

Fall 2019

News for the  
Dentist and Staff

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# Incisor

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## 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 claims must be received by Northeast Delta Dental by the end of February, 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](http://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.

### Holiday Closures

Northeast Delta Dental will be closed for the following holidays. Please refer to our website: [www.nedelta.com](http://www.nedelta.com)

Thanksgiving Day	Thursday, November 28, 2019
Day after Thanksgiving	Friday, November 29, 2019
Christmas Holiday	Wednesday, December 25 and Thursday, December 26, 2019
New Year's Day	Wednesday, January 1, 2020



Congratulations to **Dr. Leo Abbott** of Claremont, NH, who celebrated his 50th year anniversary with Northeast Delta Dental! Dr. Mitch Courlet had the honor of presenting him with a gold-engraved Simon Pearce glass plaque. Pictured are Jennifer Dean, Laurie Ryan, Dr. Abbott, Dr. Courlet, and Ella Vasburgh.



## CAQH Pro-View® for Re-Credentialing Required for January 1, 2020

Northeast Delta Dental is now requiring all participating providers to be re-credentialed utilizing the American Dental Association's (ADA's) fully electronic credentialing service, powered by CAQH ProView®. Please note that ADA membership is not required to use CAQH.

As a reminder, Northeast Delta Dental was asked by the ADA and the Vermont State Dental Society to move to CAQH, and we presented this topic at the 2019 Delta Dental Plans of New Hampshire (DDPNH) and Vermont (DDPVT) Annual Membership meetings.

In accordance with the Northeast Delta Dental Dentist Handbook, recredentialing is a requirement for participating with Delta Dental. Specifically, the "Policy and Procedures for Provider Credentialing and Re-Credentialing" notes:

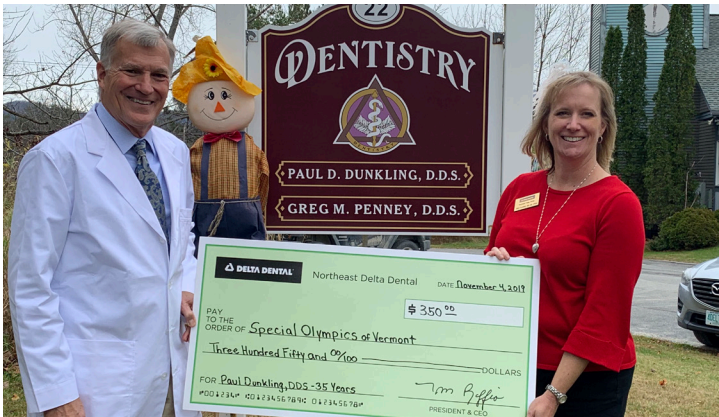
### Procedures

3. Recredentialing is required at least every three (3) years. Northeast Delta Dental may, in its reasonable discretion, require re-credentialing of a dentist, a type or group of dentists, or all participating dentists more frequently.

Once you have reached your re-credentialing date, you will be required to use CAQH ProView, unless the dental office or provider does not have access to the Internet.

Setting up your CAQH ProView® Profile may take about an hour of your time initially. Once your profile is completed, and you have authorized Northeast Delta Dental to view your profile, your only responsibility will be to review and update the necessary information, if there are changes, and attest quarterly. By completing your CAQH ProView® Profile and keeping your information up to date, your future re-credentialing will be seamless.

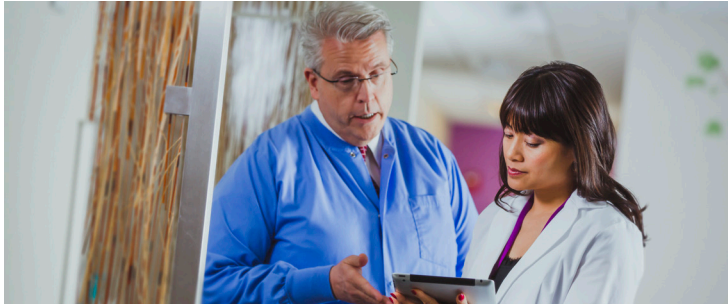
If you have any questions, please contact Provider Services at 1-800-537-1715, extension 1100, or by email at [credentialing@nedelta.com](mailto:credentialing@nedelta.com).



In honor of his 35th anniversary with Northeast Delta Dental, **Dr. Paul Dunkling** chose a \$350.00 donation in his name to Special Olympics of Vermont. Dr. Dunkling is generously matching that amount for a total of \$700.00 to Special Olympics. Stacy Plourde, RDH, presented Dr. Dunkling with the \$350.00 donation.



**Dr. Ralph Ergas**, with offices in Hooksett and Dover, New Hampshire, was presented with a silver engraved black glass plaque in celebration of his 25 year anniversary with Northeast Delta Dental. Stacy Plourde, RDH, had the honor of presenting him with his plaque.



## New Participating Dentists

We are pleased to announce that the following dentists have joined Northeast Delta Dental's networks.

### Maine

Matthew Green, DMD  
Julianne McCullough, DMD  
Nicholas Camic, DMD  
Ritika Kailey, DMD  
Aaron Guimond, DMD  
Alyssa Hennessy, DMD  
James Cormier, DMD  
Alex Boucher, DMD  
Eric Bolduc, DDS  
Jin Joo Cha, DMD  
Christine Kwon, DMD  
Min Kwak, DDS  
Kevin Wright, DMD  
Wanho Lew, DDS  
Francisco Gomez Chaves, DDS  
Leandro Choe, DMD  
Sang Joon Lee, DMD  
Marc Delorenzo, DMD  
Lee Niemeyer, DMD  
Syed Fahd, DDS  
Jessica Thayer, DMD  
Sonja Evans, DMD  
Alden Hurtig, DMD  
Jade Duncan, DDS  
Molly Cohen, DMD

John Brazill, DMD  
Anya Wolfe, DDS  
Alexander Mitchell, DMD  
Nicholas Bryan, DMD  
Rajvi Shah, DMD  
Colleen Chambers, DMD  
Dewayne Matthews, DDS

### New Hampshire

Paul Dubuque, DMD  
Clara Broughton, DDS  
Erin Hersey, DMD  
Paul Kalish, DMD  
Richard Lam, DMD  
Amelia Albright, DMD  
Thomas Guerrette, DMD  
Thomas Burk, DMD, MD  
Jessica Cheng, DMD  
Clare Ma, DMD  
Divya Swarup, DMD  
Katherine Churchill, DMD  
Charles Burchfield, DDS  
Robert Geary II, DMD  
Bryan Dawley, DMD  
Jihyun Kim, DMD  
Stephen Xue, DMD  
Benjamin Farr, DDS  
Jordan Christensen, DDS  
Archana Sharma, DMD  
Imran Ahson, DMD  
Ali Rad, DMD  
Rabie Youssef, DMD  
Nayun Lee, DDS  
Agata Bartels, DMD  
Bassel Boulous, DMD  
Amy Buchler, DMD

### Vermont

Krystal Kazemba, DMD  
Jeremy Bullock, DMD  
Mark Floumanhaft, DDS  
Yousuf Al-Aboosi, DDS  
Rita Lu, DMD  
Benjamin Farr, DDS  
Zebunnessa Moral, DDS  
Cheyanne Warren, DDS  
Robert Davis, 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 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.



## 2-for-1 Lift Ticket Offer Exclusively for Northeast Delta Dental Member Dentists and Office Teams

Join Northeast Delta Dental for a fun-filled day of games, prizes, and music PLUS Vertical Challenge ski & snowboard races!

Offer is valid at the following mountains: Black Mountain (NH - [www.blackmt.com](http://www.blackmt.com)), Bolton Valley (VT - [www.boltonvalley.com](http://www.boltonvalley.com)), Burke Mountain (VT - [www.skiburke.com](http://www.skiburke.com)), Cannon Mountain (NH - [www.cannonmt.com](http://www.cannonmt.com)), Jay Peak (VT - [www.jaypeakresort.com](http://www.jaypeakresort.com)), King Pine (NH - [www.kingpine.com](http://www.kingpine.com)), Pats Peak (NH - [www.patspeak.com](http://www.patspeak.com)), Suicide Six Ski Area (VT - [www.woodstockinn.com](http://www.woodstockinn.com)), Waterville Valley Resort (NH - [www.waterville.com](http://www.waterville.com)).

Offer expires April 15, 2020 (or seasonal close of winter ski lift operations). Valid Sunday through Friday. Blackout dates are: Dec 25, 2019-Jan 1, 2020; Jan 18-20, 2020; and Feb 16-23, 2020. Cannot be combined with other offers or discounts. Valid on full-day tickets only. Present this coupon at the mountain's ticket window to receive your 2-for-1 lift ticket.

For more information, please email Laureen Drolet at [LDrolet@nedelta.com](mailto:LDrolet@nedelta.com)

## CDT 2020 Changes

As of January 1, 2020 the American Dental Association's (ADA's) procedure code changes will be in effect. There are also associated changes to Northeast Delta Dental policies that also will be effective January 1, 2020. There 35 new codes, 20 revisions to existing codes and six (6) deleted codes that have been replaced by several of the new codes. Many of the new codes and revised codes further define existing procedures by quadrant, arch or materials. There are no changes to their related standard processing policies.

Please be sure not to submit claims for the new codes with dates of service prior to January 1, 2020, and please don't submit claims for the deleted codes 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.

### **New Codes and Standard Delta Dental Processing Policies:**

#### **Covered once every 3 years:**

D0419 - assessment of salivary flow by measurement

#### **Covered once per appliance - replacing D1550 - re-cement or re-bond space maintainer:**

D1551 - re-cement or re-bond bilateral space maintainer - maxillary

D1552 - re-cement or re-bond bilateral space maintainer - mandibular

D1553 - re-cement or re-bond unilateral space maintainer - per quadrant

#### **Not covered/not billable to the patient - replacing D1555 - removal of fixed space maintainer:**

D1556 - removal of fixed unilateral space maintainer - per quadrant

D1557 - removal of fixed bilateral space maintainer - maxillary

D1558 - removal of fixed bilateral space maintainer - mandibular

#### **Covered once per tooth every 7 years:**

D2753 - crown - titanium or titanium alloys

#### **Covered once per quadrant every 7 years:**

D5284 - removable unilateral partial denture - one piece flexible base (including clasps and teeth) - per quadrant

D5286 - removable unilateral partial denture - one piece resin (including clasps and teeth) - per quadrant

#### **Covered once per tooth space every 7 years:**

D6082 - implant supported crown - porcelain fused to predominantly base alloys

D6083 - implant supported crown - porcelain fused to noble alloys

D6084 - implant supported crown - porcelain fused to titanium or titanium alloys

D6086 - implant supported crown - predominantly base alloys

D6087 - implant supported crown - noble alloys

D6088 - implant supported crown - titanium/titanium alloys

D6120 - implant supported retainer - porcelain fused to titanium and titanium alloys

D6121 - implant supported retainer for metal FPD - predominantly base alloys

D6123 - implant supported retainer for metal FPD - titanium and titanium alloys

D6195 - abutment supported retainer - porcelain fused to titanium and titanium alloys

D6243 - pontic - porcelain fused to titanium and titanium alloys

#### **Covered once per tooth every 7 years:**

D6753 - retainer crown - porcelain fused to titanium and titanium alloys

D6784 - retainer crown  $\frac{3}{4}$  - titanium and titanium alloys

#### **Not covered/not billable to the patient:**

D7922 - placement of intra-socket biological dressing to aid in hemostasis or clot stabilization, per site

#### **Not covered/billable to the patient - replacing D8691, repair of orthodontic appliance:**

D8696 - repair of orthodontic appliance - maxillary

D8697 - repair of orthodontic appliance - mandibular

#### **Not covered/not billable to the patient - replacing D8693, re-cement/re-bond fixed retainer:**

D8698 - re-cement or re-bond fixed retainer - maxillary

D8699 - re-cement or re-bond fixed retainer - mandibular

#### **Not covered/not billable to the patient - replacing D8694, repair of fixed retainer:**

D8701 - repair of fixed retainer, includes reattachment - maxillary

D8702 - repair of fixed retainer, includes reattachment - mandibular

#### **Not covered/billable to the patient - replacing D8692, replace/lost/broken retainer:**

D8703 - replacement of lost/broken retainer - maxillary

D8704 - replacement of lost/broken retainer - mandibular

#### **Not covered/not billable to the patient:**

D9997 - dental case management - patients with special health care needs

### **Existing Codes with New Standard Delta Dental Processing Policies:**

#### **Was given an alternate benefit of D0150, comprehensive evaluation. As of January 1, 2020 will be covered as submitted and counts toward evaluation benefit:**

D0160 - Detailed and extensive oral evaluation - problem focused, by report

#### **Was not covered/billable to the patient. As of January 1, 2020, will be covered once every 24 months for patients 18 years old and younger:**

D9941 - athletic mouthguard