

The Incisor

Winter 2013

News for the Dentist and Staff

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Meet the Network Representatives



Heather Brown joined the Northeast Delta Dental team as a Network Representative in June of 2012. Heather is very proud to have served her country as an Air Traffic Controller in the United States Air Force. After leaving the Air Force, she attended dental hygiene school and spent the last several years working as a dental hygienist in private practice. She has also worked within the educational system as a clinical dental hygiene educator at the University of New England, and most recently at Massachusetts College of Pharmacy and Health Sciences, Forsyth School of Dental Hygiene. This past May, she finished a two-year full time degree program at the University of New Hampshire, graduating with a Masters of Public Health.

Heather is very enthusiastic about her role as a Network Representative with Northeast Delta Dental. She reports that she has met some wonderful staff and providers who truly care for their patients' well-being, and has been pleased that some providers have joined the PPO network just because "Northeast Delta Dental is and has been good to them" or "It's just the right thing to do." She sees her role at Northeast Delta Dental as an educator. She believes that when providers have accurate information, they can make informed choices about what is best for them, their practices, and their patients. She looks forward to playing a part in the positive, longstanding relationships that have been established by Northeast Delta Dental with our participating dentists.



Linda Carter first came to Northeast Delta Dental as a Network Representative in June of 2012. She holds an A.S. in Business Administration from Holyoke Community College, Holyoke, MA.

Linda has had the great pleasure of working in many areas of health care for over 25 years. She truly enjoys working with providers and dental offices to build strong, long-standing relationships. Building a network offers her the opportunity to match the best benefit options to the best providers on a daily basis. Linda says, "I have the best job ever...I am paid to represent a company that is truly passionate about what they do, for both the dental provider and dental patient."

Heather and Linda hope to visit as many offices as possible to provide information and answer questions about our PPO networks, and the changes that are taking place in the dental marketplace. Our network representatives can provide you with a detailed analysis of your practice to help you see if participating in a Northeast Delta Dental PPO network is right for you.

If you are practicing in Maine or New Hampshire and would like to see your individual analysis and learn more about becoming a PPO provider, you can reach Heather at 603-223-1339, or email her at HBrown@nedelta.com. If you are a Vermont or New Hampshire provider, please contact Linda Carter at 603-223-1239, or email her at LCarter@nedelta.com.

Reminder: ADA CDT 2013 Code Conversion

The American Dental Association has updated its Code on Dental Procedures and Nomenclature (CDT Code) as of January 1, 2013.

Dentists should submit a Fee Survey Form to file fees for the procedure codes they routinely perform. Please contact the Provider Services department at 800-537-1715, extension 1100, to obtain a Fee Survey Form, or you may use the updated online Fee Survey Form.

Claims submitted with dates of service on or after January 1, 2013, for procedure codes deleted by the ADA will be returned for resubmission with the correct, current ADA procedure codes. Please contact Professional Relations at 800-537-1715, if you have any questions.

The following is an overview of the 2013 changes.

There are 35 new codes, of which four codes fall into our established, standardly covered dental benefits. The first is the fluoride code for both adult and children, **D1208**, that replaces the two separate fluoride codes—D1203 for children and D1204 for adults.

There is now a separate code for repair of an onlay, **D2982**, that will be covered under those dental benefit plans currently covering the onlays themselves.

There are two new soft tissue graft procedure codes. The first is **D4277**, which indicates the first tooth or edentulous tooth position in a site; and the second is **D4278**, which indicates each additional contiguous tooth or edentulous tooth position in the same graft site. The two codes are covered under those dental benefit plans currently covering soft tissue grafts, as they replace the D4271 soft tissue graft code that is currently a standardly covered benefit.

Of the 31 new procedure codes that will not be covered, there are 16 codes which are related to the capture and/or interpretation of cone beam CT images. Cone beam CT images are not standardly covered. The other 15 non-covered codes are related to temporary services, repairs of standardly non-covered procedures such as repairs of inlays and veneers; screenings and assessments; gingivectomies to allow access for restorative procedures; treatment of peri-implantitis; oral surgery procedures that may be considered under medical coverage; and home teeth bleaching kits.

There are 12 deleted procedure codes that are replaced by existing or new procedure codes. The deleted codes are as follows:

- **D0360** cone beam CT; replaced by multiple codes
- **D0362** cone beam two dimensional image; replaced by multiple codes

- **D1203** topical fluoride application – child; replaced by D1208
- **D1204** topical fluoride application – adult; replaced by D1208
- **D4271** free soft tissue graft procedure; replaced by D4277 and D4278
- **D6254** interim pontic for which D6253, provisional pontic can be used
- **D6795** interim retainer crown; D6793 can be used
- **D6970** post and core in addition to fixed partial denture retainer, indirect; use D2952
- **D6972** prefabricated post and core in addition to fixed partial denture retainer; use D2954
- **D6973** core buildup for retainer; use D2950
- **D6976** each additional indirectly fabricated post; use D2953
- **D6977** each additional prefabricated post; use D2957

Healthcare Reform Update

Northeast Delta Dental continues to review federal and state health benefit exchange-related proposed regulations, offering comments on how our providers and our company would be impacted by them.

Because the new web-based marketplaces have to be operational by October 1, 2013, out of necessity, states will soon be making decisions that give shape to what providers, carriers, small businesses, and consumers will see in those marketplaces.

More pages than *War and Peace* (but not as interesting), the recently issued federal regulations have answered many dental and medical carriers' long-pending questions; however, they also raise new questions. For example, while recognizing that any out-of-pocket maximum for stand-alone dental benefit plans (a new concept as applied to SADB plans) would best be accumulated separately from the OOPM for an individual's medical plan, the federal government has not yet stated in its regulations what that amount will be.

Northeast Delta Dental will inform our providers of what changes to prepare for as we approach the fall. Please see our corporate website, nedelta.com, for updates on our healthcare reform efforts.

- Tom Raffio, President & CEO

Long-time Participants Recognized



Dr. Peter Larrabee and his wife, Bonnie, of Buxton, ME, were presented with a handcrafted clock in celebration of his 35 years of participation with Northeast Delta Dental.



Dr. Mitch Couret presented Dr. Ralph Guercio of Merrimack, NH, with a check in celebration of his 35 years of participation. Dr. Guercio elected to make a donation to the Nashua Soup Kitchen.



Dr. Mitch Couret honored Dr. Eliot Paisner of Nashua, NH, for his 35 years of participation. Dr. Paisner elected to make a \$350 donation to the Greater Nashua Dental Connection.



Dr. Mitch Couret presented Dr. Edward Fisichelli of Nashua, NH, with a check in celebration of his 45 years of participation with Northeast Delta Dental. Dr. Fisichelli elected to split his donation between Society for the Protection of NH Forests and Nashua Soup Kitchen.



Dr. Leonard Walker of Hampton, NH, celebrated his 40 years of participation with a handcrafted chair.

Consultants' Corner

A Friendly Reminder

Please submit the most current radiographs available for the consultants to review.

Don't forget to place a date on all radiographs submitted, along with the right and left sides clearly indicated.

These simple steps will help expedite the review and your reimbursement. Thank you.



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

Lucas Homicz DDS
 Travis Castleberry DMD
 Paul Nielsen DDS
 Nicholas Sirois DMD
 Christopher Pidhajecky DDS
 Laila Dantas DMD
 Jonathan Bernstein DDS
 Robert Limoges DMD
 Douglas Laliberte DMD
 Daniel Figueiredo DMD
 David Haluska DMD
 Amelia Lane DMD
 Jeffrey Bellanti DMD
 Andrew Friedman DMD
 Nomith Ramdev DMD
 Kevin Connelly DMD
 Michael Zhang DMD
 Edward Robertson DMD
 James Griffith DDS
 Sepand Ghanouni DDS
 Rachel Davis DDS
 Clifton Hodges DDS
 Mary Mackay DDS
 Ingrid Prikryl DMD
 Elizabeth Brachowicz DMD
 Alain Auguste DDS
 James Johnson DDS
 David Wicks DDS
 Anna Czechowski DMD
 Tamar Diamond DMD
 Michelle Mazur Kary DDS
 Toby Clarkson DMD
 Jean-Paul Boudreau DMD
 Gary Ferguson DMD
 James Moshier DMD
 Keely O'Connell DDS

New Hampshire

John Fitzsimons DMD
 Benjamin Brown DMD
 Aaron Lerg DDS
 Hongsheng Liu DMD
 Jhon Giraldo DMD
 Bradley Field DDS
 Steven Doyle DMD
 Adam Lankford DDS
 Shruti Apte DMD
 Gilda Pronych DDS
 Jay Decoteau DMD
 Soonki Lee DMD
 Jaeseop Lee DMD
 Esther Kim DDS
 Manjari Pamulapati DMD
 Samson Nadar DMD
 Matthew Smith DDS

Ummesalma Dhariwala DDS
 Karen DaSilva Sohal DMD
 Eric Anthony DMD
 Anthony Disalvo DMD
 John Giraldo DMD
 Jedidiah Janisse DMD
 Elizabeth Courtney DMD
 Anh Nguyen DMD
 Sathya Gopalakrishna DMD
 Joan Kirschner DDS
 Andrea Feather DDS
 Julie Dudevair-Badger DDS
 Namrita Yadav DDS
 Michael Yoo DMD
 Thien Tran DMD
 Ghyath Alkhalil DMD
 Xi Sun DMD
 William Blatt DMD
 Pasquale Nappo DMD
 Nicholas Papapetros DMD
 Michael Balfour DDS
 Akhtar Khan DMD
 Roland Bryan DDS
 Lee Ann Cote DMD
 Alexis Fraser DMD
 Diana Carrillo DDS
 Elizabeth Franco DMD
 Xing Fan DMD
 Victor Stetsyuk DMD
 Richard Yeaton DDS
 Danielle Hinton DMD

Vermont

Jahangir Mozaffari DDS
 Catherine Santiago DDS
 Bibiana Barberi DMD
 John Hirce DMD
 Richard Cordero DMD
 Mark Medaugh DMD
 Ankush Jindal DDS
 Steven Brenner DDS
 Jennifer Niles DMD
 Thomas Cardwell DMD
 Nam Hee Park DDS
 Nidhi Gupta DMD
 Janet Thomason Miccolo DDS
 Stephanie Nelms DMD
 Glenn Gregory DDS
 Roni Golden DMD
 Joshua Bratt DMD
 Derek Cimler DDS
 Philippe Charlebois DMD
 Michael Gelfman DDS
 Robert Miller DDS
 David Jette DDS
 James Freeman DDS

New Individual and Family Dental Plans

Please tell your patients who are interested in dental benefits, but who have no access to employer-sponsored group dental benefits, that Northeast Delta Dental recently launched new Individual and Family plans available to residents of Maine, New Hampshire, and Vermont. These are the same kind of dependable dental benefits offered by employers—with quick claims turnaround, easy administration, and the same stellar customer service. A new website, DeltaDentalCoversMe.com, allows them to purchase their dental benefits online from start to finish with or without the involvement of their insurance agent.

Plan highlights include:

- Up to 100% coverage for diagnostic and preventive services like exams, cleanings, and x-rays.
- Coverage for basic restorative services like fillings, extractions, and periodontal maintenance.
- Coverage for major restorative services like root canals, crowns, dentures, and implants on select plans.
- A high annual maximum up to \$2,000 per person.
- A one-time deductible.
- Access to the nation's largest dental PPO network.*
- A vision discount program included with all plans.

They (and you!) can learn more at DeltaDentalCoversMe.com.

*2012 Delta Dental Plans Association

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.