



HARRISBURG, Pa. (11/15/2021) — As United Concordia Dental continues to strengthen its position as a leading dental solutions partner, Katie Deffke, D.D.S. of Milwaukee, Wis., joins the company as its eastern dental director.

In this role, Dr. Deffke will oversee quality assurance and utilization review, claim grievance and appeal processes, advisor review processes, credentialing, network development, site audits and the clinical aspects of product delivery, contractual provisions and professional communications for the Eastern Region of the country.

Dr. Deffke brings more than 15 years of diverse experience in the dental insurance, clinical dental and dental benefits fields with extensive knowledge of state and insurance regulations related to dental benefit determinations. Most recently, she served as a senior dental director of clinical quality management at Guardian, where she led a team in the implementation and integration of artificial intelligence (AI) into operations and the clinical claims review. Dr. Deffke has also held positions as clinical trainer and analyst, and dental consultant, at DentaQuest, and several associate dentist positions at various dental practices and organizations.

“United Concordia Dental is making great strides in using smart technology solutions to identify and predict treatment

outcomes,” said Quinn Dufurrena, D.D.S., J.D., chief dental officer for United Concordia. “Dr. Deffke’s experience in artificial intelligence will be an important asset in moving our work on this front forward. Her well-rounded background will make her a great addition to our team.”

Dr. Deffke is a member of the of American Academy of Dental Consultants, American Dental Association and Wisconsin Dental Association. She received a B.S. from the University of Wisconsin and a D.D.S. from Marquette University School of Dentistry.

Active in her community, Dr. Deffke volunteers at her daughter’s high school, Feeding America and the Ronald McDonald House.

To learn more about United Concordia, visit [UnitedConcordia.com](https://www.unitedconcordia.com).

Contact:

Beth Rutherford
United Concordia Dental
717-260-7659
beth.rutherford@ucci.com

Leilyn Perri
Highmark Health
717-302-4243
leilyn.perri@highmarkhealth.org

