

Spring 2011

News for the
Dentist and Staff

Published by
Northeast Delta Dental
Professional Relations

The Incisor

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Northeast Delta Dental Reaches Agreement with Tesia-PCI for Free Electronic Attachments!

We are pleased to announce that Northeast Delta Dental now accepts electronic attachments through Tesia-PCI at no charge to our participating dentists. Tesia-PCI is also offering free electronic claims submission for three months to participating dentists who enroll with Tesia-PCI clearinghouse.

Electronic attachments are free forever! After the three-months-free period, there is a flat fee of \$29.95 a month for an unlimited number of claims. Compare this offer to what you are currently paying, and you'll find this is very competitive pricing. To take advantage of this offer, call Tesia-PCI at 800-724-7240, or e-mail Tesia-PCI at Info@Tesia.com. Be sure to identify yourself as a Northeast Delta Dental participating dentist.

Here are some frequently asked questions, with the answers from Tesia-PCI:

Why is Tesia-PCI the premier dental claims clearinghouse?

For nearly 20 years, Tesia-PCI has offered dental practices a variety of EDI submission tools and methods to get offices paid faster and more accurately. Tesia-PCI makes it possible for you to submit electronic transactions regardless of the technical capabilities of your office. Whether you are currently submitting claims electronically, or are just beginning to think about transitioning to a paperless office, Tesia-PCI has the solution and expertise that is right for you.

Does Tesia-PCI provide responses from the insurance payors for my claims?

Yes—Tesia-PCI always provides an “Immediate Verification” report that outlines each claim transmitted and whether it was accepted or rejected by Tesia-PCI’s front-end edits. Tesia-PCI also provides an “Insurance Correspondence” report every day that gives updates returned by payors over time.

Will TesiaBridge™ change my existing software?

In all cases, TesiaBridge™ will **not** affect your current practice management system, or the ability of your vendor to support the product(s) you have purchased.

Can I use my existing practice software to transmit claims?

Yes—Tesia-PCI can provide you with a powerful software system (TesiaBridge™) that interfaces with nearly all Windows-based practice management software systems, including Dentrix, Practice Works, Soft Dent, MOGO, Eagle Soft, Open Dental, and more!

Can TesiaBridge™ offer me more than just e-claims submission?

Yes—TesiaBridge™ can process dental e-claims, eligibility & benefits, claim status requests, e-attachments, and more! It also returns responses from insurance plans, including EOBs, which are responses to e-claims processed in **real time**. Imagine, EOBs in eight seconds—no more bad debts or collections. You can collect patient balance billing before they leave the office.

How will our claims processing change?

It should be easier. Generally how you create claims is not affected. The only significant change is the redirection of the claims from your current clearinghouse to Tesia-PCI.

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Delta Dental Plan of Maine and Northeast Delta Dental Foundation Partner with NYUCD to Provide Care to the Underserved

The New York University College of Dentistry (NYUCD) Henry Schein Cares Global Student Outreach Program, headed by Dr. Stuart Hirsch, returned to Machias, Maine, on April 11–16. This spring visit completed a one-year commitment to bring supervised dental students to care for children and adults in Washington County during a one-week schedule held twice per year. In October 2010, the clinic examined and treated 284 children and 256 adults. Funding came from Delta Dental Plan of Maine and the Northeast Delta Dental Foundation.

We are pleased to support this program, as NYUCD’s outreach programs offer students a unique service-learning experience. The programs combine faculty, residents, and students of dentistry, hygiene, and public health to provide students with a well-rounded perspective on access-to-care issues and challenge them to rethink their roles as health care providers. Geographic areas targeted by the program include Grenada; Hudson, New York; Nicaragua; Dominican Republic; Honduras; Alaska; and now, Maine.

The following Delta Dental Plan of Maine board members joined the group as volunteers:

- Michael P. Goldberg, DMD, on Tuesday, April 12
- Charles Brown, DDS, on Wednesday, April 13
- Demitroula (Demi) Kouzounas, DMD, on Friday, April 15

Also volunteering were Dr. Timothy Oh; Ellen Savage of Child and Family Opportunities, Inc.; and Theresa Alley and Jennifer Wood of the Tooth Ferry, a mobile dental care unit that the Northeast Delta Dental Foundation supports.

Northeast Delta Dental’s Chief Dental Officer, Dr. Mitch Couret, and one of his staff, Linda Ashland, volunteered on Monday and Tuesday, April 11 and 12. Drs. Goldberg and Couret handled interviews with local media.

Dr. Couret tells us, “I was inspired by what I saw—NYU Dental School graduate students and faculty, along with our board members, here to make a difference in the lives and oral health of folks in Washington County, Maine. This collaborative effort is a great step to assist with access to care in this area. The patients were very satisfied with, and thankful for, the care they received. I’ve been a dentist for a long time, and this was one of the best experiences I have had.”

Save the Date!

This year the fourteenth annual Foundation golf tournament will be played at the Wentworth By The Sea Country Club in Rye, New Hampshire, on Monday, September 19. We are hosting this tournament in New Hampshire again this year in honor of Delta Dental Plan of New Hampshire’s 50th anniversary. **To play, contact Joe Kasper, Director, Corporate Services, at 603-223-1287.** The Dr. Thurston J. Carpenter Memorial Golf Tournament annually raises over \$10,000 to benefit the work of the Northeast Delta Dental Foundation, the funder of our own P.A.N.D.A (Prevent Abuse and Neglect through Dental Awareness) program. **The Northeast Delta Dental Foundation is primarily funded by DDPME, DDPNH, and DDPVT, with one fundraising event a year, the Dr. Carpenter Golf event. We also gratefully accept donations.**



Dr. Timothy Oh and Dr. Couret



Drs. Couret, Oh, and Goldberg with patients



Dr. Couret and patient



Tooth Ferry

Long-time Participants Recognized



Charles Dorr, DDS, of Machias, Maine, was honored for 35 years of participation. He elected to make a donation in his name to Maine Sea Coast Mission.



Laurence Albright, DMD, of Portsmouth, New Hampshire, was honored for 40 years of participation. He elected to make a donation in his name to Families First.



Jeffrey Forgosh, DMD, of Concord, New Hampshire, was presented with a clock in recognition of his 35 years of participation.

Continued from front page ...

Will our current office management system vendor continue to support problems with our claims?

Your office management systems vendor should continue to support any questions or problems that develop during the creation of claims from your computer or their respective software. Tesia-PCI will support the transmission of claims and the processing of those claims and will provide technical and customer service support at no cost.

Will working with Tesia-PCI affect my contract for support with my office management system vendor?

No! The contract for support of your office management system is not affected by utilizing TesiaBridge™ or Tesia-PCI as your clearinghouse.

What are your fees for e-claims? What about e-attachment services?

Tesia-PCI charges \$29.95 per tax ID per month for unlimited claims submission, or you can send e-claims to our participating payors for **free**, and special pricing is available for low volume offices. E-attachments are free to **all** payors.

What if we want to switch back to our current clearinghouse?

You're not locked in! Tesia-PCI is sure you'll be satisfied; but, if you aren't, you can terminate your service agreement with Tesia-PCI at any time. Tesia-PCI will refund any remaining credits on your account.

City of Portland, Maine, Chooses Northeast Delta Dental Premier Benefits!

Northeast Delta Dental is pleased to announce that the City of Portland has selected a Delta Dental Premier benefits program for its 1,400 eligible employees effective July 1, 2011.

Participating Maine Premier dentists should prepare to welcome these patients and be aware that claims will be processed by Northeast Delta Dental starting on July 1, 2011.

Dental offices are requested to call our Customer Service department at 603-223-1234 or 800-832-5700 with questions regarding claims and benefits.

Tri-State Elections

Maine: Delta Dental Plan of Maine is pleased to announce the election of a new Director, Demitroula Kouzounas, DMD, of Saco, Maine. Re-elected to the Board were Mr. Douglas Terp; Dr. David Bagdasarian; Dr. Stephen Morse; and Dr. Barry Saltz.

New Hampshire: One new member of the Board of Directors was introduced along with four Directors who were re-elected, as announced at the Delta Dental Plan of New Hampshire's Annual Meeting on March 11, 2011. The new Board member is Phyllis Wagstaff, DMD. Re-elected were Dr. Douglas Katz; Dr. Sheila Kennedy; Mr. J. Michael Degnan; and Mr. Seth Wall.

Vermont: As announced at the Delta Dental Plan of Vermont Annual Membership Meeting in Stowe, Vermont, on April 8, 2011, the following have been elected to three-year terms on the Board of Trustees based on the ballot process in which many of you participated: David Baasch, DDS; Judith Fisch, DDS; Clayton Adams; Paula Cope; and Suzanne McDowell. Dr. Baasch, Dr. Fisch, and Ms. McDowell are new Trustees.

Please join us in congratulating our elected Tri-State Directors/Trustees!

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

Jeffrey Jordan, DMD
Brian Brunacini, DDS
Matthew Jacobsen, DMD

New Hampshire

Dongho Kim, DMD
Palwinder Kaur Panesar, DDS
Delphine Severe, DDS
Bhavisha Patel, DMD
Luz Marina Jutras, DMD
Bryan Hoerdoerfer, DDS

Vermont

Tyler Carmack, DMD
Elizabeth Carmack, DMD
Sarah Hyams, DMD
David VanSlambrouck, DDS
Andrew Bradley, DMD
Sridhar Meda, DMD
Andrew Daly, DMD
David Sun, DDS



Philanthropy Suggestions Requested

Every year, Northeast Delta Dental sets aside funds to support community organizations in Maine, New Hampshire, and Vermont that are important to our member dentists. We invite you to submit the name of your favorite charity for consideration, keeping in mind that these funds are limited.

Through the Northeast Delta Dental Foundation, we award grants to oral health programs in the tri-state area to nonprofit dental clinics, in-school oral health education and screening programs, and other programs designed specifically to address the challenges of delivering oral health care to people whose needs would otherwise be unmet. While this is our most mission-sensitive philanthropy, we are pleased to support many organizations with our financial giving and volunteerism that serve the people of our communities in a variety of other ways.

The process of requesting support for your favorite charity is not formal; however, for our record-keeping, it is most helpful if these requests are in writing. Please e-mail Eleanor Vien, Manager, Quality Assurance, at evien@nedelta.com or fax 603-223-1033. You may also reach Eleanor at 603-223-1305 with any questions.

New Provider Tool Kit Puts Evidence-Based Dentistry at Your Fingertips

Go to www.nedelta.com/providers.aspx to see our new Provider Tool Kit for Evidence-Based Dentistry, Oral-Systemic Health, and other valuable oral health resources. You'll find links to guidelines from professional organizations and government agencies as well as helpful resources all in one place to make finding answers to clinical questions easier than ever.

We have also posted sample medical and dental consultation forms that you can download and customize to meet the needs of your practice. We hope these forms will facilitate collaboration with medical colleagues to help maintain both the medical and dental health of your patients.

The tool kit also provides links to companies that market prevention-oriented products and services that we hope you will find useful for your practice.

If you have comments or are aware of resources, products or tools that you would like us to add to the tool kit, please forward them to Melisa Porter at mporter@nedelta.com.



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.