

Fall/Winter 2024-2025

News for the
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CDT 2025 code and policy changes

As of January 1, 2025, the American Dental Association's (ADA's) procedure code changes will be in effect. Associated changes to Northeast Delta Dental policies will also be effective January 1, 2025. There are ten new codes and two deleted codes.

Please be sure **not** to submit claims for the new codes with dates of service prior to January 1, 2025, and do not submit claims for the deleted codes for dates of service on or after January 1, 2025. Your claims will be returned to your office for resubmission with the correct codes for the dates of service involved, which results in unnecessarily delaying the processing of your claims.

The following are definitions of terms used in this article:

Denied/Deny: The procedure or service is not covered, and the approved amount is collectable from the patient.

Not Billable to the Patient (NBTP): The procedure is not benefited by Delta Dental nor is it billable to the patient by an in-network dentist.

General Policy: This policy is already in place, and **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.

Specialized Procedure: Describes a dental service or procedure that is used when unusual or extraordinary circumstances exist and is not generally used when conventional methods are adequate.

New 2025 standardly covered codes and standard Delta Dental processing policies

D6180 Implant maintenance procedures when a full arch fixed hybrid prosthesis is not removed, including cleansing of prosthesis and abutments. Covered benefit once every 36 months for those age 16 and above. See **Not Billable to the Patient** for more information.

D6193 Replacement of an implant screw. Covered benefit once per implant every 24 months. See **Not Billable to the Patient** for more information.

D7252 Partial extraction for immediate implant placement. Covered benefit once per tooth in conjunction with immediate implant placement.

D8091 Comprehensive orthodontic treatment with orthognathic surgery. Covered benefit subject to orthodontic lifetime maximum. See **Not Billable to the Patient** for more information.

New 2025 standardly non-covered codes and standard Delta Dental processing policies

Non-covered codes which are denied and billable to the patient:

D7259 Nerve dissection. Benefits are denied as a specialized technique. See **Not Billable to the Patient** for more information.

D8671 Periodic orthodontic treatment visit associated with orthognathic surgery. Benefits are denied. See **Not Billable to the Patient** for more information.

D9913 Administration of neuromodulators. Benefits are denied.

Continued on next page...

D9914 Administration of dermal fillers. Benefits are denied.

D9959 Unspecified sleep apnea services procedure, by report. Benefits are denied.

New 2025 codes and their policies that are not billable to the patient

D2956 Removal of an indirect restoration on a natural tooth. Not billable to the patient as is included in the definitive treatment.

D6180 Implant maintenance procedures when a full arch fixed hybrid prosthesis is not removed, including cleansing of prosthesis and abutments. Not billable to the patient if done within 12 months of D6114 and D6115.

D6193 Replacement of an implant screw. Not billable to the patient if performed within six months of the initial placement of the prosthesis, by the same dentist/dental office. Not billable to the patient on the same date of service as D6193.

D7259 Nerve dissection. Nerve dissection is part of D7241 and not billable to the patient when done on the same date of service.

D8091 Comprehensive orthodontic treatment with orthognathic surgery. Fees for limited orthodontic treatment (D8010-D8040) and comprehensive orthodontic treatment (D8070-D8090) when submitted on the same date of service as D8091 are not billable to the patient.

D8671 Periodic orthodontic treatment visit associated with orthognathic surgery. Not billable to the patient when done on the same date of service as D8091.

General policy change as of January 1, 2025

The fees for radiographs taken during the procedures and post-operative radiographs are included in the fees for root canals, surgical and non-surgical procedures, and all indirect restorations (crowns, onlays, bridges, inlays, and implants) and are not billable to the patient.

Revised standard Delta Dental processing policies for existing codes as of January 1, 2025

D0180 Comprehensive periodontal evaluation - new or established patient. Fees for D4355 are not billable to the patient when done on the same date of service as D0180 by the same dentist/dental office.

D0801 3D Intraoral surface scan - direct. 3D intraoral scans are included as part of the definitive procedure, and the fees are not billable to the patient.

D0802 3D dental surface scan - indirect. 3D dental surface scans are included as part of the definitive procedure, and the fees are not billable to the patient.

D1352 Preventive resin restoration in a moderate to high caries risk patient - permanent tooth. Covered benefit once every three years on permanent molars through the age of 18 effective 1/1/2025.

D2940 Placement of interim direct restoration. Interim direct restorations are covered benefits for emergency relief of pain once per tooth. The fee for an interim direct restoration filling is not billable to the patient when performed in conjunction with definitive dental treatment by same dentist/dental office on same date of service. Fees for D2940 are not billable to the patient when performed in conjunction with any restorative codes D2000-D2999, bridge codes (D6200-D6699). Fees for D2940 are not billable to the patient when performed in conjunction with any endodontic code D3220-D3950. When a D2940 is benefitted, the fees for D3110 (pulp cap - direct) and D3120 (pulp cap - indirect) are not billable to the patient.

D2991 Application of hydroxyapatite regeneration medicament - per tooth. Benefits are denied as investigational.

D5520 Replace missing or broken teeth - complete denture - per tooth. Fees for repairs of complete or partial dentures if performed within six months of initial placement by the same dentist/dental office are not billable to the patient. **Benefits are denied if done by a different dentist/dental office.**

D6080 Implant maintenance procedures when a full arch fixed hybrid prosthesis is removed and reinserted, including cleansing of prosthesis and abutments. Benefits are limited to once every 36 months for those age 16 and above. Not billable to the patient if done within 12 months of D6114 and D6115.

D6089 Accessing and retorquing loose implant screw - per screw. When done on the same date of service as D6193, fees for D6089 are not billable to the patient.

D6090 Repair of implant/abutment supported prosthesis. Fees for repair of implant/abutment supported prosthesis, if performed within six months of the initial placement of the prosthesis, by the same dentist/dental office, are not billable to the patient. Covered benefit once every 24 months per prosthesis effective 1/1/2025.

D6114 Implant/abutment supported fixed denture for edentulous arch - maxillary. Covered benefit once every seven years for those age 16 and above effective 1/1/2025.

D6115 Implant/abutment supported fixed denture for edentulous arch - mandibular. Covered benefit once every seven years for those age 16 and above effective 1/1/2025.

D7284 Excisional biopsy of minor salivary glands. Covered benefit, by report and subject to consultant review, effective 1/1/2025.

D9994 Dental case management - patient education to improve oral health literacy. Fees for patient education to improve oral health literacy are not billable to the patient when submitted on same date of service as D1301, D1310, D1320, D1321 and D1330.

Be sure to order your new CDT 2025 book from the ADA! The ADA CDT 2025 App and/or Coding Companion Guide are also available.

Requesting a Dental Team Admin Support (DTAS) Meeting

Would your dental office team benefit from an insurance refresher? Do you have questions about Northeast Delta Dental processing policies or about your network participation? Are you interested in a hands-on demonstration of our online Benefits Lookup? Would you like to learn tips for expediting claims and reconsideration requests?

We'd be happy to help. One of our Professional Relations Specialists is here to work with you to customize topics for your office meeting and answer any questions you may have. To request more information or schedule a DTAS meeting, send an email to PRINFO@nedelta.com.

This offer is available to all Northeast Delta Dental in-network dental offices.

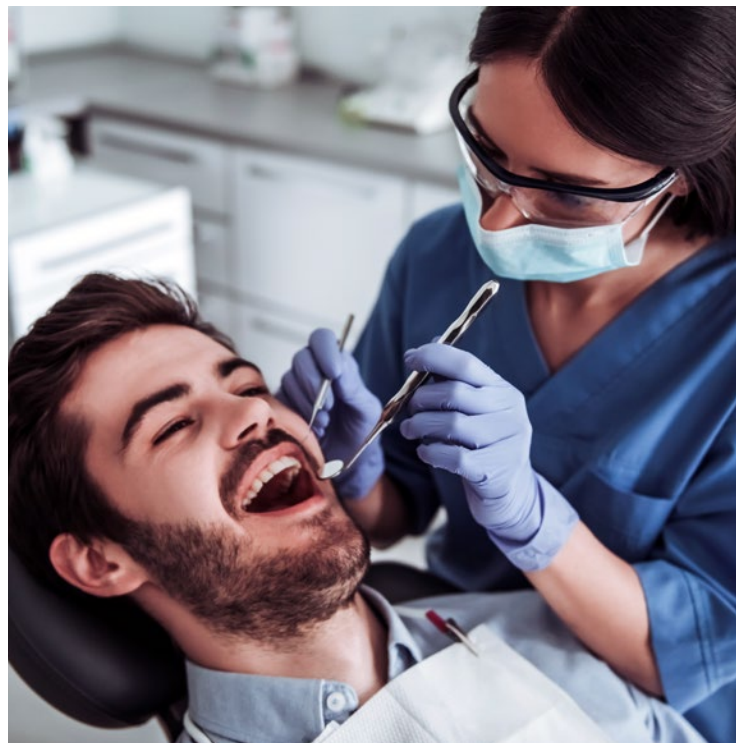


Left to right: Tournament winners, Scott Lavallee, Jeff Golojuch, Jeff Camire and Jodie Hittle

Annual golf tournament raises over \$21,000

The 26th Annual Thurston J. Carpenter Memorial Golf Tournament, held in September at Breakfast Hill Golf Club in Greenland, New Hampshire, raised \$21,335.78 for the Northeast Delta Dental Foundation, which awards grants annually to oral health programs in Maine, New Hampshire and Vermont. The Carpenter family were among the 125 golfers playing the course. We appreciate the participation and support of everyone who made this golf tournament another memorable one, including 23 sponsors. A highlight of this year's tournament was a tribute to the late Joe Kasper, director of corporate services, who died in a tragic accident this summer. His department plans this event, and it was Joe's favorite event of the year.

We're planning the 27th annual Carpenter Golf Tournament for Friday, September 5, 2025, at Breakfast Hill Golf Club. We hope to see you there!



Delta Dental Annual Preventive Dental Care Study

Among its positive findings, this year's study found that the percentage of at-risk adults for caries has been slowly declining over time, indicating an overall improvement in health. For more key findings, visit deltadentalinstitute.com.

New to our network

These dental professionals joined the Northeast Delta Dental network from May to November 2024. We hope this will be the beginning to a long and prosperous mutually beneficial relationship.

Maine

Stephanie Aboody, DMD
Tamara Al-Rayess, MD, DMD
Jawharah Almalki, BDS
Dominique Ayala, DMD
Mason Barker, DMD
Vincent Basha, DMD
Anshu Bathija, BDS
Anderson Bensch, DMD
Bryan Bouchard, DMD
Juan Bugueno, DDS
Robert Campbell, DDS
Junyoung Cho, DMD
Courtney Churchill, DMD
Ashley Connolly, IPDH
Kelli Desouza, IPDH
Rebecca, Disarro, DDS
Chlie Eisenhour, DMD
Andrew Elkinson, DDS
Andrew Emery, MD, DMD
Anna Fisher, DMD
Elise Grabowski, DMD
Frank Granich, DMD
Aaron Guimond, DMD
Kerri Gustafson, DDS
Mariah Harding, DMD
Micheline Haight, DMD
Hayley Hibbard, DMD
Megan Higgins, LD
Aubrey Hopkins, DMD
Richard Huot, DDS
Caylie Kambranis, DMD
Tony Kang, DMD
Courtney Kimball, IPDH
McKenzie Laframboise, DMD
Sherry Laliberte, IPDH
Hsin-Chiang Lee, DDS
Lillianne Lorenzo, DMD
Lovely Loveless, IPDH
Krista Manickas, DMD
Sagar Marwah, DDS
Sabrina Montiel Morales, DMD
Barbara Oesterlin, DMD
Amanda Paradis, DMD
Frances Pendleton, DDS
Riley Powers, DDS
Jerome Roberts, DDS
Barbara Roese, IPDH
Farrah Ross, DMD
Rytel Reynolds, IPDH
Louis-David Sauve, DMD
Tara Savage, IPDH
Seth Sherwood, DMD
Natalie Sigwart, DDS
Sophia Saeed, DMD
Alisha Starbird, DMD
Leigh Stephens, DMD
Christine Sullivan, DMD
Susan Sup, DDS
Cassidy Sye, DMD
Christian Te, DDS
Tiffany Tyler-Bisson, IPDH
Suki Ullrich, DMD
Mariah Varga, DMD
Peter Ver Ploeg, DMD
Vicotr Vinh, DDS
Derek Weigand, DMD
John White, DMD

Kailee Williams, DMD
Lyndsay Wood, LD
Robert Woods, DMD
Xiaofei Zhu, DDS

New Hampshire

Faith Ajiboye, DMD
Mohammed Al Azzawi, DDS
Ahmad Alabbadi, DMD
Julie Anderson, DMD
Jenefer Arokiyasamy, DMD
Mohamed Badwan, DMD
Catia Bayda, DMD
Stephen Bench, DDS
Nicholas Bennett, DMD
Julie Boerger, DMD
Chrysi Boutari, DDS
Ellen Brodsky, DDS
Catherine Cagino, DDS
William Caldwell, DMD
Dong Chen, DDS
Zahra Chinipardaz, DDS
Won Choi, DDS
Christopher Clemens, DMD
Hunter Crockett, DMD
Jason Cummins, DMD
Marc Delorenzo, DMD
Gagan Dhaliwal, DMD
Apurva Dhengle, DDS
Amera Elhaj, DDS
Julie Filler, DMD
Leila Fussell, DMD
Olivia Gajewski, DMD
Kristen Gallub, DDS
Arvene Golbazi, DMD
James Grieco, DMD
Ayinkeran Gunarajasingam, DMD
Shahad Hadadi, DMD
Sumin Hahm, DDS
Marissa Hamilton, DMD
Troy Harper, DMD
Alyssa Hennessy, DMD
Hirving Henriquez, DDS
Thu Hoang, DMD
Katherine Hobert, DDS
Nicholas Hoehn, DMD
Hyeduk Hong, DMD
Raphail Israel, DMD
Rachel Kalman, DMD
Christopher Kane, DMD
Carine Kayayan, DDS
David Keenan, MD, DDS
Jason Keshian, DMD
Muhammad Khiyani, DDS
Younghun Kim, DMD
Paul Kim, DDS
Husen Kuliev, DDS
Jennifer Kwak, DMD
Nolan Laakso, DMD
Amitabha Lala, DDS
Michael Lambert, DMD
Chang Joo Lee, DMD
Ryan Lisann, DMD
Pooja Mahajan, DDS
Nikhil Meka, DDS
Jessica Milliken, DMD
Gabrielle Milton, DMD
Gokhan Ozdener, DMD

Camila Pachon Posada, DMD
Niraja Patel, DMD
Ravi Patel, DMD
Sean Perry, DDS
Duc Pham, DDS
Shamantha Venkatappa Ramadas, DMD
Morgan Ritchie, DDS
Kelsey Rose, DMD
Bowie Rossi, DMD
Aylin Salazar, DDS
Vikram Shad, DMD
Mansi Shah, DMD
Abygail Shedd, DMD
Ha Na Song, DMD
Reshika Subbakaran, DDS
Jasmine Syed, DMD
Anushree Tiwari, DMD
Martin Urban, DDS
Rachel Utomo, DDS
Derek Weigand, DMD
Eric Westergard, DDS
Zachariah Wullbrandt, DMD

Vermont

Maria Al-Hazaimah, BDS
Andrea Alespeiti, DMD
Venice Aviso, DDS
Farah Baba, DDS
Yana Berezina, DDS
Bryn Boswell, DDS
Colin Boswell, DDS
Joshua Bratt, DMD
William Burns, DDS
Renata Christian, DDS
David Gemmill, DDS
Darrell Ginsberg, DMD
Arvene Golbazi, DMD
James Guilbault, DMD
Katherine Heer, DMD
Ashot Hovhannisyann, DMD
Richard Huot, DDS
Julie Iskra, DMD
Vatsal Jaipuria, BDS
Abd Al Hadi Kawaiah, DMD
Almabrouki Kernaf, DDS
Elizabeth Knuff, DMD
Subhasraj Krishnaraaj, DDS
Alex Cormier Lavoie, DMD
Michael Lazarus, DMD
Ahmad Minhas, DDS
Andrew Mramor, DDS
Kiran Naik, DDS
Jonathan Norris, DDS
Daniel Overfelt, DMD
Alexander Perfitt, DMD
Kyle Pettersen, DDS
Margarita Potashnikova, DDS
Samuel Ratcliffe, DMD
Melanie Russo, DMD
Nathanael Salloum, DMD
Sebastian Slagel, DMD
Tais Rodrigues Torean, DDS
Addison Vitols, DMD
Derek Weigand, DMD
Eric Westergard, DDS
Abigail Wiese, DDS
Michael Wilkes, DMD



Dr. Suzy West runs Delta Dental Mount Washington Road Race

Suzanne West, DMD, who practices general dentistry in Brattleboro, Vermont, was one of the 1,077 runners who conquered the challenges of the Delta Dental Mount Washington Road Race in June.

Our partnership with the Mt. Washington Auto Road as title race sponsor has resulted in annual donations to Coos County Family Health Services (CCFHS) for many years, this year in the amount of \$62,000. CCFHS is a nonprofit, community-based organization dedicated to improving the health and well-being of the residents of the North Country of New Hampshire, regardless of income or insurance status. Our donations have made it possible for CCFHS to provide dental care for many people who would otherwise not have access to those services.

2024 Delta Dental Oral Health Diversity Fund Awards

This year's awards, totaling \$980,000, were awarded to six organizations dedicated to inspiring school-aged children from historically underrepresented groups to pursue a career in oral health. See a list of organizations and their programs at deltadental.com.



Twelfth ranking as a Best Company to Work For

Northeast Delta Dental has again been ranked one of the Best Companies to Work For in New Hampshire, the company with the second largest number of wins. Being recognized for our ongoing commitment to fostering a positive work culture that supports and engages our colleagues sets us apart as an employer of choice and helps us to recruit and retain highly motivated and skilled people who share our values and vision.



Left to right: Northeast Delta Dental Account Manager, VT, Amy Johnson; Development Director, Hunger Free Vermont, Monica Taylor; and Northeast Delta Dental Senior Account Manager, VT, Tim Vartanian

Miles with a Mission helps Hunger Free Vermont

In June, through our Miles with a Mission program, we supported Hunger Free Vermont, a not-for-profit working to end the injustice of malnutrition and hunger for all Vermonters, by donating money for each employee and their plus one who completed a 5K.

Performance excellence recognized with Malcolm Baldrige National Quality Award

We're happy to share with you that, in early October, United States Secretary of Commerce, the Honorable Gina Raimondo, announced the 2024 winners of the Malcolm Baldrige National Quality Award, the highest award for performance excellence presented in the nation and the only award presented by the President of the United States. We are one of only five organizations in the U.S. to receive this award in 2024, and the first ever in New Hampshire. We have been on our quality journey for many years, so we're thrilled to receive this national recognition confirming the value of the Baldrige framework that we use for operational excellence.

The award was established by Congress in 1987 to promote improved quality of goods and services and ensure the long-term success of U.S. organizations from all economy sectors by recognizing national role models for resiliency. The program evaluates performance in eight categories: Leadership and Governance, Strategy, Operations, Operational Continuity, Workforce, Customer and Markets, Community Engagement and Finance. We were told that we excelled in all eight.

The rigorous application process includes site visits by a team of examiners who provide feedback to all applicants and recommend their findings to a judges' panel. Among the results and initiatives that impressed the examiners were our 99% group account retention, Guarantee Of Service ExcellenceSM program and March to a Million initiative.

Baldrige Award recipients will be recognized during a formal ceremony in Baltimore, Maryland, in the spring of 2025. The ceremony will be followed by the Quest for Excellence Conference, where award recipients and other leading organizations share best practices and innovations that can help any organization improve.

Support of workforce development initiatives

In Maine, we're one of the founding sponsors of the McGoldrick Center for Career & Student Success located on the University of Southern Maine (USM) Portland campus. We sponsored a space in the Career & Employment Hub located on the McGoldrick Center's second floor. USM's Career Hub provides a dedicated place for students to connect with prospective employers, meet with career counselors and improve their career readiness through research and preparation.

In Vermont, we donated funds to support the 2024 Expanded Function for Dental Auxiliary (EFDA) program and the dental assistants enrolled. The EFDA program broadens the scope of practice for Vermont dental assistants by training them to perform additional duties on dental patients. It's offered every two years during the summer in the CTE Dental Assisting Program clinic at the Center for Technology, Essex, Essex Junction, Vermont.

Sponsorship supports teen services

Annually, we are a sponsor of the TD Beach to Beacon 10K Race in Cape Elizabeth, Maine, which draws runners from New England and around the world. Community enrichment is a focus, and each year the race selects a not-for-profit beneficiary. This year it was Prebel Street Teen Services, Portland, providing low-barrier access to shelter, food, basic needs, casework, mental health support, education and employment services and a variety of options for youth experiencing homelessness.

Reminders

- Please notify us of any dentist and/or office updates by contacting the Provider Services department at PRINFO@nedelta.com to help us serve you better.
- Please contact the HOW[®] team at 603-223-1339 or HOWinfo@nedelta.com for the answers to any questions about the home care offer giving patients who have HOW[®] attached to their dental plan a discount on Philips Sonicare products.

Holiday closures

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| Martin Luther King Jr./ Civil Rights Day | Monday, January 20, 2025 |
| Memorial Day | Monday, May 26, 2025 |
| Juneteenth National Independence Day | Thursday, June 19, 2025 |
| Independence Day | Friday, July 4, 2025 |