



Resource Guide

Welcome to VDA Affiliate Membership! Find out more about your exclusive member benefits below.

Tailored Communications and Important Updates

Receive timely communications on the topics that matter most to dental front office teams. Whether it's a new regulation impacting dentistry in Virginia, an opportunity to improve office efficiency or a new resource to develop your professional skills, the VDA will share these important updates with our Affiliate Members.



Virginia Dental Academy – Your Education and Resource Library

The Virginia Dental Academy provides convenient, high-quality continuing education designed specifically for Virginia's dental professionals. Access trusted, relevant courses on your schedule—supporting lifelong learning, regulatory compliance, and excellence in patient care.

Virginia Dental Academy Portal Login:

New Affiliate Members will receive an email upon approval of their membership application that gives access to the Academy portal. Please allow 1-2 business days to receive this access. If you have questions or have not received your access, please contact Shannon Jacobs jacobs@vadental.org.

[Learn More](#)

pathlms.com/vda



Personal Consultation with VDA Member Perks

Some of the value of a VDA Membership is included in the exclusive partnerships with vendors that support the VDA. We have companies that acknowledge your support of the profession of dentistry by offering discounts and financial support to VDA programs. Every membership matters, and we want to make sure you are receiving the maximum return on your investment in the VDA.

Karen Wood is a former office manager with a long-time career in dentistry that started in pre-historic times (before gloves were required). She has kept a pulse on technology and what makes the ROI work using best practices for the business of dentistry. She has seen some things (not all pretty) and can help discuss services that can save practices money and improve ROI with efficiencies. And if you are nailing it in your practice in these areas, she would love to hear what you are doing.

Call her, text her, email her, vent to her, celebrate your wins with her. She is looking forward to hearing from you!

[Learn More](#)

vdamemberperks.com

Karen Wood
804-334-2285
wood@vadental.org



DENTAL INSURANCE GRIEVANCE TRACKER

Dental Insurance Grievance (DIG) Tracker

Many dental offices cite dental insurance as the source of one of their greatest frustrations. The VDA is collecting specific complaints from dental practices, which are compiled and evaluated to assess the need for changes regarding ethics and fairness in dental carrier business practices. Help us improve the dental insurance landscape in Virginia by submitting your grievances.

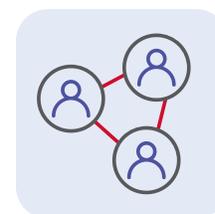
Making an Impact

Anonymized DIG Tracker responses arm the VDA team to advocate for changes in carrier practices and legislative change.

Virginia's successful virtual credit card legislation, passed in 2025, was informed by VDA member responses on carrier practices.

Carriers have also made internal changes to their processes based on DIG Tracker responses that the VDA has reported to the Virginia Bureau of Insurance, including extended predetermination validity, correcting coverage errors, resolving system errors that have triggered automatic denials in certain circumstances, and changing billing rules to address certain limitations on procedures on the same date of service.

Ongoing DIG Tracker reporting from VDA member dentists and their front office team members will allow the association to make meaningful changes, including reducing hold times for dental offices and addressing other pain points that create inefficiencies in dental practices.



A Network of Peers

Connect with key dental office team members from across Virginia to learn from one another and build a strong professional network.

[Learn More](#)

vadental.org/dental-insurance-grievance-tracker

Access Your Resources Anytime

[Click Here](#)

vadental.org/affiliate-member-resources



Questions? Comments? Ideas for resources you would like to see?

Please reach out any time to Elise Rupinski at rupinski@vadental.org, 804-523-2184.