



Introducing DentaQual® Provider Ratings

DentaQual helps members see how dentists rank where it matters

Beginning April 22, 2026, eligible dentists may see a DentaQual quality rating displayed in the Delta Dental of New Mexico online dentist directory. DentaQual helps patients identify dentists using an objective, data-driven measure of care quality, highlighting the great work our providers do, while helping our patients choose a provider with confidence.

What is DentaQual?

DentaQual is a third-party dental quality rating system developed by Fluent (formerly P&R Dental Strategies). Their ratings are based on de-identified, aggregated commercial dental claims data (not patient reviews), comparing dentists to peers of the same specialty within the same three-digit ZIP code.

How are ratings calculated?

Scores are based off of five categories:

- **Procedure success rate.** Do the dentist's procedures resolve patients' problems?
- **Adherence to protocols.** Does the dentist follow accepted best practices?
- **Value.** Does the dentist charge a reasonable rate for services?
- **Patient retention.** Do patients come back to the dentist after their first visit?
- **Treatment pattern behavior.** Does the dentist apply consistent treatments for dental issues?

How often are ratings updated?

Ratings are updated monthly as new data becomes available.

Who is eligible to receive a rating?

Delta Dental PPO™ and Delta Dental Premier® network dentists with sufficient commercial claims data (not all dentists will have a rating immediately).

Can this rating impact my network participation status?

DentaQual is not a Delta Dental of New Mexico rating system and does not affect network participation, credentialing, or contracting.

How does DentaQual help members?

- **DentaQual makes finding dentists easier.** Delta Dental members have been asking for an easy way to find dentists they can trust. DentaQual scores help fill that need and give patients more confidence in their decisions about seeing the dentist.
- **DentaQual highlights great quality of care.** Because DentaQual scores are objective and automatically aggregated, they help to put a spotlight on dentists who provide great and consistent care

Questions about DentaQual or want a rating summary?

Please contact Fluent directly at DentaQual@pandrdenal.com. You can also request a copy of your rating summary for reference.