

**Spring 2009**News for the  
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# The Incisor

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## Northeast Delta Dental Survey Focuses on Medical and Dental Collaboration

Northeast Delta Dental recognizes the importance of oral health as a component of whole body health. A growing body of scientific evidence supports links between periodontal disease and a range of systemic conditions including diabetes, cardiovascular disease, and pre-term, low birth-weight infants. Conversely, medical conditions such as diabetes and dry-mouth, secondary to systemic medications, can dramatically affect the occurrence and severity of periodontal disease and caries. Northeast Delta Dental believes that improved collaboration between medical and dental practitioners has the potential to produce better oral and systemic healthcare outcomes for many patients.

To gain an understanding of the opportunities and barriers to collaborative management of patients, Northeast Delta Dental is currently working with the New Hampshire, Maine, and Vermont dental societies to conduct a survey of members to learn about their knowledge, attitudes, and practices related to the integration of oral health and medicine. The survey explores the role of dentists through questions about training, attitudes and clinical practices including screening for hypertension, diabetes, and oral cancer. Dentists were also asked about the role of physicians in screening for caries, periodontal disease, and oral cancer. A mirror survey will soon be sent to Northern New England physicians to see how their knowledge, attitudes, and practices compare to those of their dental colleagues. From these surveys and follow-up focus groups, Northeast Delta Dental and the dental societies hope to learn how best to facilitate a more collaborative approach to improving the whole body health of our patients.

When all surveys have been completed, Northeast Delta Dental will publish the results. If you have not already completed a survey and wish to provide your input, contact Ashley Grill, RDH at [agrill@nedelta.com](mailto:agrill@nedelta.com). If you wish to discuss oral and systemic health issues, please contact Dr. Shannon Mills at (603) 223-1321 or at [smills@nedelta.com](mailto:smills@nedelta.com).

- Shannon E. Mills, DDS, FICD

Vice President of Professional Relations and Science

## Exciting Offers From Our Dividends for Dentists<sup>SM</sup> Program

Be sure to read the enclosed flyer that lists the popular discounted offers as well as some new, exciting discounted product offerings for participating member dentists. Northeast Delta Dental is presenting a wide array of value-added products from professional services to the arts. Please visit our website, [www.nedelta.com](http://www.nedelta.com), and click on Dentists, then choose "Dividends for Dentists" for information about the offers and the ordering information. If you have any questions, please contact Melisa Porter, Professional Relations representative, at 1-800-537-1715, extension 1383.





Provider Services department (left-right: Jennifer, Tina, Siobhan, Jeanette, Kristen, Carol, Cheryl, Lucille).

## Northeast Delta Dental's Provider Services Department

The Provider Services department is responsible for maintaining dentists' records, analyzing and updating dentists' fees, and answering questions from dental offices on a wide range of issues. The department phone lines are open Monday through Friday from 8:00 am to 4:45 pm. For immediate personal assistance, please call 603-223-1100, or 1-800-537-1715, extension 1100.

**Jennifer Mullaney**, Manager, leads the Provider Services department that consists of seven employees: one Specialist, two Coordinators, three Representatives, and one NPF Coordinator. This dynamic group strives to provide excellent customer service to dentists, dental offices, and their staff members in Maine, New Hampshire, and Vermont.

**Carol Carlisle**, Specialist, keeps the department organized by processing all incoming mail, filling offices' requests for materials such as Fee Survey Forms, and assists the Executive staff in coordinating mailings to dental offices.

**Lucille Dane** and **Jeanette Lane**, Coordinators, work diligently to maintain thorough and accurate records for all dentists in Maine, New Hampshire, and Vermont. Please remember to call them if you have any changes to your office such as a dentist joining or leaving your practice, or an address or a tax identification change.

**Siobhan Droney**, **Tina Gallagher**, and **Kristen Harding**, Representatives, receive the majority of the phone calls for the department. They assist dental offices with a wide range of issues related to fees, claims, reconsiderations, and situations with other Delta Dental member companies.

**Cheryl Himes**, National Provider File (NPF) Coordinator, ensures that all records for dentists in Maine, New Hampshire, and Vermont are accurately displayed on the NPF. The NPF is a national database that all Delta Dental member companies utilize to process claims.

Our department mission is to maintain superior service and open communication between Northeast Delta Dental and dental professionals with the purpose of establishing and preserving a strong relationship with the dental community.

## Updating Your Premier Fees With Northeast Delta Dental? Here's How!

**Online Fee Submission** – The ability to update your fees online is available at [www.nedelta.com](http://www.nedelta.com). From the home page, click on the link "Access to the Provider Information Page for Registered Providers." When prompted, log in using your User ID and Password. On the next page, there is a link on the right hand side that says, "Online Fee Submission." Click on the link and follow the directions provided. The updated fees will be transmitted directly to Northeast Delta Dental for review.

**Note:** if you are not registered to use the website, click on the link "Not a registered Provider? Click here to register." This link will walk you through the registration process, which will include creating a User ID and Password.

**Download Fee Survey Forms** – The forms used to update your fees are available for printing at [www.nedelta.com](http://www.nedelta.com). There is no need to register or log into the website in order to access these forms. From the homepage, click on the option "Download Forms." On the next page, click on the link "Useful Forms for Dentists." Scroll down to the title "Fee Survey Forms," and open the link which corresponds to your specialty (i.e., General Practitioner, Oral Surgeon, etc.). Print the form, complete, and mail it to Northeast Delta Dental for processing.

**Call** – If you do not have internet access, please call Provider Services at 1-800-537-1715, extension 1100. The forms needed to update your fees can be mailed or faxed to you upon request.

The Provider Services department is here to answer any questions regarding fees Monday through Friday, 8:00 am to 4:45 pm at 1-800-537-1715, extension 1100, or 603-223-1100.

## Long-time Participants Recognized

Professional Relations and Marketing personnel were pleased to present the many 35- and 40-Year recognition awards this past quarter. Not pictured, but also honored was Dr. Ronald Szopa of Manchester, New Hampshire, for his 40 years of participation. We congratulate all these hard-working dentists and thank them for their long-time participation with Northeast Delta Dental!



Dr. Shannon Mills, Vice President of Professional Relations, presents Dr. Richard Workman with 35-Year clock.



35-Year clock presented to Dr. Philip Bretz of Rumford, ME



35-Year clock presented to Dr. Michael Guberman of Keene, NH



40-Year chair presented to Dr. Norman Proulx of Manchester, NH



35-Year clock presented to Dr. Ronald Randazzo of Pelham, NH



35-Year clock presented to Dr. Bryant Denk of Hanover, NH



40-Year chair presented to Dr. Paul Maloney of Dover, NH

## Welcome to New Participating Dentists

We are pleased to announce that the following dentists have joined our networks in Maine, New Hampshire, and Vermont during the first quarter of 2009.

### Maine

Steven Klasson, DMD  
Nicholas Roy, DMD  
Theodore Graff, DDS  
Julie Dudevair, DDS  
Kristina Lake, DMD  
Ramin Najafi, DDS  
Mindy Motahari, DMD  
David Britt, DDS

Vincent Corbett, DDS  
George Enescu, DDS  
Lisa Slaughter, DMD  
Rajani Nalla, DMD  
Praveen Govindaiah, DMD  
Tevyah Dines, DMD  
Eugene Cho, DMD  
Darren Boles, DDS

### Vermont

William Harm III, DMD  
Dennis Hiller, DDS  
Terry Venturi, DMD  
Simon Roy, DMD

### New Hampshire

Dennis Hiller, DDS  
Bryan Hiller, DMD  
Valerie Smith, DMD



## 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 a office or practice
- tax information changes
- new and/or change of 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.

**SAVE THE DATE!**  
**Golf Tournament**



**Northeast Delta Dental**  
Proudly Presents the  
**Dr. Thurston J. Carpenter**  
**Memorial Golf Tournament**

Friday, October 2, 2009  
8:30 a.m. Shotgun Start Time  
**The Ledges Golf Club, York, Maine**

Funds raised are donated to our Prevent Abuse through Dental Awareness (P.A.N.D.A.) program and scholarships for dental hygiene students.

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

Northeast Delta Dental  
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PO Box 2002  
Concord, NH 03302-2002

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