

Winter 2017

News for the
Dentist and Staff

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(From Left) Northeast Delta Dental representatives Mitch Couret, DDS, Chief Dental Officer; Frank Boucher, Senior Vice President of Finance; Kathleen Walker, Director, Marketing & Communications; and Jeffrey Walawender, DDS, Community Dental and Delta Dental Plan of Maine Board of Directors.

Delta Dental Plan of Maine – Lead Funder for New Dental Clinic

Community Dental recently held an open house at their new Portland, Maine location. Representatives from Northeast Delta Dental presented the final installment of \$100,000 on November 16, as part of a \$300,000 grant. Community Dental's successful fundraising resulted in a new 6,500 square foot Dental Center at 190 Park Avenue, Portland.

Since 1918, Community Dental has been working to provide optimal oral health services, and with its new location, its proximity to Maine Medical Center increases its ability to treat patients

with an integrated approach to patient care. They have locations in Biddeford, Farmington, Lewiston, Rumford, and Portland.

The connection between medical and dental care is at the forefront of Delta Dental Plan of Maine and its affiliated partners, member companies, and dedicated dental associates, like yourself. Through grants like this, we are able to provide continued support to move the mission forward to promote good oral health and influence overall health and wellness.

Routine Medical COB Policy for Surgical Implants Rescinded

Effective immediately, Northeast Delta Dental has rescinded our policy of routinely asking offices for medical coordination of benefits (COB) information for surgical implant placements. We performed a review of the claims for the last month and found

there were few, if any, for which medical would pay. We will now only ask for that information when we know that a group requires medical to be the primary payer for surgical implants. The number of accounts this may impact is minimal.

Affordable Care Act Update

Reports of the death of the Affordable Care Act (“ACA”) turn out to have been greatly exaggerated. The ACA persists, largely for lack of an alternative. Although repealing the ACA has been a centerpiece of their campaigning for six years, Republicans have yet to repeal the ACA or coalesce around a replacement plan. There is a great deal of confusion around potential replacements. Indeed, one replacement plan, proposed by Republican Senators Bill Cassidy of Louisiana and Susan Collins of Maine, would permit states to keep the ACA if they choose.

The new administration has sent conflicting signals about the ACA. In January, the administration pulled back advertising of HealthCare.gov prior to the close of open enrollment. Then in February, the Department of Health and Human Services issued a notice of proposed rulemaking designed to make ACA Exchanges more appealing to insurers. The changes proposed by HHS would shorten the open enrollment period, require verification of enrollees seeking to enroll outside of the open enrollment period, and allow insurers to collect premiums for prior unpaid coverage before enrolling a customer in the following year’s plan to discourage lapses in coverage. The comment period for these rules remains open. New rules would not come into effect before the 2018 plan year.

For now, it remains business as usual. Subsidies are still available to offset premiums and out-of-pocket costs in the exchange, and coverage is still available throughout open enrollment, regardless of pre-existing medical condition. Unless and until the ACA is repealed, Northeast Delta Dental will continue to follow the rules and regulations on the books.

At the state level, 53,000 people have enrolled for coverage in New Hampshire’s federally facilitated exchange for 2017, and 79,000 people have enrolled in Maine’s. 29,000 people have enrolled in Vermont’s state-run exchange. Maine, New Hampshire and Vermont have some of the lowest rates of uninsured residents in the country, behind only Massachusetts and Connecticut.

Delta Dental’s No Balance Billing Policy

As a participating dentist with Delta Dental, it is important that your team understands and adheres to the provisions of the Participating Agreement. One of the most important provisions is the agreement of the dentist to *not* bill the patient for any monies above the amount specified on your **Claim Summary** (Claim Level Detail) and **Claim Detail** (Line Item Detail) document, which is included with the check sent to your office from Delta Dental.

The **Claim Summary** clearly notes the total **Plan Payment** and the total **Patient Payment** (Responsibility) for the entire claim. The patient must never be billed for more than what is noted in the **Patient Payment** column. Billing the patient more than this amount is contrary to your Participating Agreement.

The **Claim Detail** portion of the supporting document with the check provides procedure by procedure information; noting for each procedure what was paid by Delta Dental (**Plan Payment** Column) and what the total amount the patient owes for each procedure (**PT/Patient Pay** Column). It also then provides a claim total for both at the bottom of the detail information. Billing the patient more than the **PT Pay** amount is contrary to your Participating Agreement.

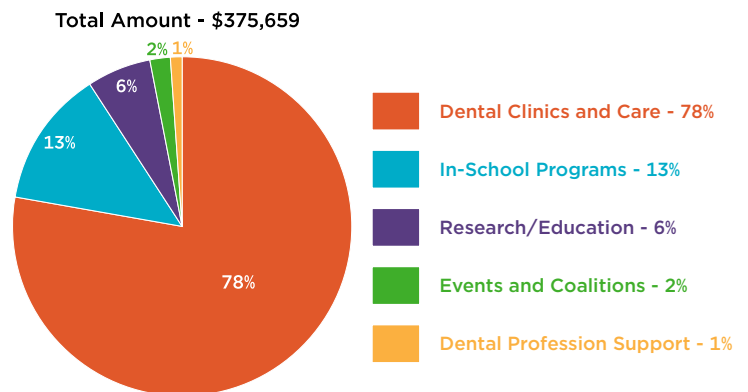
We Heard You!

We have received your comments that you felt it would be much more helpful for your team if Delta Dental could identify on its documents when a fee was reduced and how much it was reduced by. In the next few weeks, we will be adding a column in both the **Claim Summary** and **Claim Detail** portion of the supporting document supplied with your checks to identify the amount of any fee reductions on both a claim and a line item level. This enhancement is a direct result of feedback from dental offices and we are happy to make this change to make your team’s responsibilities easier to accomplish.

Executive Summary – Northeast Delta Dental Foundation

In 2016, the Northeast Delta Dental Foundation awarded nearly \$376,000 in grants to improve oral health care access and education throughout Maine, New Hampshire, and Vermont.

In preparation for the upcoming Foundation Board of Directors meeting, there are more than 30 applications that have been reviewed by the Foundation Advisory Committee and will be completed in time for the Board meeting. Members of the Committee will present their recommendations to the Foundation Board of Directors at the March 10 Board meeting.



OHIS Risk Assessment

We are delighted to report that feedback we are receiving from providers on the impact of using PreViser to assess oral disease risk and severity is that such usage results in increased practice productivity through better case acceptance and compliance with dentist recommended treatment plans! The results of a recent survey of high volume PreViser users can be found here: <http://free.previser.com/wp-content/uploads/2016/12/OHIS-User-Experience-Survey-Report-final-2016.pdf>.

We strongly believe that performing the OHIS risk assessment on all patients once a year will benefit your practice by increasing productivity, improving case acceptance and encouraging better compliance by patients. Optimal delivery of preventive services can result in enhanced dental hygiene revenue, and healthier, happier patients.

If you would like to learn more about the PreViser OHIS risk assessment, please contact **Christa Keddie, RDH** or **Karen O'Connor, RDH** at 603-223-1339. They are happy to answer your questions or to come to your office to show "HOW[®]" to use the PreViser tool at no charge to you.



Re-Credentialing Accuracy

Northeast Delta Dental is in process of re-credentialing our network dentists. Some of you may have already received the re-credentialing documents, but some may not have them yet. When your office receives the Northeast Delta Dental re-credentialing application, please read it and answer it very carefully and, most importantly, correctly! It is very important that you answer each question accurately and thoroughly. Your signature on the bottom of this form is a legal affirmation that you have answered the questions honestly and correctly. If the information submitted is found to not be accurate, particularly as it relates to disciplinary actions taken by your state's regulatory agency, malpractice suits, or any behavior resulting in reportable instances to the National Practitioner Data Bank (NPDB), your participation in Delta Dental will be terminated for at least a year. It is your legal and contractual responsibility (and yours alone) to ensure that the answers are accurate. Please do not extend that responsibility to your staff.

Again, please pay particular attention to the questions concerning malpractice, disciplinary, and/or any other licensing issues involving your state licensing regulatory agency and/or any other reportable actions that will appear in the NPDB. Please be aware our staff must validate the information you provide with external sources, including your state's licensing agency as well as the NPDB.

We wish to bring this to your attention as we are finding many of the re-credentialing forms returned have been completed incorrectly or incompletely and, more importantly, a few have indicated there were no licensing or malpractice actions in the past or reportable events to the NPDB when external source verification indicated otherwise. Please do not put your participation status at risk.

Should you have any questions when reading the application, please don't hesitate to contact the Provider Services department at 1-800-537-1715 or by email at credentialing@nedelta.com.

Thank you for your cooperation.

Individual and Family Dental Plans Brochures Available for Your Office

We have created a tabletop pop-up easel that holds 50 Individual and Family dental plan brochures for you to display in your office waiting room. When you talk to your patients who ask about available dental plans that they can purchase, the information will be at your fingertips. If you would like a kit containing the brochures and the pop-up easel shipped to you, simply go to <http://reorder.rgcnet.com> to order online or call 1-844-759-6020. We are pleased with the success of our Individual and Family dental plans and we know many of you have referred your patients to us. Thank you for your continued support.



Carpenter Golf Tournament

The annual Thurston J. Carpenter Memorial Golf Tournament was held on September 23, 2016 at the Breakfast Hill Golf Club in Greenland, NH. There were a record 93 golfers, who helped raise a record \$24,493.63 for the Northeast Delta Dental Foundation and its oral health and dental educational projects! The winning foursome included Jodie Hittle, Tim Dutil, Scott Lavallee, and Jim Howe, with a score of 56.

In addition to donations by the golfers, we also wish to thank our sponsors:

Baker Newman Noyes
Bellwether Community Credit Union
Combined Services, LLC
Curbstone Financial Management Corporation
Davis & Towle Insurance Group
DPL Retirement Advisors, LLC
Drummond Woodsum & McMahon
ECG Management Consultants
Fidelity Investments
Granite State Race Services
Grappone Management Co., Inc.
HM Payson
Holiday Inn
Janitech, Inc.
NHTI, Concord's Community College
PreViser
Prime, Buchholz & Associates, Inc.
Saltwater Creative Agency
Sheehan Phinney Bass + Green PA
Tardis Advertising
The Harbor Group, Inc.
Toshiba
Town & Country Reprographics, Inc.

Mark your calendars for the 20th Annual Thurston J. Carpenter Memorial Golf Tournament to be held on Friday, September 22, 2017 at Abeniqui Golf Club in Rye, NH.



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

John Willis, DDS
Ronald Davis, DDS
Katerina Chernykhivska, DMD
Skye Kim, DDS
Jerome Roberts, DDS
Rachel King, DDS
Kristin Lawson, DDS
Edilia Marshall, DMD

Ammar Pabaney, DMD
Mira Khouzam, DMD
Donald Farrell, DMD
Narendra Gutla Palli, DMD
Badri Ismaeel, DMD
Edward Dransite, DMD
Ali Basha Shaik, DMD
Alokh Persha, DMD
Brian Reeder, DMD
Esin Narli-Trangaris, DMD
Derek Collins, DMD
Maher Rifai, DMD

New Hampshire

Rayanne Lee, DMD
Mehta Siddhi, DMD
Kristen Harvey, DDS
Neha Gupta, DMD
Manjari Pamulapati, DMD
Amanda Hallinan, DMD

Vermont

James Lasaponara, DDS
Madhav Shirrao, DMD

What's New on the Web, DentalLink Faxback and Practice Management Systems

In anticipation of adding more benefit information to our electronic modalities, we are shortening the "Exceptions for Your Plan" statements. We have added an abbreviation legend on our webpage. Log into the Providers Page, enter a subscriber ID number and you will see the "Exceptions for Your Plan" section on the top of the page. Select the "Abbreviation Legend" key to see the abbreviations and descriptions.

For example bitewing x-rays = BWX, and 1/6 mos = once in six months. You may read an exception such as BWX 1/6 mos, which means bitewing x-rays covered once in six months.

Have a question about an abbreviation? Call one of our Customer Service Representatives at 1-800-832-5700, Monday through Friday from 8:00am - 4:45pm (ET).

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.