8. Price
9. Expensive
10. That will be.....
11. Work
12. Cancel your treatment
13. It's just a cleaning / recall
14. Recall / routine/ 6-month/ checkup
15. Here's what is wrong.



In an article written by Dr. Paul Homoly, he says, "The difference between the best and worst examples of case acceptance are rarely a matter of a dentist's clinical skill. Rather, it is a matter of point of view. The dentists who are least successful with case acceptance see it as a sales process. Those who are most successful see it as a leadership process. The focus of leadership orientation is connecting with the patients. The best practices know how to blend both and understand better relationships lead to increased sales."

DO YOU KNOW WHAT TO DO IN AN EMERGENCY?

1. In an active shooter situation you should
 - A. Lock yourself in a room and barricade the doors
 - B. Attempt to disarm the shooter if possible
 - C. Flee the premises if there is a nearby exit
 - D. All of the above
2. In an earthquake you should
 - A. Drop to the ground and go under a desk or low lying furniture
 - B. Stand in the doorway
 - C. Go outside
 - D. Go to the reception area
3. If there is a fire you should
 - A. Quickly collect valuables and leave the building
 - B. Look for the source of the fire and try to stop it
 - C. Immediately leave the building and have someone call 911
 - D. Evacuate, and then go back in to save others
4. What do you do in a fire if your path is blocked?
 - A. Crawl close to the ground where there is less smoke
 - B. Feel doors for heat before opening them
 - C. Find the next nearest window or door to escape the building
 - D. All of the above
5. In a flood you should
 - A. Drive through the flood to a safe area
 - B. Stay in the building no matter what
 - C. Move to higher ground, avoiding moving water
 - D. All of the above

Answer Key

1.D; 2.A; 3.C; 4.D; 5.C



Special Delivery



Noi of Alicia welcomed
Levi Rose on
January 30th 2024

Jazmin of IDC-
Highland welcomed ba-
by Liliana on January
12th 2024





Special Delivery



Diana of IDC-highland welcomed baby Arturo Nieto on December 22nd 2023

Eva Hernandez welcomed her great grand baby, Marcos on February 27th, 2024



ARE YOU PREGNANT? LET US HELP YOU!



First and foremost it is important for you to know that we are here to help you. When the time comes to have your baby, we want you to feel knowledgeable so that you can focus on your baby! Below are a list of questions and answers to help you get through the process.

1. Who should I notify first?

We suggest that you always keep your manager in the loop at all times. However, it is important to *contact the corporate office directly*. Please do not rely on your managers to do this. We need to speak with you directly.

2. When should I notify the corporate office?

The corporate office would like to know as soon as you inform your manager. In the event that any health concerns come up during your pregnancy, this gives us adequate time to get all your paperwork to you so that you can prepare for your time off.

3. How do I contact the corporate office?

The corporate office is open Monday through Friday from 8 AM—5 PM. The number you can reach us at is (949) 600-7046. You can also email Karly at KarlyW@socaldentalspartners.com

4. What kind of information will you need from me?

The corporate office will ask you about your expected due date and follow up with you before the date to find out when you plan to go out on maternity leave. This gives enough time to send out all the paperwork and informational pamphlets to you so that you have time to read through everything.

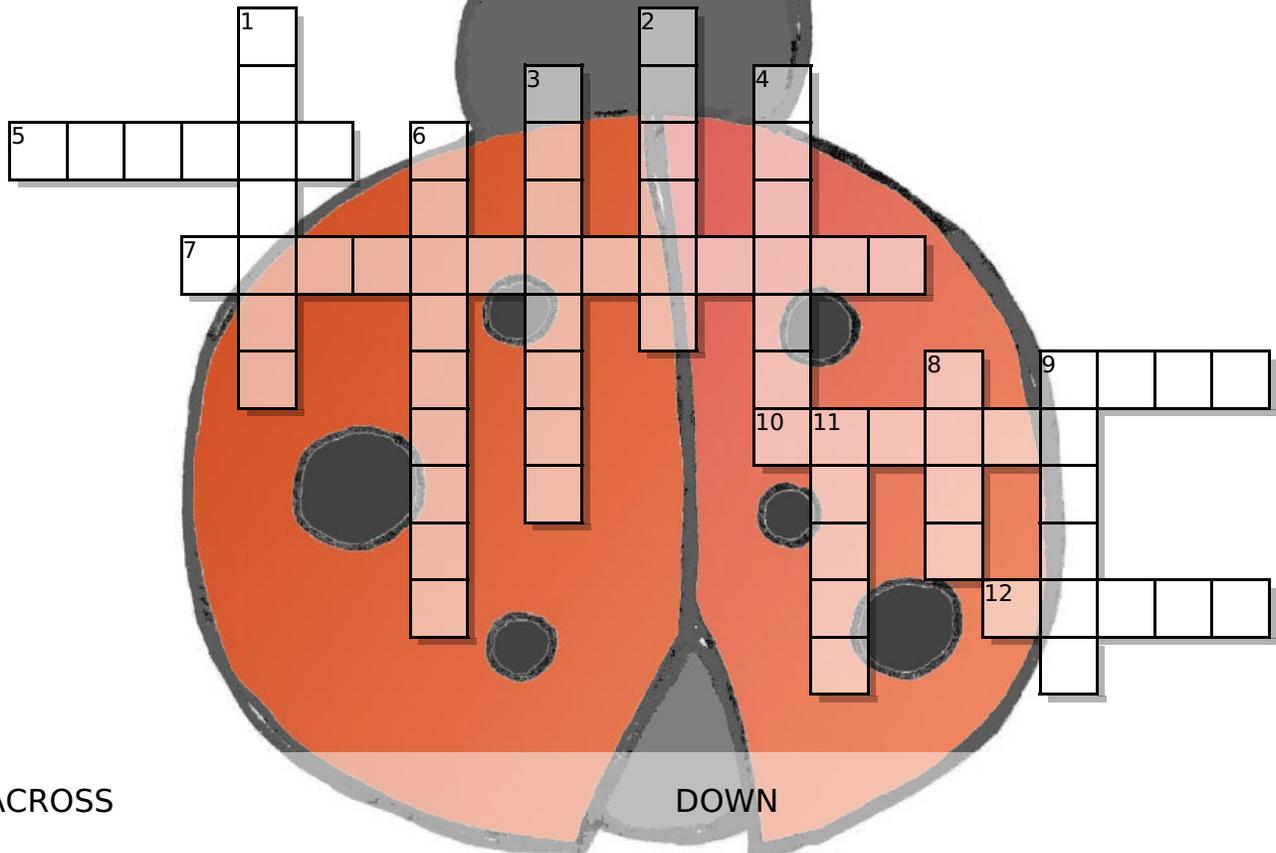
5. What if there is an emergency and I can't return unexpectedly?

This is another reason why it's important to let the corporate office know you are pregnant as soon as possible. We understand that this happens and want to help make this experience less stressful. First, call your manager. Second, call or email the corporate office.

SO CAL MAG PUZZLER VOL. 11 ISSUE

02

Answers at www.socaldentalspartners.com



ACROSS

- 5 NEW TEAM MEMBER AT SC THAT HAS THE SAME FIRST AND LAST NAME
- 7 ONE OF THE ADJECTIVES DESCRIBING AURI (FUN FACT PAGE)
- 9 THE NEXT OPEN ENROLLMENT FOR THE 401K MONTH
- 10 DIANA'S BABY BOY FIRST NAME
- 12 FIRST NAME OF ONE OF THE PRIOR QUARTER TOOTH FINDING WINNERS

DOWN

- 1 CELEBRATING HER 10 YEAR ANNIVERSARY
- 2 FIRST NAME OF TEAM MEMBER CELEBRATING HER B-DAY IN JUNE
- 3 LAST NAME OF A NEW DOCTOR AT RANCHO
- 4 JAZMIN'S BABY GIRL FIRST NAME
- 6 ONE OF AURI'S FAVORITE HOLIDAYS
- 8 FIRST NAME OF ONE OF THE EMPLOYEE OF THE MONTH AWARDS
- 9 LAST NAME OF ONE OF OUR PATIENTS THAT GAVE A REVIEW
- 11 CELEBRATING HER 25TH EMPLOYMENT ANNIVERSARY THIS QUARTER

Corporate Office

So Cal Dental Partners Corporate
27 Spectrum Pointe Dr. Ste. 308
Lake Forest, CA 92630
www.socaldentalpartners.com
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Fax: 949.600.9899

Orange County

Sea Country Dental
32341 Golden Lantern, Suite C
Laguna Niguel, CA 92677
www.seacountrydental.net
Tel: 949.496.7910
Fax: 949.496.3778

Rancho Niguel Dental Group
30140 Town Center Drive
Laguna Niguel, CA 92677
www.ranchniqueldental.com
Tel: 949.249.4180
Fax: 949.249.4185

South Coast Dental Specialties
30190 Town Center Drive, Suites A & B
Laguna Niguel, CA 92677
www.scdentalspecialties.com
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SC Dental Care
22972 Moulton Parkway #106
Laguna Hills, CA 92653
www.scdentalcare.com
Tel: 949.770.3010
Fax: 949.837.5410

Alicia Dentistry
24481 Alicia Parkway #B-3
Mission Viejo, CA 92691
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Tel: 949.586.9800
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Highland, CA 92346
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Fax: 909.907-7961

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Fax: 909.381.2981
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Same address as IDC- San Bernardino
www.idcsanbernardino.com/arrowhead-specialties
Tel: 909.381.3131
Fax: 909.384.9931

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Fax: 760.772.0583

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RosielL@socaldentalpartners.com