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News for the
Dentist and Staff

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The Incisor

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Review Rescinded on Periodontal Soft Tissue Graft Procedures

Northeast Delta Dental is pleased to announce that it no longer requires clinical documentation for certain periodontal soft tissue graft procedures as of November 1, 2011.

The procedure codes involved are D4270, D4271, D4273, D4275, and D4276.

Northeast Delta Dental has a responsibility to our purchasing groups and individual subscribers to ensure payments to dentists are consistent with current ADA code descriptions and Delta Dental processing policies. Clinical review of the claims for these procedures has shown that dentists are correctly coding the claims and complying with Northeast Delta Dental's processing policies.

Please contact Professional Relations at 800-537-1715, if you have any questions.



*Thomas Raffio, FLMI
President & CEO*

Update on Health Care Reform

Nationally, Delta Dental Plans Association (DDPA) is closely following the Patient Protection and Affordable Care Act (PPACA) implementation process, from the development of exchanges to the formulation of plan designs.

Attorney Ken Robinson, Northeast Delta Dental's General Counsel, and I communicate with DDPA regularly. We're monitoring the implementation of the critical federal regulations on the details of the law, including the required pediatric dental benefits portions of the essential benefits mandated by the law.

Most of the federal health care reform action will now take place with the agencies, primarily Health and Human Services, writing the detailed regulations. We're also keeping abreast of the ongoing legal and political challenges, which include several pending lawsuits and the 2012 presidential election nationally, and legislative activity addressing new health care reform requirements in Maine, New Hampshire, and Vermont.

Oral Surgery Review

Effective November 1, 2011, Northeast Delta Dental began conducting a survey of claims for surgical extractions and impactions. We are conducting this review because our consultant review process has revealed that miscoding of oral surgery claims has become very common.

Our dental consultants believe much of the miscoding is probably attributable to misunderstanding the codes rather than to intentional abuse. We, therefore, view this process as being predominantly educational rather than punitive.

Our intent is to ensure that our providers understand and properly use 2011-2012 ADA Current Dental Terminology (CDT) codes for surgical extractions when submitting claims. We plan to continue this review only as long as required to gather more accurate data on use of surgical codes and to provide guidance on using them appropriately. We realize that this imposes some inconvenience on our providers and their office staff and wish to bring this process to a close as quickly as possible.

Additional details can be found in the Summer 2011 issue of *The Incisor*, our quarterly provider newsletter available on our website at www.nedelta.com. Should you have any questions, please contact Professional Relations at 800-537-1715.

Could Northeast Delta Dental's Preferred Provider Organization (PPO) be right for you?

If any of the following situations apply to you, participation in our PPO network may help you grow or sustain your practice:

- I have more empty chair time now, than in the past.
- I have more patients who are reluctant to accept treatment because of cost or are unable to afford the co-payment.
- I am concerned that some of my patients are shopping for lower fees.
- I have lost patients to dental offices that participate in a PPO plan.
- I just need to grow my practice.

In our current economy, employers are looking for value—savings or discounts—in order to continue to afford dental benefits for employees. Hundreds of your neighbors, including employees of large retail stores and military retirees, have PPO dental plans. These individuals are more likely to choose providers in the PPO network for their dental needs to get the best value from their benefit and co-payment dollars.

If you are interested in joining our PPO network, or would like more information, please contact our Professional Relations department at 800-537-1715. We'll be happy to set up a consultation appointment to see if the PPO option is right for you.

Long-time Participants Recognized



Raymond Laurion, DDS of Rochester, NH celebrated 45 years of participation with Northeast Delta Dental by choosing a donation of \$450.00 in his name to the St. Elizabeth Seton School in Rochester, NH. Pictured are Dr. Laurion and Principal Suzanne Boutin of St. Elizabeth Seton School.



John Bednar, DMD, of Nashua NH was presented with a hand-crafted clock in honor of his 35 years of participation by Dr. Mitch Couret.

If you're not joining Northeast Delta Dental's PPO network, you're missing the boat.



We offer dental insurance programs for organizations of all sizes and for people with no access to employer-sponsored programs.



Northeast Delta Dental
1-800-537-1715
www.nedelta.com

More and more of our employer groups and individual subscribers are looking for the savings offered by PPO networks, and dentists are answering the call. In fact, our PPO networks have grown by 33% in just one year! To learn how being a member of a Northeast Delta Dental PPO network can help build and sustain your practice in these uncertain times, contact our Professional Relations department at 1-800-537-1715.

Get on board! Don't get left behind.

New Participating Dentists

We are pleased to announce that the following dentists have joined Northeast Delta Dental's networks in Maine, New Hampshire, and Vermont:

Maine

Brian Wroble DMD
 Maria Steed DMD
 Lucas Patrick DMD
 Christy Chu DDS
 Kristian Richardson DDS
 Michael Dowling DMD
 Charles Sutera III DMD
 Cory Ernst DMD
 Michael Blandon DMD
 Alexandra Mann DDS
 Jonas Westbrook DDS
 Jeremy Zobel DDS
 Palwinder Kaur Panesar DDS
 Anna Sweet DMD

New Hampshire

George Hatzigiannis DMD
 Adam Bottrill DMD
 Keith Levesque DMD
 Jason Conn DMD
 Muhammad Abdel-Rahim DMD
 Jiangyun Sheng DMD

Neelima Ravi DMD
 Jessica Peterson DDS
 Brett Hill DDS
 Gayla Levine DDS
 Mark Morris DDS
 Kelly Whelan DMD
 Brendan Hallissey DMD
 Thomas Pasquerella DDS
 Lance Miller DDS
 Eileen Szytko DMD
 Howard Bookman DMD
 Sreenivasulu Panguluri DMD

Vermont

Jeri Bullock DDS
 Aerwen Pollard DMD
 Lauren Price DMD
 Erik Koskinen DDS
 Adam Holt DMD
 Lance Miller DDS
 Dorina Kramer DDS
 Sreenivasulu Panguluri DMD
 Ruchi Grover DDS



ADA Health Screening Program

Preparing to do head and neck exams for the Health Screening Program at the recent ADA meeting are (left to right) Dr. Shannon Mills, Vice President of Professional Relations and Science, Northeast Delta Dental; Dr. William Kohn, Vice President, Dental Science and Policy, Delta Dental Plans Association; and Dr. Fred Eichmiller, Vice President and Science Officer, Delta Dental of Wisconsin.

Office Changes or Updates

Please contact the Provider Services department at 800-537-1715, extension 1100, for any dentist and/or office changes or updates. These include, but are not limited to:

- New and/or change of physical or payment address(es)
- New and/or change of phone number(s)
- A dentist joining or leaving an office
- Closing of an office or practice
- Tax information changes
- New and/or changed NPI information
- Retirement
- Sale or purchase of a practice
- License status updates

Please be sure to notify the Provider Services department of all changes/updates **in advance** to ensure proper claims payment.

Holiday Closures

Northeast Delta Dental will be closed on the following dates:

Thursday, 11/24 and Friday, 11/25/2011 - Thanksgiving
Monday, 12/26 and Tuesday, 12/27/2011 - Christmas
Monday, 1/2/2012 - New Year's Day



Dental Clinic Returns To Machias

Dental providers from New York University of Dentistry, Washington County Children's Program, and Caring Hands of Maine teamed up again to bring a dental outreach clinic to Machias, Maine, the week of October 17-22. This marked the third free dental clinic in the area. Free clinics that began last fall provided oral health care to more than 1,000 children and adults who otherwise may not have access to dental care.

The partners involved in the planning and implementation of this program also included Child and Family Opportunities and Washington Hancock Community Agency. The October clinic took place at the Lee Pellon Event Center in Machias. The program was made possible by Delta Dental Plan of Maine, The Northeast Delta Dental Foundation, and Henry Schein Cares.

- Kathleen B. Walker, APR