

**Winter 2021**News for the  
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# Incisor

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## Changes to Medicare Advantage / Martin's Point Generations Advantage (MPGA)

Did you know that now, Premier-only and PPO network providers who have not opted out of Medicare can be reimbursed for covered services provided to members of Martin's Point Generations Advantage (MPGA), group number 60995?

As of January 1, 2021, MPGA members enrolled in group number 60995 now have benefits for covered services provided by Premier-only providers who have not opted out of Medicare, as well as PPO providers who have not opted out of Medicare. Prior to January 1, 2021, MPGA members enrolled in group number 60995 only had benefits for covered services provided by Delta Dental PPO network providers.

MPGA members enrolled in group number 62923 will continue to have benefits for covered services provided by both Premier-only and PPO providers who have not opted out of Medicare.

Unlike medical providers who are reimbursed at set Medicare fees, Delta Dental participating providers will be reimbursed from the Maximum Allowable Charges (MAC fees) associated with their participation agreement. Providers participating in the PPO network will be reimbursed from the PPO fee schedule, and Premier-only providers will be reimbursed from the Premier MAC fee schedule. Because providers who belong to the Premier and/or PPO networks agree to accept their contractual fees as payment in full, they have also agreed not to bill MPGA members any difference in their regular office fees and their contractual fees.

A common misconception is that providers must enroll in Medicare to treat Medicare Advantage/MPGA patients. You may accept and treat Medicare Advantage/MPGA patients without enrolling in Medicare. However, providers who have opted out of Medicare will not be reimbursed by Northeast Delta Dental if they treat Medicare Advantage/MPGA patients. If you choose to opt out of Medicare, you must submit an opt-out affidavit to CMS/Medicare directly. By opting out of Medicare, providers have decided not to provide services through the Medicare program (which includes a Medicare Advantage program) and not bill for any services or supplies they provide to any Medicare patient for a period of at least two years, unless there is a written agreement between the provider and the patient wherein the patient agrees to be responsible for any charges.

Since 2013, Northeast Delta Dental has been the dental benefits administrator for Martin's Point Generations Advantage (MPGA) for their highly-rated Medicare Advantage plan that has members throughout Maine and New Hampshire.

If you have any questions about the reimbursement for services provided to members of Martin's Point Generations Advantage (MPGA), please contact our Customer Service department at 1-800-832-5700.

## PPE Safety Net Products

As part of our continuing efforts to support dental teams during these challenging times, Northeast Delta Dental has developed a safety net for Personal Protective Equipment.

The items are as follows and are being provided at our cost.

- N95 masks at \$5 per mask
- KN95 masks at \$1.50 per mask
- Nitrile gloves at \$17 per box of 100 (delivery expected the first week of March)
- Multi-purpose wipes at \$5 per package of 50 (75% alcohol)

Northeast Delta Dental makes no representations or warranties about these masks. Northeast Delta Dental does not represent or warranty that the use of the distributed masks will prevent infection, disease, immunity, or other prophylactic effect against coronavirus, COVID-19, or other disease.

The **ADA Interim Mask and Face Shield Guidelines** advise practitioners to use the best PPE available when treating patients. The Guidelines indicate that this may include KN95 masks. But neither these Guidelines nor the fact that Northeast Delta Dental is providing PPE should override or replace your own clinical judgment.

You are the final arbiters of what PPE and processes will best protect you, your staff, and your patients. You can decide whether and how to use the masks we are distributing based on your experience and professional judgment.

Please contact Laureen Drolet at [LDrolet@nedelta.com](mailto:LDrolet@nedelta.com) for more information or to obtain a PPE order form.

## Friendly Reminder - CDT 2021 Code and Policy Changes

As of January 1, 2021 the American Dental Association's (ADA's) procedure code changes are in effect. There are associated changes to Northeast Delta Dental policies that are also effective January 1, 2021. There 28 new codes, and four (4) deleted codes that have been replaced by several of the new codes. Many of the new codes further define existing procedures.

Please be sure not to submit claims for the new codes with dates of service prior to January 1, 2021, and please don't submit claims for the deleted codes for dates of service on or after January 1, 2021. Your claims will be returned to your office for resubmission with the correct codes for the dates of service involved, unnecessarily delaying the processing of your claims.

All of the CDT 2021 Code and Policy Changes were published in the Fall/November 2020 issue of the Incisor newsletter, and are posted on the public side of the Northeast Delta Dental provider website at [www.nedelta.com](http://www.nedelta.com).

**General Policy – please note this policy is already in place, but bears repeating because there still seems to be some confusion in its relationship to PPE. ANY charges related to office overhead, including infection control/PPE, are included in the fee for the dental services provided. Separate fees are not billable to the patient.**

## Dental Continuing Education Courses Offered at NHTI

New Hampshire's Technical Institute (NHTI) is committed to strengthening professional and personal skills through their Business Training Center (BTC). Currently, there are several Dental Continuing Education courses available, and the list continues to grow! Please note the details of instructional method – in response to COVID-19, NHTI has updated course offerings with several online components to meet the needs of our clients and adhere to protocols.

- **OSHA Update for the Dental Team** with Lisa Scott on Campus Clinic, March 16th from 5:30-8:30 PM; 3.5 CEUs.
- **Monitoring Nitrous Oxide Use (Hybrid)** with Stephen Hoffman, DMD and Katrina Magee, Online portion of the course opens April 17th and assignments are to be completed prior to in-person learning on Campus Clinic on May 1, 2021 from 8:30 AM to 1:30 PM; 6 CEUs for entire course.
- **New! Infection Control Recertification** course is now offered as a 100% self-paced online course that runs every other month. This course fulfills the New Hampshire dental infection control requirements for certification and license renewal.

**Are there employees in your office who wish to expand their dental hygiene and dental assisting roles?!** NHTI offers a continuing education course series for dental hygienists desiring to become a NH Certified Public Health Dental Hygienist (CPHDH). In addition, NHTI's Expanded Functions Dental Auxiliary (EFDA) program is back with a new cohort starting in February. Upon completion of this program, EFDA graduates will be qualified to place, contour and adjust direct restorative materials within the oral cavity in accordance to the NH Board of Dental Examiners.

To find a full list of Dental Continuing Education courses at NHTI's BTC, or for more information on their CPHDH and EFDA programs, please visit: <https://www.nhti.edu/workforce-training/business-industry-training/>



## Overcoming Barriers to Protecting Children from Abuse

Prevent Child Abuse Vermont is holding a free virtual training session, "Overcoming Barriers to Protecting Children from Abuse" on Tuesday, May 4 from 3:30 to 5:00 pm. This training is pertinent to dental professionals in Maine and New Hampshire, as well as Vermont.

Please click on the following link to register for the training:

<https://us02web.zoom.us/meeting/register/tZMtfuuoqTguH9bpeXInUaMu8dkNPsBouL6W>

Watch your email for invitations from Tom Raffio to the meeting as the date approaches!

## \$60,000 Grant from Northeast Delta Dental Foundation Brings Dental/Oral Health Program To Children Statewide

### *Funds Awarded to Vermont Head Start Association Tooth Tutor Program*

The Northeast Delta Dental Foundation recently awarded a \$60,000 grant to the Vermont Head Start/Early Head Start programs to support the Vermont Head Start Association Tooth Tutor program. The grant period will operate through September 30, 2021. For ten years, the Northeast Delta Dental Foundation and Delta Dental Plan of Vermont have provided financial support to the Tooth Tutor program.

The Tooth Tutor program improves oral health outcomes for children from low-income families served by Head Start registered dental hygienists, aka "Tooth Tutors." The Tooth Tutors work with Head Start children and families to assist in locating dental homes for children, provide oral health activities that help children become comfortable going to the dentist, allay parents' concerns or anxieties around going to the dentist and work with local dental practices to help expedite dental exams and treatment for Head Start children. The program is now available virtually due to COVID-19.

"When the pandemic started, there was no access to dental and oral care," said Kim Hartling-Welles, a Tooth Tutor with Head Start. "Families have reached out for care; and, through Head Start, we are able to visit with them using Zoom. I met virtually with one family who had concerns that their child's tooth decay was progressing. We were able to figure out why. Now we are again able to refer children to dentists so they can receive ongoing care. We are still making an impact despite the challenges of COVID-19."

Northeast Delta Dental's Director of Marketing & Communications, Kathleen Walker, APR, said, "It's crucial that young children be trained early to take good care of their teeth and gums, because oral health is such an important component of overall health and wellness. We appreciate the opportunity to fund a program that reaches out to young children and their families, teaches them about oral health and makes sure they are connected to dental offices to receive ongoing care."

Paul Behrman, Director of Champlain Valley Head Start and Chair of the Vermont Head Start Association (VHSA), said, "Oral health care for young children—especially those from families with low income—continues to be an issue in Vermont. VHSA is delighted that the Northeast Delta Dental Foundation continues to fund this critically important oral health program that has such a positive impact on the health of children served in Vermont's Head Start programs."

The Northeast Delta Dental Foundation has supported organizations and initiatives in Maine, New Hampshire and Vermont that provide oral health education and dental care to uninsured and underserved people for twenty-five years. It is a philanthropic arm of Northeast Delta Dental, advancing its oral health and overall wellness mission and underscoring its belief that everyone deserves a healthy smile.

Vermont Head Start Association is comprised of the seven regional Head Start programs in the state of Vermont. VHSA's vision is to engage parents, partners, the public and lawmakers to achieve the highest quality early learning for young children through professional development of the workforce, collaboration with our partners and advocacy for high-quality programs for children, birth to five years old, and their families.

Champlain Valley Head Start (CVHS) provides high-quality services that help children and families thrive and reach their full potential. CVHS serves pregnant women, children ages birth to five years and their families. CVHS offers center-based and Home-Visiting early education and preschool to eligible families throughout Chittenden, Franklin, Grand Isle and Addison Counties. All Head Start program options provide information, resources and referrals regarding the full array of early education, health, parenting, family service supports and services to children with special needs.

## Submitting Accurately for Ancillary Services

We are seeing a growing trend of two claims being submitted for the same date of service that is causing delays in processing, and inaccurate processing and benefit determinations. Please submit one claim for treatment provided on the same date of service in your office.

Some patients have office visit copayments, and inaccurately submitting two claims causes two office visit copayments to be taken for the same date of service.

Often, the scenario for this billing issue is that one claim is submitted for an evaluation by one dentist in the office, and the ancillary services are submitted under the name and license number of another dentist in the office.

Northeast Delta Dental's policy regarding claims for ancillary services is outlined in our Dentist Handbook on page 52, and states:

3. Consistent with applicable state law and Northeast Delta Dental policy, the dentist who most recently performs an oral evaluation and prepares a treatment plan, is the provider of record and shall be listed as the treating dentist on the claim

submission under whose license and participation status (Premier or PPO/Premier) the evaluation and all prescribed procedures performed by ancillary staff shall be billed.

For your reference, the link to the Northeast Delta Dental Dentist Handbook is found on the log-in page of our provider website on [www.nedelta.com](http://www.nedelta.com).

This policy is consistent with Maine, New Hampshire and Vermont law in that the dentist who prescribes and supervises the work performed by the ancillary staff, is the supervising dentist. Please be advised that claims for ancillary services must be billed under the supervising dentist's name and license number, which must be listed as the treating dentist on the claim form. To do otherwise is a violation of the Participating Agreement and state law. Failure to submit claims under the name and license number of the treating dentist could result in actions up to and including termination of your participating status with Northeast Delta Dental.

Please contact our Professional Relations department at 1-800-537-1715, should you have any questions regarding this policy.

## Congratulations and Many Thanks to Our Participating Providers!!

Did you know that Northeast Delta Dental honors our participating providers for their longevity in our networks? Personalized certificates, suitable for framing, are awarded to dentists reaching their five, ten, fifteen and twenty year anniversaries. Dentists who have reached their 25 year anniversaries are gifted with silver and black glass plaques, engraved with their names. Thirty year anniversaries are recognized with clear glass plaques, engraved with their names.

Dentists attaining 35 years of participation are given the option of a \$350.00 donation in their name to a charity of their choice, while 40 year anniversaries are recognized with the same choice for \$400.00, and 45 years for \$450.00. Dentists who have participated with us for 50 years - Yes!! 50 years!! - are awarded with a hand-crafted Simon Pearce glass plaque, with personalized gold engraving.

Each year, we track the dentists who have reached these milestones, and distribute the congratulatory awards on a monthly. We contact the dentists reaching significant milestones by mail to determine their choice of a charity for the monetary donations. We certainly hope that you will not miss out on this opportunity to celebrate when your participation anniversary comes around!

Please contact Santos Lara, Sr. by email at [slara@nedelta.com](mailto:slara@nedelta.com) for more information about the anniversary awards!

## New Participating Providers

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

### Maine

Jeffrey Bue, DDS  
 Timothy Kim, DMD  
 Ritika Bahri, DMD  
 Sameera Bhandari, DMD  
 Joseph Curtis, DMD  
 Kyriacos Andronikou, DDS  
 Wesley Mills, DMD  
 Hyun Kim, DDS  
 Harry Golnazarian, DDS  
 Louis Deluke, DMD  
 Michael Gillins, DMD  
 Nicholas Roy, DMD  
 James Gerweck, DMD

### Vermont

Jaspreet Grewal, DMD  
 Jeffrey Ryba, DDS  
 Gary Bedrosian, DDS  
 Pradeep Bholla, DMD  
 Leela Subhashini Alluri, BDS  
 Manu Sachdev, DMD  
 Christian Te, DMD  
 Tiffany Sreca, DMD  
 Kamleshwar Pareek, BDS  
 Lionel Vera Caraballo, DMD

### New Hampshire

Ilya Garibyan, DMD  
 Ali Yazdani, DDS  
 Gayatri Pradhan, DMD  
 Burton Rankie, DDS  
 Zahra Gulamhussein, DMD  
 Sumeen Malhotra, DMD  
 Alphonse Homicz, DDS  
 Ryota Kikuchi, DMD  
 Khaled Shaikhi, DMD  
 Kent Horsley, DDS  
 David Najem, DDS  
 Fan Yang, DDS



## 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

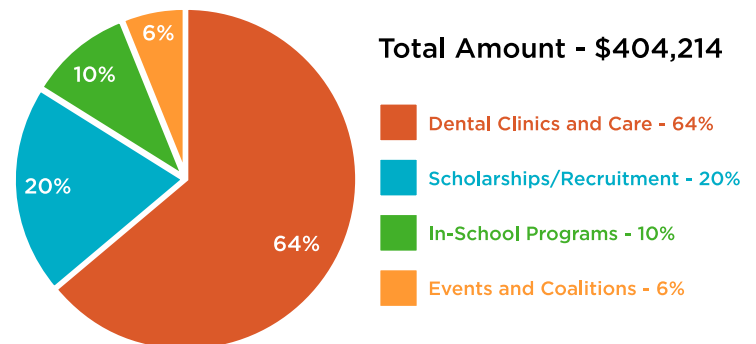
If a provider has left the practice, please remember to remove his/her name which may remain as the default practitioner for a patient in your Practice Management System.

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.

## 2020 Northeast Delta Dental Community Support

Our mission-sensitive philanthropy is fulfilled through the Northeast Delta Dental Foundation. The Foundation utilizes its resources to support oral health initiatives throughout Maine, New Hampshire, and Vermont through a grant application process. In 2020, our Foundation giving total was more than \$400,000.

In addition, Northeast Delta Dental supports organizations and initiatives important to the communities throughout our three states through a corporate grant application process.



**Total Amount - \$404,214**