

# The Incisor

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News for the  
Dentist and Staff

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## Partnering with Tri-State Dental Societies for New Dividends for Dentists Offer

The incredibly rapid pace of change in medical treatment combined with the constant introduction of new prescription drugs, over-the-counter medications, and herbal supplements create a daunting challenge for the practicing dentist to keep up with the potential side effects and interactions that can affect our patients and the quality of care we provide.

**Lexi-Comp**, the leading name in medication management in medicine and dentistry, has teamed up with Northeast Delta Dental, Maine Dental Association (MDA), New Hampshire Dental Society (NHDS) and Vermont State Dental Society (VSDS) to provide an unprecedented special offer through Northeast Delta Dental's Dividends for Dentists<sup>SM</sup> program on its comprehensive online medication management system designed exclusively for dentists. Lexi-Comp provides the busy practicing dentist with the tools to effectively manage the medical and pharmacologic aspects of patient care with up-to-the-minute drug information, dental alerts on drug interactions and complications, dosing information, and patient education.

All MDA, NHDS, VSDS members, and Northeast Delta Dental participating dentists will have access to this highly valuable clinical service absolutely free for six months if you enroll any time during 2010. At the end of the trial period, MDA, NHDS, VSDS members, and Northeast Delta Dental participating dentists will have the opportunity to continue their Lexi-Comp subscription at over 50% off of the standard subscription price. Current subscribers are also eligible to take advantage of this special offer.

To make this offer even better, all MDA, NHDS, and VSDS members may take advantage of this offer even if they are not currently members of the Delta Dental network.

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## We Need Your Feedback!

Recently, Northeast Delta Dental received a suggestion from some participating dental office personnel for which we would like some additional feedback. The suggestion was to sort the Claim Summary that is generated along with the bulk check payment to list all claims for which there was a payment separately from the list of patients for whom there was no payment. The thought was that sorting the information in this way would make posting the payments easier and quicker. We'd like to know your thoughts on this suggestion, so please contact Provider Services at 1-800-537-1715, extension 1100, who will tally the results. If the results are favorable, we will add this suggestion to our project list and notify you when it is implemented. Thank you.

## Northeast Delta Dental Receives The Psychologically Healthy Workplace Award

Northeast Delta Dental is a proud recipient of the Psychologically Healthy Workplace Award in New Hampshire, and we have also been nominated for national recognition. The Psychologically Healthy Workplace Awards are designed to recognize organizations for their efforts to foster employee health and well-being while enhancing organizational performance.

Since 1999, Psychologically Healthy Workplace Awards have been presented to organizations by state, provincial, and territorial psychological associations with support from the American Psychological Association. The award program highlights a variety of workplaces, large and small, profit and nonprofit, in diverse geographical settings. Applicants are evaluated on their efforts in the following five areas:

- ◆ Employee Involvement
- ◆ Work-Life Balance
- ◆ Employee Growth and Development
- ◆ Health and Safety
- ◆ Employee Recognition

Northeast Delta Dental was chosen based on an application we submitted, anonymous employee surveys administered a few months ago to employees at random, and a tour and site visit in which some employees participated.



**Left to Right:** Tom Raffio, Scott Lavallee, Tim Dutil, Jodie Hittle, Jim Howe

## Annual Golf Tournament Raises Nearly \$10,000 for Northeast Delta Dental Foundation

The 12th Annual Dr. Thurston Carpenter Memorial Golf Tournament was a great success. The weather couldn't have been better! With thanks to the participants and our sponsors, the tournament raised nearly \$10,000 for the Northeast Delta Dental Foundation for dental hygiene scholarships at New Hampshire Technical Institute.

Congratulations to the winning team, Delta Dental of Maine, consisting of Jodie Hittle, Tim Dutil, Jim Howe and Scott Lavallee!

Although there was no hole-in-one for the new Volvo XC60 supplied by Loving Volvo of Concord, Nashua, and Meredith, New Hampshire, there was a hole-in-one on #14 by Will Jandl, who won a Yamaha Golf Car.

Mark your calendars for next year's tournament, which will be held at the Mount Washington Resort in Bretton Woods, New Hampshire, on Friday, September 24, 2010. We look forward to a day of golf and camaraderie next year at the Mount Washington Resort.

### Upcoming Holidays

Thanksgiving	Thursday, November 26, and Friday, November 27, 2009
Christmas	Friday, December 25, and Monday, December 28, 2009
New Year's Day	Friday, January 1, 2010



### Meet the Consultants

Richard A. Berryman, DDS, grew up the migratory son of a career US Air Force officer and attended 17 different schools in the Mid-Atlantic, Southeast US, and Europe by the time he graduated from the University of Maryland, Baltimore College of Dental Surgery, in 1972.

He completed a General Practice Residency at the Wilmington Medical Center (Delaware) and served two years active duty in the USAF at Loring AFB, Limestone, Maine.

Dr. Berryman moved to Concord with his wife, Connie, and two daughters, Jennifer and Alisa in 1975 and was in private practice until August of 2008. He currently practices part-time at the Amoskeag Urgent Care Practice and the Valley Street (Hillsborough County) Jail in Manchester.

Dr. Berryman is the Past-President of the Concord Dental Society (1986), NH Dental Society (2000-2001), the Concord Rotary Club (1988), the Friends of the Concord Public Library (1980-81 and its Treasurer from 1982-1990) and the New England Dental Society (1986-87 and has also served this Society as its Secretary, Editor/Historian and current Treasurer over the past 32 years on its Board), the Lake Winnepocket Conservation Association (1995-1999) and chaired the Peer Review Committee of the Concord Dental Society (1982-1991) and two terms on the NHDS Peer Review Council (1983 and 1988). He represented the ADA 1st District on the ADA's Council on Dental Practice (2001-2005) and in May finished four years as Secretary/Treasurer of the NHDS and was awarded the MacRury Award (the NHDS's Highest Award of Merit for service to the dental profession).

Dr. Berryman currently serves on the local Boards of the Concord Sealant Coalition and the Concord Country Club.

Rich and Connie reside in Concord and recently completed a dental mission to Danli, Honduras. They love spending time with their three granddaughters and one grandson.

## Long-time Participants Recognized

Professional Relations personnel were pleased to present the many 35-year recognition awards this past quarter.

We congratulate all these hard-working dentists and thank them for their long-time participation with Northeast Delta Dental!



35-year clock presented to  
**Lary Burleigh, DMD**, of Hooksett, NH



35-year clock presented to  
**Gary Fessler, DDS**, of Bangor, ME



35-year clock presented to  
**James Ferraiolo, DMD**, of Salem, NH



35-year clock presented to  
**John Burke, DMD**, of Londonderry, NH



35-year clock presented to  
**Charles Zois, DDS**, of Sanford, ME



35-year clock presented to  
**Carlton Mabee, DDS**, of Sanford, ME



35-year clock presented to  
**Raymond Beaudoin, Jr., DDS**, of Sanford, ME

Not pictured, but also honored were **Richard Yeaton, DDS**, of Portsmouth, NH, and **Ronald Hrinda, DMD**, of Derry, NH, each for his 35 years of participation, and **G. Fred Wilkins, DDS**, of Derry, NH for his 40 years of participation.

## Standard Date of Incurred Liability Policy

The date of incurred liability refers to the date a service is subject to the applicable deductible, co-payment percentage, maximum benefit, and limitations. The total cost of the service is applied to the coverage period during which the service is incurred, irrespective of the coverage period in which the service is completed.

Northeast Delta Dental's billing procedures for multi-visit services require that the claim be submitted upon completion of the service, using the list below as a guide for the date of service. Co-payments and deductibles may be collected from the patient at the initial visit.

Delta Dental's date of incurred liability for multiple visit procedures is as follows:

- (i) **Restorative Crowns and Onlays** — Total cost for crowns and onlays shall be incurred on the date that the tooth is prepared.
- (ii) **Fixed Partial Dentures (abutment crowns and pontics)** — The total cost for fixed partial dentures shall be incurred on the date that the teeth are prepared to receive said appliance.
- (iii) **Removable Complete and Partial Dentures** — Total cost for removable complete and partial dentures shall be incurred on the date that the final impressions are taken for said appliance.
- (iv) **Endodontics** — Total cost for endodontic treatment shall be incurred when the pulp chamber of the tooth is opened.
- (v) **Implant Body** — Total cost for the implant body, including healing cap, shall be incurred on the date of surgical placement.
- (vi) **Implant Prosthetics** — Total cost for the prosthetic portion of an implant shall be incurred on the date the final impression is taken for said appliance.
- (vii) **Orthodontics** — Total cost for orthodontic treatment shall be incurred on the date the initial bands, or a segment thereof, or a device, is placed in the patient's mouth.

## Welcome to 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

Mark Carreira, DDS  
 Stephen Sozanski, DMD  
 Harvey Holste, DDS  
 Meera Sharma, DMD  
 James Helmkamp, DDS  
 Jeremy Jones, DMD  
 Gaston To'olo, DMD  
 Ronald Smith, DMD  
 Bryan LeClerc, DDS  
 Jessica Scheumann, DDS  
 Rohini Singh, DMD  
 Eugene Kim, DDS  
 Anne Meeuwsen, DDS  
 Daniel Meeuwsen, DDS  
 Douglas Delli Colli, DMD  
 Tina Kell, DDS  
 David McMillan, DDS  
 Brian Boynton, DMD  
 Jennifer Fultz, DDS  
 David Wicks, DDS  
 Michael Cwiklinski, DMD  
 Dorina Kramer, DDS

### New Hampshire

Courtney Dressler, DMD  
 Keith Dressler, DMD  
 Dave Pak, DMD MD  
 Rebecca Groves, DMD  
 Emily Van Heukelom, DDS  
 Sameer Dogra, DMD  
 Jason Raynor, DMD  
 Mark Abel, DMD MD  
 Stephanie Lee, DMD  
 Hillary Rosse, DMD  
 Ritu Punia, DMD  
 Janet Krefting, DDS  
 Julia Barnard, DMD  
 James Rochefort, DMD  
 Madhavi Vangala, DMD  
 Gregory Joseph, DMD  
 Andrew Albee, DMD  
 Sirisha Muppidi, DMD  
 Geetika Rastogi, DMD

### Vermont

Teresa Monzon, DDS  
 Brooke Blicher, DMD  
 Gaurav Malik, DMD  
 Patricia Lukasavage, DDS  
 Lance Smagalski, DDS

## 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.



## Back By Popular Demand!

Based on feedback from you and your staff, Northeast Delta Dental is pleased to announce our popular desk calendars are back! As part of our corporate "green initiative," they will be printed double-sided for 2010 and 2011 and on recycled materials. We are proud to announce the calendar's beautiful photographs of northern New England were taken by our talented employees. We look forward to printing and distributing the calendars to each participating office in December, and we hope you will enjoy them.

**ATTENTION OFFICE STAFF**  
**Important Insurance Information**

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