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

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
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
Jahangir Mozaffari DDS
Catherine Santiago DDS
Bibiana Barberi DMD
John Hirce DMD
Richard Cordero DMD
Mark Medaugh DDS
Ankush Jindal DDS
Jennifer Niles DMD
Thomas Cardwell DDS
Nam Hee Park DDS
Nidhi Gupta DMD
Janet Thomason Miccolo DDS
Stephanie Nels MD
Glenn Gregory DDS
Roni Golden DDS
Joshua Bratt DDS
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.