

Winter 2020

News for the
Dentist and Staff

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Special Olympics Healthy Athletes®

People with intellectual disabilities are at increased risk for several preventable health conditions, and experience higher mortality rates. Special Smiles is the dental health discipline of Special Olympics Healthy Athletes® that provides athletes with intellectual disabilities the opportunity to take charge of their oral health. Special Smiles offers free dental screenings to Special Olympics athletes. Special Smiles examinations have found that a large percentage of Special Olympics athletes in the U.S. are unaware of the condition of their oral health.

- 47% have gingival signs
- 25% have untreated tooth decay
- 9% received an urgent dental referral
- 12% have mouth pain

This past June during the 2019 State Summer Games at UNH in Durham, Special Olympics New Hampshire (SONH) provided Healthy Athletes screenings. There were 800 athletes competing in the 2019 games and approximately 100 underwent a free Special Smiles screening. The screening program is led by Adam Wolff, DDS, of Salem, New Hampshire. He started volunteering with Special Olympics in Texas as a dental student 20 years ago. He's been in the Granite State for 15 years working with SONH. Dr. Wolff is supported by a team of about 30 professionals, including other dentists, dental hygienists, and some dental hygiene students from NHTI.

The 2019 State Summer Games also served as the kick-off of the 50th anniversary celebration of Special Olympics in New Hampshire. That celebration continues through the 2020 State Summer Games.

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Dr. Wolff says that athletes' dental care falls into one of three categories: maintenance and regular care, minor problems and those who need urgent care. On average, Dr. Wolff says 3-5 athletes per year will need urgent care. Dr. Wolff has developed a statewide network of providers that he refers athletes to when necessary. "Basically, we like to be sure that every athlete has a dental home" he says. "The athletes come from all over the state and there were some places where dental care was an hour drive or better. In the past 10 years, that access has really improved" according to Wolff.

The 2020 State Summer Games return to UNH June 5 and 6. The Healthy Athletes program, including Special Smiles will once again be offered on Saturday, June 6. More information about Special Olympics New Hampshire can be found online at www.SONH.org.

Dental Office Deals!

Dental Office Deals is an exclusive benefit for Delta Dental network dentists. We are excited to offer our participating dentists the opportunity to save on everyday expenses. Some of the offerings include savings on cellular service, office and dental supplies, dental instruments, free online CE courses, and much more!

The free online CE courses are offered through Proctor & Gamble at no cost to dentists, dental assistants, hygienists, and front office staff. Featured here is the newest free online CE course by Vermont periodontist, Nevin Zablotsky, DMD, titled, "Tobacco and Nicotine Products: The Times They Are A'Changing." One CEU will be awarded. To access this free webinar, please click on the following link: www.dentalcare.com/en-us/professional-education/ce-courses/ce606.

Visit the Delta Dental website, www.deltadental.com, and log in through the dentist portal. Select the link for Dental Office Deals at the bottom of the left hand column for more information on the Dental Office Deals available!

Accepting New Patients?

The Affordable Care Act (ACA) and Medicare Advantage regulations and guidance require all carriers participating in federal health care programs, including Northeast Delta Dental, to indicate in their provider directories if participating providers are not accepting new patients.

If one or more dentists in your office are not accepting new patients, please notify Provider Services immediately, via email at providerservices@nedelta.com. Please include the name of the dentist(s) and practice address in your notification. If at a later date the identified dentists begin accepting new patients, or if other dentists stop accepting new patients, please promptly



Pictured from left to right are Tricia Coates, Lund Interim Executive Director; Stacy Plourde, RDH; and Dr. Susan Grimes.

Dr. Susan Grimes Honored for 35 Years of Participation with Northeast Delta Dental

On Friday January 17, 2020, Stacy Plourde, RDH, Oral Health and Wellness Specialist, had the pleasure of celebrating Dr. Susan Grimes' 35 years of participation with Northeast Delta Dental. At Dr. Grimes' request, Northeast Delta Dental donated \$350.00 to Lund in her honor.

Lund believes all children deserve love, and that strong families and supportive communities provide that love. Services provided include adoption, clinical treatment, and child and family services. Lund was founded in 1890 as "The Home for Friendless Women". Over the past 130 years, they have assisted with the most pressing needs of women, children, and families in all 14 counties of Vermont.

Dr. Grimes and Stacy toured part of the facility and viewed photos from their Project Family, a program for adoption of older children. Project Family is a collaborative partnership with the Department of Children and Families (DCF) of Vermont. Photos and a brief introductory bio of children waiting for their forever home are featured on the DCF website. This is a great way for prospective families to learn about a child and then follow up with the case worker listed. The facility also houses a child care center and a high school program, where pregnant students can complete their high school education.

advise us of this change. Any dentist who previously notified us that he/she is not accepting new patients will continue to be listed as such in our directory until we are notified of any change.

Thank you for your assistance in keeping our dentist directory up-to-date, and in compliance with federal requirements. If any other important information has changed, such as your office address or phone number, please notify us immediately. Please contact our Provider Services department at 1-800-537-1715, extension 1100 with any questions.

Northeast Delta Dental Clinical Documentation Requirements

Quality radiographs and legible written documentation are necessary to make an accurate benefit determination. On occasion, Northeast Delta Dental's professional reviewers will request diagnostic or post-operative radiographs concerning other procedures, not listed below, to assist them in their benefit determinations. ***ONLY clinical notes are acceptable legal documentation for clinical review.***

The following procedures routinely require submission of a pathology report for benefit determination purposes:

- D0472 Accession of tissue, gross examination, preparation & transmission of written report
- D0473 Accession of tissue, gross & microscopic examination, preparation & transmission of written report
- D0474 Accession of tissue, gross & microscopic examination, including surgical margins, preparation & transmission of written report
- D0475 Decalcification procedure
- D0476 Special stains for micro-organisms
- D0477 Special stains, not for micro-organisms
- D0478 Immunohistochemical stains
- D0479 Tissue in situ hybridization, including interpretation
- D0480 Accession of exfoliative cytological smears, microscopic examination, preparation & transmission of written report
- D0481 Electron microscopy
- D0482 Direct immunofluorescence
- D0483 Indirect immunofluorescence
- D0486 Accession of transepithelial cytologic sample, microscopic examination, preparation & submission of written report
- D0502 Other oral pathology procedures, by report
- D7285 Biopsy of oral tissue - hard
- D7286 Biopsy of oral tissue - soft
- D7288 Brush biopsy - transepithelial sample collection

Upon request, crowns, onlays, fixed partial dentures, and fixed implant prostheses require submission of photos (if available), clinical notes, and radiographs. Upon request, claims for surgical extractions require submission of radiographs and clinical notes.

The following procedures routinely require submission of clinical notes, diagnostic radiographs, and periodontal charting for benefit determination purposes:

- D4210 Gingivectomy or gingivoplasty - per quadrant
- D4211 Gingivectomy or gingivoplasty - per quadrant - one to three teeth
- D4240 Gingival flap procedure, including root planing - per quadrant
- D4241 Gingival flap procedure, including root planing - per quadrant, one to three teeth
- D4260 Osseous surgery (including flap entry and closure) - per quadrant - four or more teeth
- D4261 Osseous surgery (including flap entry and closure) - per quadrant - one to three teeth
- D4263 Bone replacement graft - first site in quadrant
- D4264 Bone replacement graft - each additional site in quadrant
- D4341 Periodontal scaling and root planing per quadrant - four or more teeth
- D4342 Periodontal scaling and root planing per quadrant - one to three teeth
- D4274 Distal or proximal wedge

The following procedure routinely requires photos (if available), diagnostic radiographs, and clinical notes. Procedure is not covered when performed on the same date of service as a crown or restoration:

- D4249 Clinical crown lengthening - hard tissue

The following procedures routinely require photos (if available), clinical notes, and periodontal charting, for benefit determination purposes:

- D4270 Pedicle soft tissue graft
- D4273/D4283 Autogenous connective tissue graft
- D4275/D4285 Non-autogenous connective tissue graft
- D4276 Combined connective tissue graft
- D4277/D4278 Free soft tissue graft

The following procedure routinely requires submission of clinical notes and diagnostic radiographs for benefit determination purposes:

- D7251 Coronectomy - intentional partial tooth removal

The following procedures routinely require photos (if available), arch, and clinical notes that include a diagnosis and notation that patient was referred by a physician:

- D7960 Frenulectomy
- D7963 Frenuloplasty

Service Calls Available

Do you have new business office staff? Do you have questions about Northeast Delta Dental's policies or your participation? Our Professional Relations Specialists, Carin Azarian-Fritzche and Giselle Rodriguez, would be happy to visit your office at your convenience to meet with you and your team. They both have previous dental office experience, which gives them a good perspective on your day-to-day challenges. Please contact Carin or Giselle at 1-800-537-1715 to schedule your free service call!

Thank you for your continuing participation with Northeast Delta Dental!

Annual Membership Meetings

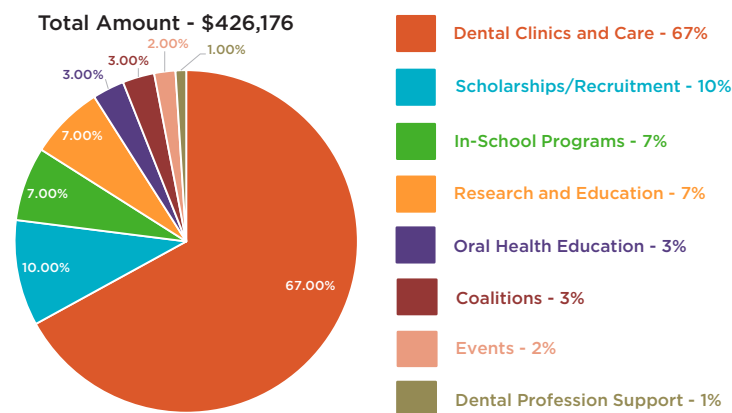
Delta Dental Plan of Vermont will hold its 2020 Annual Membership Meeting on **Friday, April 3, 2020 starting at 12:00 noon** at The Essex, Vermont's Culinary Resort & Spa, 70 Essex Way, in Essex, Vermont. The meeting will be held in conjunction with a clinical seminar sponsored by the Vermont State Dental Society.

Delta Dental Plan of New Hampshire will hold its 2020 Annual Membership Meeting on **Friday, April 10, 2020, starting at 12:00 noon** at the Courtyard by Marriott's Grappone Conference Center, 70 Constitution Avenue, in Concord, New Hampshire.

New 2020 ADA CDT Procedure Codes Friendly Reminder

Please be sure to submit claims for the new codes, beginning with dates of service of January 1, 2020, and please don't submit claims for the deleted codes with dates of service on or after January 1, 2020. Your claims will be returned to your office for resubmission with the correct codes for the dates of service involved. This will unnecessarily delay processing of your claims.

Also, you will find the standard processing policies for all the current procedure codes in the updated 2020 Northeast Delta Dental Dentist Handbook, posted on the log in page of our Provider portal.



Northeast Delta Dental Foundation

In 2019, the Northeast Delta Dental Foundation awarded more than \$616,000 in grants to improve oral health care access and education throughout Maine, New Hampshire, and Vermont.

New Participating Dentists

We are pleased to announce that the following dentists have joined Northeast Delta Dental's networks in New Hampshire, Vermont, and Maine:

New Hampshire

Alexis Hallissey, DMD
 Andrew Locke, DMD
 Annie Le, DMD
 Khalid El-Shewemi, DMD
 Marie Omeler-Emile, DDS
 Lucas Patrick, DMD
 Maryssa Allen, DMD
 Elle Donnelly, DMD
 David Entezari, DMD
 Mark Stevens, DMD
 Elena Lazari, DMD
 Nailah Tillman, DDS
 Priscila Dal Seco, DMD
 Roland Bryan, DDS
 Lauren Baratta, DMD

Maine

Kaiser Ahmed, DDS
 Samar Shaik, BDS
 Anthony Liberatore, DMD
 Anuja Doshi, BDS
 Jameson Hardy, DMD
 Brendan Hallissey, DMD
 Ali Yazdani, DDS
 Caitlin Kauffman, DMD
 Stephen Sozanski, DMD

Vermont

Samuel Korkis, DDS
 Lynn Duboff, DMD
 David Bogacz, DMD
 Mahmoud Eldafrawy, DMD
 Catherine Rode, DMD



Let Us Know About Office Changes or Updates

In order for Northeast Delta Dental to provide you with our best service and accurate claims processing, we must have accurate information in our system. This also allows us to provide our subscribers, who are seeking services from Delta Dental Participating Providers, with accurate information on our online Dentist Search.

We would like to remind you to notify us when there are any provider and/or office changes or updates, including but not limited to:

- A provider joining or leaving an office
- Retirement
- Tax ID changes
- Closing of an office or practice
- Sale or purchase of a practice
- New and/or change of physical or payment address(es)
- New and/or change of phone number(s)
- New and/or change of NPI information
- License status updates
- Changes to status of accepting/not accepting new patients

If a dentist has left the practice, please don't forget to remove his/her name which may remain as the default practitioner for a patient in your Practice Management System.

Thank you for your assistance in keeping your provider records accurate with us. If you would like to notify us of any changes, or have any questions regarding this request, please contact the Provider Services department at 1-800-537-1715, extension 1100.

Announcing the New Health *through* Oral Wellness® (HOW®) Incentive Program!



Northeast Delta Dental is pleased to announce a new cash incentive program for our participating dental offices that perform an annual PreViser® risk assessment for their Northeast Delta Dental patients in 2020. The incentive payment is in addition to the regular claim payments.

- To qualify for an incentive payment, the participating dental office must perform a PreViser® risk assessment on at least 50% of their Northeast Delta Dental members who receive services during 2020.
- Incentive payments will be determined based on the number of PreViser® risk assessments completed **by the office location** during the year.
- The procedures submitted on the claims and the risk assessments must be performed and completed in 2020.
- The incentive amount will be:
 - Dependent on whether a specific office qualifies or not for the incentive payment
 - Dependent on how many risk assessments are submitted overall
 - Dependent on how many Northeast Delta Dental members that any one specific office has as patients
- Claims with dates of service in 2020 must be submitted no later than February 28, 2021 in order to be counted.
- The awards will be distributed at the end of the first quarter of 2021.

Northeast Delta Dental wants to thank and reward our member dentists for performing the PreViser® risk assessments to help promote the HOW® program to our covered members.

If you have any questions regarding the HOW® Incentive Program, please go to www.nedelta.com/Providers/HOW-Incentive-Program for more details, or if you prefer, you can contact Provider Services at 1-800-537-1715, extension 1100.

Everyone deserves a healthy smile—and with your help, we can make that a reality.