

Spring 2017

News for the
Dentist and Staff

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Please Welcome Our New Oral Health and Wellness Solutions Specialists!

Northeast Delta Dental is pleased to announce the addition to our team of two Oral Health and Wellness Solutions Specialists, **LeaAnne Haney, RDH** and **Stacy Plourde, RDH, MS!** Both colleagues bring a wealth of enthusiasm, education and experience in oral health. They Join **Christa Keddie, RDH**, who has been hard at work promoting HOW® since April of 2016. All three hygienists are responsible for carrying forward the Health *through* Oral Wellness® (HOW®) program that is powered by PreViserSM, the risk assessment tool, provided to you free of charge. Patients whose employers have adopted the HOW® program and who are at risk for oral disease as evidenced by a PreViserSM risk score of 3, 4, or 5, are eligible for enhanced benefits.

They are eager to meet with you and show you “HOW®” you can assist your patients and enhance your practice! If you are currently not using the PreViserSM Risk Assessment tool and would like to arrange a demonstration in your office, including how it can be integrated into your office practice, please call them at 603-223-1339. They can also help with clinical questions that may arise when completing the risk assessment online document (OHIS).

For questions or issues when using the PreViserSM tool, most likely related to dentist and patient registration, the support line is 603-223-1004.

For questions regarding the HOW® benefits, please call our Customer Service line at 1-800-832-5700.



LeaAnne Haney, RDH

LeaAnne graduated from NH Technical Institute in 1980.

Her career as a clinical dental hygienist has been in a variety of practice settings. Her favorite job thus far was with Delta Dental's own consultant, Dr. Tom Warguska in Merrimack NH.

In 1989 she was appointed to the Board of Dental Examiners by Governor John Sununu. She served as the hygiene member for five years before the Board created a legislative change and appointed LeaAnne as New Hampshire's first investigator for the Board.

She is a member of the Commission on Dental Competency Assessments and has acted as a dental hygiene examiner in the administration of the clinical licensing board exam.

LeaAnne has served on the NHTI advisory board and is a guest lecturer for the senior dental hygiene students in their Ethics and Jurisprudence class.

LeaAnne had been using the PreViserSM risk assessment tool in her previous office with excellent results. She is excited and looking forward to continuing the programs growth, and moving forward with what Christa Keddie and Karen O'Connor have so successfully implemented.

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Stacy Plourde, RDH, MS
 Stacy received her dental hygiene degree from NHTI in 1989. After working in both private practice and public health settings she returned to Granite State College to complete her Bachelor degree and recently she completed her Master's degree in Leadership.

Stacy has served on the NH Board of Dental Examiners from July 2006-April 2017 and is the

first hygienist to hold the position of Board Chair. She is a member of the Commission on Dental Competency Assessments (formerly NERB) where she is involved in examining dental hygiene students for their clinical boards and served as Dental Hygiene Member at Large of their Board of Directors from 2014-2017.

Stacy is excited to use her wealth of dental experience and knowledge along with her leadership skills to grow the HOW® program and the use of PreViser™ through collaboration and education.

Northeast Delta Dental Adds to Scholarship Fund Support

BOSTON – MCPHS University is pleased to announce a recent \$25,000 gift from Northeast Delta Dental to support the Northeast Delta Dental Foundation Endowment Scholarship Fund originally established in 2011. The Northeast Delta Dental Foundation works to improve the access to, and the quality of, oral health care and education in Maine, New Hampshire, and Vermont, and the Scholarship Fund supports dental hygiene students at MCPHS University who are residents of Maine, New Hampshire, or Vermont.

Northeast Delta Dental has contributed a total of \$100,000 to support the Fund which awards scholarships to dental hygiene students each year at the MCPHS University Forsyth School of Dental Hygiene in Boston.

Director of Marketing & Communications at Northeast Delta Dental and Treasurer of the Northeast Delta Dental Foundation, Kathleen B. Walker, APR, remarked, “We know that the cost of college textbooks and the like is a challenge for any college student and we are delighted to be able to expand our support of dental hygiene students who call northern New England home.”

The MCPHS Forsyth School of Dental Hygiene is the second oldest and longest continuously operating school of dental hygiene in the United States. The school operates on two MCPHS University campuses in Boston and Worcester, Massachusetts. Students receive their clinical education within two state-of-the-art dental hygiene clinics which are licensed by the Massachusetts Department of

Public Health to provide a wide range of preventive and treatment oral healthcare services to the general public.

Linda Boyd, RDH, RD, EdD, dean of the Forsyth School of Dental Hygiene noted, “Our students aspire to leadership roles throughout the dental hygiene profession, yet most struggle to balance the expenses of daily living with the burden of tuition payments. Northeast Delta Dental’s generous scholarship award support helps to not only ease the strain of tuition and but also inspire students to higher levels of academic achievement.”

According to Walker of Northeast Delta Dental, the “first of its kind” scholarship fund exclusively supports dental hygiene students with strong academic records who also have financial need. “As the most trusted name in dental benefits in Maine, New Hampshire, and Vermont, Northeast Delta Dental is proud to support dental hygiene students from our three states. Dental hygienists play a critical role in oral health education and access to quality dental care—this is especially important in rural areas.”

Charles F. Monahan Jr., president of MCPHS University remarked, “We are grateful to Northeast Delta Dental for becoming such a generous partner over the past few years. As the university’s Forsyth School of Dental Hygiene expands its work to promote the importance of oral health, Northeast Delta Dental continues to play a significant role in providing our students with much-needed financial assistance.”

About MCPHS University: Founded in 1823, MCPHS University (formerly known as Massachusetts College of Pharmacy and Health Sciences), is Boston’s oldest college or university. MCPHS currently enrolls more than 7,500 students on its campuses in Boston, Worcester, and Manchester, New Hampshire, and offers 68 graduate, professional and undergraduate degrees in the health sciences.



(From left to right): Executive Director of Manchester, NH; and Worcester, MA; campuses, Seth Wall; Special Assistant to the President of MCPHS University, Dr. Sylvio Dupuis; President of MCPHS University, Charles F. Monahan, Jr.; and President & CEO of Northeast Delta Dental, Tom Raffio. Photo credit: Gil Talbot.

Affordable Care Act Update

If at first you don't succeed, try, try again. And again, etc.

During the presidency of Barack Obama, congressional Republicans voted approximately sixty times to repeal Obama's signature legislation, the Affordable Care Act ("ACA"). While Obama was in office, these votes were largely symbolic, assured of a veto from the president even if they passed the Senate.

Since January of 2017, the presidency has been occupied by a man who campaigned on repealing the ACA and Republicans have maintained majorities in both houses of Congress. Yet initial attempts to repeal the ACA earlier this year faltered. But on May 4 Republicans in the House of Representatives overcame internal divisions to pass a revised version of their repeal and replace act, the American Health Care Act ("AHCA"), along party lines.

The bill will move on to the Senate, which is unlikely to take up the bill before it is scored by the Congressional Budget Office. Republicans enjoy a narrower majority in the Senate and some Senate Republicans, including Susan Collins of Maine, are already on record as opposed to prior versions of the bill. If the Senate passes a version of the AHCA, it is likely to differ from the version passed by the House and the two will have to be reconciled.

In relevant part, the AHCA as currently drafted:

- Replaces the individual mandate with a 30 percent surcharge on premiums for those who experience a gap in coverage;
- Allows states to opt out of certain provisions of the ACA, including one that requires insurers to provide a minimum set of health benefits;
- Delays the imposition of the "Cadillac Tax" until 2025; and
- Caps Medicaid payments to states by allotting states a per capita figure or giving states block grants with few conditions.

The implications of these changes for dental insurance and for Northern New England are unclear. Stand-alone dental insurance was never subject to the ACA's individual mandate. While dental insurance's exemption from the "Cadillac Tax" had been seen as a marketing advantage for employers, its implementation has already been delayed without a significant detriment to stand-alone dental plans. It is possible that some states may opt out of requiring pediatric dental coverage as an essential health benefit. But since health plans can satisfy the pediatric dental requirement if the benefit is offered independently, such an opt-out is also unlikely to affect stand-alone dental plans.

Unless and until the AHCA passes and states in our region take action in response, Northeast Delta Dental will continue to offer dental plans to individuals both on and off ACA exchanges. Most of Northeast Delta Dental's business comes from employer groups and as long as employers see the benefit in offering dental insurance, replacement of the ACA should not affect Northeast Delta Dental significantly.

Where changes could affect Northeast Delta Dental are in the less publicized area of federal regulations. The ACA spawned hundreds of new federal regulations and the new administration has shown an interest in repealing some administrative rules or limiting the creation of new rules. Changes to or changes in enforcement of administrative rules could affect dental insurance even without congressional action.

Exciting News about Electronic Funds Transfer and Electronic Remittance Advices!

For those dental offices which are currently receiving payment (Electronic Funds Transfer) and remittance notices (Electronic Remittance Advices) electronically, we are pleased to announce that you will soon have access to all your Delta Dental patients' ERAs in one location, **regardless of which Delta Dental Member Company provides the coverage**. You will also begin to receive EFT payments directly from the Delta Dental Member Company which processed the claim.

Some important points:

As of July 1, 2017, Northeast Delta Dental will no longer use Change Healthcare for EFT payments or ERAs and will begin to use DentalXChange.

For those **who are currently receiving** EFT payments and ERAs from Northeast Delta Dental through Change Healthcare:

- To continue to receive electronic payments for all your Northeast Delta Dental patients, and for all your patients covered by other Delta Dental Member Companies, you will need to sign up for electronic fund payments (EFT) **directly with Northeast Delta Dental**. We will contact you soon to provide additional information to help you make the transition to this new process.
- If you choose **not** to sign up with Northeast Delta Dental directly and are currently receiving EFT payments from us or other Delta Dental Member Companies, please be aware your electronic checks and remittance advices currently being provided (including those by Northeast Delta Dental via Change Healthcare) will instead be generated on paper and mailed to you in the near future.

For those who are **not** currently receiving EFT payments and ERAs from Northeast Delta Dental through Change Healthcare:

- Please contact Provider Services at 1-800-537-1715, extension 1100 if you are interested in initiating EFT payments and ERAs.
- After you sign up directly with Northeast Delta Dental to receive EFT payments, you will be able to view

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and print copies of your Delta Dental ERAs online or download them into your practice management system by logging into a website provided by Delta Dental.

- To have the ERAs automatically downloaded into your practice management system, your practice management system will need to be compatible with DentalXChange. You will also need to initiate an agreement with DentalXChange. Your practice management system vendor should be able to help if there are any issues in this area.

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

Paul Dunbar, DDS
 Rachel Garoufalis, DMD
 Sachin Kocharekar, DMD
 James Ortengren, DDS
 Michael Harper, DMD
 Tatyana Baranovsky, DMD
 Andra Boak, DMD
 James Oshetski, DDS
 Kirk Round, DMD
 Linda Eberhardt, DMD
 James Shahinian, DMD
 Patrick Falco, DDS
 Angela Hastings, DMD

Mark Fischer, DMD
 Jihae Yang, DDS
 Usman Javed, DMD
 Hajra Sheikh, DMD
 Kelley Dentino, DMD
 Christopher Baker, DMD
 Kristina Tran, DDS
 Brindha Natarajan, DMD
 Shivani Patel, DMD

Vermont

Mikilena Hall, DMD
 Kamdi Irondi, DDS
 Craig Saltzman, DMD
 Wael Mabrouk, DMD
 Jeffrey Ray, DMD
 Jonell Hopeck, DDS
 Susan Chu, DDS
 Meriem Selmi, DMD
 Paul Danielson, DMD
 Tapan Pujara, DDS

New Hampshire

Sachin Kocharekar, DMD
 Mikilena Hall, DMD
 Michael Hochberg, DMD
 Adam Bateman, DMD
 Deepthi Vasireddy, DMD
 Eman Ouabira, DMD

Benefit Info to Practice Management Software via ChangeHealthcare

Northeast Delta Dental is pleased to announce some exciting changes to information being sent to your practice management software through Change Healthcare! You will now know if your patients are covered under the Health *through* Oral Wellness® (HOW®) program. For those with the HOW® program, you will also be able to see individual patients' records displaying their risk-based individual enhanced benefits under the HOW® program! There is now even more detailed benefit information that will display on your patients' records related to group exceptions and standards; giving details on some limitations and frequencies; maximums and deductibles; coverage percentage and waiting period information. These new data elements will be transmitted through **271 EDI EB01 = 'F'; EB01 = 'U' and EB*1**. If you have any benefit questions, please contact Northeast Delta Dental Customer Service at 1-800-832-5700.

Vermont Dentist to Present at ADA Annual Meeting

Vermont colleague, Nevin Zablotsky, DMD, along with Sharon Clough, RDH, MSEd of the ADA, will present a course entitled, "Tobacco, Nicotine Addiction and Your Patients" at the ADA's Annual Meeting on October 21 in Atlanta, GA. As Dr. Zablotsky notes, "The use of tobacco products continues to create serious health issues for addicts, including harmful side effects to the lungs and heart, and compromises to the oral cavity, such as oral cancer. The course will describe the types of tobacco products on the market and their effects on oral and systemic health. You'll learn the latest pharmacotherapy and techniques for tobacco cessation and role play with scripts that can help your tobacco-addicted patients."

Dr. Zablotsky suggests you go to <http://bit.ly/2mUdmhl> or visit the ADA website for more information.



19th Annual Thurston J. Carpenter Memorial Golf Tournament

Friday, September 22, 2017 Abenauqui Country Club, Rye Beach, NH • 7:30 am Registration • 8:30 am Shotgun Start

For registration go to www.birdeasepro.com/carpentergolf or contact Kathleen Gleason at 603-223-1317. Registration deadline is September 15, 2017.

Holiday Closures

Northeast Delta Dental will be closed for the following holidays. Our website, nedelta.com, continues to be available.

Memorial Day	Monday, May 29, 2017
Independence Day	Tuesday July 4, 2017

Office Changes or Updates

Please contact the Provider Services department at 1-800-537-1715, 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.