

Spring 2018

News for the
Dentist and Staff

Published by
Northeast Delta Dental
Professional Relations

www.nedelta.com

Incisor

INSIDE

2

New Enhanced
Faxback Info

Use and Misuse of the
Core Buildup, ADA
Procedure Code D2950

American Association
of Dental Consultants
Holds Elections

3

Anniversary Awards

Dental Loans and
Scholarships Funded by
Northeast Delta Dental

Meet Our New
Dental Consultant

4

Oral Health Challenge

New Participating Dentists

Holiday Closure

Office Changes or Updates

New Northeast Delta
Dental Employer Groups

Save The Date
21st Annual

Thurston J. Carpenter
Memorial Golf Tournament



Keeping Your Sensitive Information Safe

Northeast Delta Dental wants to help you keep your personal information safe. Scammers try to copy email and text messages from legitimate companies to trick you into entering personal information and passwords. Never follow links or open attachments in suspicious or unsolicited messages. Northeast Delta Dental will never ask for your sensitive information in an unsolicited email, text, or phone call.

These signs can help you identify phishing scams:

- The sender's email address or phone number doesn't match the name of the company that it claims to be from.
- Your email address or phone number is different from the one you gave that company.
- The message starts with a generic greeting, like "Dear customer." Most legitimate companies will include your name in their messages to you.
- A link appears to be legitimate but takes you to a website whose URL doesn't match the address of the company's website.
- The message looks significantly different from other messages you've received from the company.
- The message is unsolicited and contains an attachment and/or attempts to create a false sense of urgency.

If you need to change or update your office information, please contact Provider Services at 1-800-537-1715, extension 1100 or at providerservices@nedelta.com in advance of the change or update to ensure timely and accurate updates to your records. Please submit your credentialing/recredentialing information to Provider Services at credentialing@nedelta.com.

Northeast Delta Dental's Helpful Hints to Sink Your Teeth Into



Health *through* Oral Wellness® Program Enhancements

Did you know that there is a "Check Benefits" button on the upper left corner on the PreViser® oral Health report that is generated when you complete a patient's risk assessment? This will connect you to Northeast Delta Dental's Benefit Look-up site, giving you the ability to see the Health *through* Oral Wellness® (HOW®) enhanced benefits for which your patient may qualify. The HOW® program is being added to Northeast Delta Dental's Individual and Family (IAF) plans at the time of their renewal, starting in April, 2018. Please note that these renewal dates vary from plan to plan.

Credentialing Update

Northeast Delta Dental is currently working with the ADA and CAQH to utilize their offerings for the credentialing of Maine, New Hampshire, and Vermont dentists participating with us. While we are still only in the exploratory phase of the partnership, ADA and non-ADA member dentists will be able to provide their information to the ADA which will partner with CAQH to satisfy the credentialing requirements not only of Northeast Delta Dental, but also other carriers willing to work with them. We shall keep you informed as this project moves forward.

These Helpful Hints are emailed to all participating dentists in Maine, New Hampshire, and Vermont for whom we have a current email address. Please make sure we have your current email address on file by contacting our Provider Services department at 1-800-537-1715, extension 1100, or providerservices@nedelta.com.

New Enhanced Faxback Info

There is an exciting new change to our Faxback! Check it out—we think you will like what we’ve done. No more trying to decide what procedure code falls under what Service Type. We have now provided these procedure codes for you under their appropriate Service Types, which are located under the Benefits tab and the Limitations tab.

If you haven’t tried our Faxback, we encourage you to do so. Just call 1-800-253-7852, select Option 1, and proceed with the requested

prompts. Please keep in mind that the Faxback is very sensitive to noise, so you may want to mute your phone during the call.

Below is an example of what you will be seeing in addition to all the other information we provide for that subscriber/dependent.

| Benefit Levels | | | | | | | |
|---|----------------|------------------|--------------------|----------------------|--------------------|----------------|--------------------|
| Service Type | Waiting Period | Delta Dental PPO | | Delta Dental Premier | | Out-of-Network | |
| | | Patient Pays | Deductible Applies | Patient Pays | Deductible Applies | Patient Pays | Deductible Applies |
| Dental Prophylaxis D1110, D1120, D4346, D4355, D4910 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Diagnostic Lab D0472, D0473, D0474, D0475, D0476, D0477, D0478, D0479, D0480, D0481, D0482, D0483, D0485, D0486, D0502 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Diagnostic Dental D0999 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Diagnostic X-ray D0220, D0230, D0240, D0250, D0251, D0270, D0272, D0273, D0274, D0277 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Fluoride Treatments D1206, D1208 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Intraoral Images-Complete Series D0210 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Oral Evaluation D0120, D0140, D0145, D0150, D0170, D0180, D0460 | NONE | 0% | NO | 0% | NO | 0% | NO |
| Oral Surgery D7220, D7230, D7240, D7241, 07750, D7251, D7270, D7282, D7285, D7286, D7288, D7310, 07311, D7320, D7321, D7340, D7510, D7511, D7520, D7521, D7960, D7963, D7999 | NONE | 0% | YES | 0% | YES | 0% | YES |

Consultants’ Corner

Use and Misuse of the Core Buildup, ADA Procedure Code D2950

The ADA describes the D2950 (core buildup) with the following descriptor: *“Refers to the buildup of the coronal structure when there is insufficient retention for a separate extracoronal restorative procedure. A core buildup is NOT a filler to eliminate any undercut, box form or concave irregularity in a preparation”*. The D2949 (restorative foundation for an indirect restoration) is the *“placement of a restorative material to yield a more ideal form including elimination of undercuts”*.

Dental consultants use radiographs and any photographs which are provided to evaluate the necessity for a core buildup. Photographs taken at the time of tooth preparation are particularly useful to the consultants, often supporting the necessity of the submitted D2950. Submission of photographs with your claims and pre-determinations is strongly encouraged.

In some cases, we may receive a pre-determination for a crown with a D2950 on a tooth with a pre-existing crown. The necessity for a D2950 cannot be determined at that point, so such submissions for a D2950 will be disallowed. However, when the old crown has been removed and the tooth has been prepared, we recommend that an available photograph and/or radiograph be submitted with the claim for evaluation of D2950 criteria by the consultant.

If a root canal therapy procedure is completed on a tooth with an existing crown or onlay, a benefit of a single surface restoration will be allowed in this instance. The restoration is NOT a core buildup, regardless of the degree of internal tooth structure loss.

American Association of Dental Consultants Holds Elections

Scottsdale, AZ. — The American Association of Dental Consultants’ (AADC) Annual Spring Workshop was held May 2-5, in Scottsdale, Arizona. Following the election of officers, **Dr. Linda S. Vidone, Vice President of Clinical Management – Delta Dental of Massachusetts**, was installed as 2018-2019 President, **Dr. Michel E. Couret, Northeast Delta Dental Chief Dental Officer** was installed as President-Elect, and **Dr. Lawrence M. Hoffman, St. Louis, MO**, as Secretary/Treasurer. **Dr. Jonathan W. Rich, Dry Ridge, KY** and **Dr. Olin A. Elliott, Eastern Kentucky Dental Director – Avesis, Martin, KY** were elected to the board of directors.

Headquartered in Chesterfield, Missouri, the AADC is an organization of 300 dental insurance consultants, administrators, and educators, founded in 1979 to promote the interchange of ideas, to encourage the highest standards in serving the interests of dentistry, plans, patients, and policyholders, and to insure the competency of its members through the certification process.

Anniversary Awards



Stacy Plourde, RDH presented **Joseph Sheehan, DDS** of Manchester NH with a plaque in honor of his thirty year anniversary of participation.



Charles Albee, DMD of Suncook, NH celebrated 40 years of participation with a donation of \$400 to the New Hampshire Dental Society's Foundation, presented by Stacy Plourde, RDH.

Dental Loans and Scholarships Funded by Northeast Delta Dental

We are pleased to announce that the following individuals received support through various loans and scholarships we fund:

Vermont Educational Loan Repayment Program recipients:

Katie Krieter Piet, DDS; Sonal Patel, DMD; and Brandon Vanasse, DMD

Maine Dental Loan Repayment Program recipients:

Gregory Frost, DMD and Genko Stanilov, DMD

New Hampshire Technical Institute Dental Hygiene and Dental

Assisting Scholarship recipients: April Fitch – dental hygiene;

Aundrea Swain – dental hygiene; Michela Lamparelli – dental

assisting; and Meghan Plamondon – dental assisting

Meet Our New Dental Consultant

We are pleased to introduce our new dental consultant, Dr. Arthur (“Andy”) McKibbin, a general practitioner who had offices in Norwich, Vermont and Lebanon, New Hampshire. Dr. McKibbin states, “Dentistry has been very good to me! As long as I can remember I always wanted to be a dentist. The primary reason for this was my cousin, Ray, who was an Air Force dentist who after serving in Europe, settled in Vermont, where he had a small general dental practice in Springfield.”

Dr. McKibbin is a graduate of Dartmouth College and Fairleigh Dickinson University’s Dental School, where he was active in Fairleigh’s community outreach dental programs, such as the Senior Citizen Denture clinic and a methadone Clinic in Jersey City, and did an externship treating inmates at Rahway State Prison.

Searching for answers on how to improve his skills led him to join a New Hampshire gold foil clinical study club. He continued his community outreach and volunteered as an ice hockey coach and lacrosse coach for local teams. He has supported the American Dental Association since graduation from dental school, and served two terms as the Grafton-Sullivan Trustee for the New Hampshire Dental Society. Additionally, he served on the New Hampshire Board of Dental Examiners for eight years. Dr. McKibbin was proud to have helped with the efforts to fund the expansion of the Hygiene School at NHTI, Concord’s Community College. While Dr. McKibbin has been retired from clinical dentistry for four years, he is still an active member in the Empire Study Club of the Tucker Academy.

To sum up, Dr. McKibbin says, “My journey in dentistry has been interesting and successful way beyond what I had imagined. But, I would be remiss to not mention that the key to my success is my wife, Linda, who has her own successful career as an athletic trainer and physical therapy assistant at Alice Peck Day Memorial Hospital. Without her, nothing would have worked out as well as it has!”





Oral Health Challenge

Northeast Delta Dental and the New Hampshire Fisher Cats work together every baseball season to promote good oral health habits in children ages 12 and under through the Northeast Delta Dental Oral Health Challenge. Children who complete an Oral Health Challenge form showing they brushed and flossed for seven consecutive days earn two Fisher Cats tickets to one of three games. Prior to the start of the game, Fungo, the Fisher Cats mascot, guides a parade of children onto the field where they are presented with a gift bag and a certificate honoring their consistent oral health efforts.

Encouraging good oral health improves overall health, which helps keep children in school to pursue their educational passions as they grow. Northeast Delta Dental works with communities and organizations like the New Hampshire Fisher Cats to make a difference by promoting good oral hygiene habits for a lifetime.

We are hoping to match or exceed turnouts for the 2018 participation to allow children to earn tickets to one of these three game dates: June 26, July 20, or August 5. Look for the 2018 Northeast Delta Dental Oral health Challenge information at www.nedelta.com or at www.nhfishercats.com.

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

Rachel Taddeo, DMD
Christopher Murphy, DMD
Sapan Bhatt, DMD
Logan Reilly, DMD
William Benson, DMD
David Wicks, DDS
Bart Eisenbarth, DDS
Luke L'Heureux, DMD
John Payne II, DDS
Monica Stiteler, DMD
Debra Byers, DMD
Jeong Yang, DMD
Jennifer L'Heureux, DMD
Rockwell Davis, DDS

Jennie Carcaud-Hennigar, DMD
Scott Sweeney, DDS
Carolyn Ferrick, DMD
Edward Zanca, DMD
Victor Alarcon Villanueva, DDS
Carlivette Santamaria, DMD
Ruth Trinidad, DMD
Eric Holmgren, DMD
Nadarajah Ganeshkumar, DMD
Vincent Trinidad, DMD
Jenai Johnson, DDS
Sidney Peavy, DDS
Jose Colon, DMD
Archana Selvaraj, DMD
Tyler Hancock, DMD

New Hampshire

Andrew Gschweng, DMD
Lawrence Lanham, DDS
Steven Bachner, DDS
Justin Maillet, DMD

Vermont

Sylvia Nagy, DMD
Sidney Peavy, DDS
Pierre Morin, DMD
Jodeci Malixi, DMD

Holiday Closures

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

Independence Day | Wednesday, July 4, 2018

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.

New Northeast Delta Dental Employer Groups

Northeast Delta Dental (Delta Dental Plan of Maine) is pleased to announce that the following Maine-based employer groups have selected the PPO plus Premier benefits programs for their 1,587 combined benefit eligible employees. These employer groups will also participate in the Health *through* Oral Wellness® (HOW®) program.

Goodwill Industries of Northern New England 850 employees
Sweetser 737 employees

Participating Maine PPO and Premier dentists should prepare to welcome these patients and be aware that claims will be processed by Northeast Delta Dental starting July 1, 2018.

Dental office staff are requested to call our Customer Service Department at 603-223-1234 or 1-800-832-5700 with questions regarding claims and benefits.

Delta Dental Plan of Maine is pleased to be awarded these accounts based on the strength of the Delta Dental PPO and Premier networks in Maine.

Please Save the Date

21st Annual Thurston J. Carpenter Memorial Golf Tournament

Friday, September 7, 2018

Breakfast Hill Golf Club

Greenland, NH

7:30 a.m. Registration

8:30 a.m. Shotgun Start

For registration information or sponsorship opportunities email Kathleen Gleason at kgleason@nedelta.com (603-223-1317) or visit www.birdeasepro.com/carpentergolf

New this year: option to pay online with credit card!

Proceeds benefit Northeast Delta Dental Foundation to support oral health programs and P.A.N.D.A. (Prevent Abuse and Neglect through Dental Awareness)

