

Fall 2020
News for the
Dentist and Staff

Published by
Northeast Delta Dental
Professional Relations

Incisor

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Pictured from left to right: Tom Warguska, DMD; Pamela Graham, reception; Mitch Couret, DDS; Amy Frazier, RDH; and Aili Zhong, dental assistant.

Dr. Mitch Couret from Northeast Delta Dental in Concord and Goffstown Smiles Named a Healthcare Hero

We all know Healthcare Heroes. Every hour of the day and day of the year they are on the job helping ensure that everyone is healthy, safe and well-cared for. Nominated by President & CEO of Northeast Delta Dental, Tom Raffio, New Hampshire is proud to honor Dr. Mitch Couret, who is the chief dental officer at Northeast Delta Dental in Concord, New Hampshire and the owner of Goffstown Smiles.

Twelve Healthcare Heroes were selected from across New Hampshire through a nominations process. This effort was run through the New Hampshire [Sector Partnerships Initiative](#) (SPI), which put out a call for nominations for individuals employed in a wide range of healthcare organizations who have gone above and beyond over the past several months to care for others. A list of all winners and runners-up can be found on the [NH Health Care Association](#) website.

“These individuals exemplify the care and commitment we see across our state as healthcare workers play such a critical role as caregivers during a pandemic that has significantly challenged us in many unprecedented ways. We know there are thousands of Healthcare Heroes across New Hampshire and wanted to showcase a few of these amazing individuals,” said Roxie Severance, healthcare sector advisor for SPI.

Mitch is a long-time advocate for funding oral health programs for veterans, and since 2017, he’s led an informal group of dentists in treating veterans after most oral health and dental services were eliminated at the Manchester VA Medical Center. Here’s what his nominator said about him: “During the two-month period when dental offices were closed to all but emergencies, Dr. Couret continued to make treating veterans a priority. He focused on eliminating severe pain, which impacted their ability to eat well, speak clearly and work and made their sense of isolation even more pronounced.”

Mitch is a veteran of the U.S. Air Force, serving during the Vietnam War, and comes from a family of healthcare professionals. “My profession is more than a job,” he said. “It’s a calling to serve others by

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alleviating pain and discomfort and creating long-term relationships that promote optimal overall health through oral care. For those considering a career in medicine, start by being a good steward of your health and being an advocate for the health and safety of those around you. During this pandemic, be vigilant and kind as you speak through your mask.”

SPI is a collaborative, industry-led program that provides funding, training expertise and other resources to help companies within a growing industry sector collaborate on workforce development needs together. The SPI healthcare sector team developed the NH Healthcare Heroes effort. The NH Health Care Association serves as the host for the healthcare sector.

The effort is sponsored in part by the NH Bureau of Economic Affairs through a United States Department of Labor grant, Northeast Delta Dental, and a local t-shirt company, Beeze Tees. For more information on this effort and to get involved in the future, please contact Roxie Severance at roxie@rsconsulting.services. For more information on SPI, please visit nhsectorpartners.org.

Changes to Medicare Advantage / Martin's Point Generations Advantage

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.

As of January 1, 2021, MPGA members enrolled in group number 60995 will 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 have benefits for services provided by Delta Dental PPO 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.

A common misconception is that providers must enroll in Medicare to treat Medicare Advantage/MPGA patients. You may accept Medicare Advantage/MPGA patients without enrolling in Medicare. 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 [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.

If you have any questions, please contact Customer Service at 1-800-832-5700.

Delta Dental Plans Association Updates Security for National Portal

The national Delta Dental Plans Association (DDPA) is working with member companies such as Northeast Delta Dental to update the security login software for the national portal and all Delta Dental member companies. The go-live date for Northeast Delta Dental was Thursday, November 19 at 6:00 PM. There will be a small change for any providers who use our Benefit Lookup website **AND** also use the new EFT/ERA portal for electronic payments. When jumping from one site immediately to the other, you will now need to reenter your password. This is a temporary security measure that will be returned to normal once the entire security project is completed, which is anticipated to be by the second quarter of 2021.

There are 181 Northeast Delta Dental participating dental offices registered for EFT/ERA and they would have to jump from our Northeast Delta Dental site directly to the EFT/ERA portal to be challenged for their password. If these offices are doing any other normal web based tasks in between, they will likely not even notice this change.

Thank you for your patience while this critical security update project is being completed.



Overcoming Barriers to Protecting Children from Abuse

Click to register for one of these FREE Zoom trainings:

December 11, 2020 10:00 am - 11:30 am

<https://us02web.zoom.us/meeting/register/tZckce6opzguGtEln1OmHFddIL0g4ugRGf99>

Or

February 5, 2021 10:00 am - 11:30 am

<https://us02web.zoom.us/meeting/register/tZUvdO-qrjMsHNaRD-Obr2QhtgV5MrPk83xE>

Dental professionals are on the front lines of child abuse prevention. This training will prepare you to:

- Recognize the signs / symptoms of child abuse.
- Create office policies that insure transparency.
- Have productive conversations with parents about concerns.
- Understand mandated reporting and how to make a report.
- Be a change-maker in a child's life!

CAHPS Patient Experience Survey

The Centers for Medicare & Medicaid Services (CMS) develop, implement and administer several different patient experience surveys. The CAHPS (Consumer Assessment of Healthcare Providers and Systems) surveys focus on patient experience, and assess the quality of care from the patient point of view in various ambulatory and institutional settings, including dental offices.

As Northeast Delta Dental and other Delta Dental member companies have begun to administer Medicare Advantage and Medicaid dental benefit plans, CAHPS has become a requirement. Thus, Delta Dental Plans Association requires member companies to administer the CAHPS survey starting in 2020. We at Northeast Delta Dental will administer these surveys on an ongoing basis, beginning on November 10, 2020.

Because most patients see their general dentists on a regular basis, the CAHPS surveys will be sent only to adult patients who have visited their general dentist recently.

Please note, the CAHPS surveys are not to be confused with the more traditional surveys we administer of our subscribers, purchasers and dental offices, which we have done for many years, and will continue to do so.

Should you or your Northeast Delta Dental patients have any questions about the CAHPS surveys, please contact our Customer Service representatives at 1-800-832-5700.

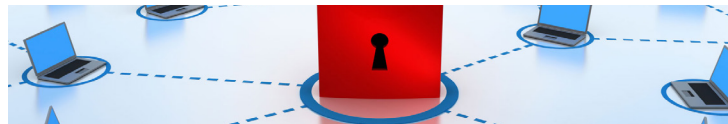
HOW® Incentive Program and an Exciting Change to Caries Risk Assessment Standard Benefit

We've heard your feedback on covering the caries risk assessments more frequently, and we are pleased to announce a change. The current policy for caries risk assessments provides coverage once every three years, regardless of whether or not the patient has the HOW® program. Beginning on January 1, 2021, we will cover the caries risk assessment codes (procedure codes D0601, D0602, D0603) once in a 12-month period as part of our standard coverage! As always, large self-insured or ASO groups may elect a different coverage under their contract.

With the change in standard coverage, you can be reimbursed once in a 12-month period for PreViser® risk assessments on your patients for the caries risk assessment codes that may be submitted alongside PreViser® caries or comprehensive assessments only. This does not include coverage for the PreViser® periodontal-only risk assessment, as there is no ADA code for periodontal risk assessments. The benefit for performing PreViser® periodontal-only risk assessments is the enhanced benefit program for patients with qualifying perio risk/condition scores.

With this change in standard time limitations, it makes sense to sunset the Health *through* Oral Wellness® (HOW®) Incentive Program beginning in 2021. After the 2020 qualifying year is complete, the incentive payments will be calculated and processed in the first quarter of 2021. That will be the end of the HOW® Incentive Program, but the HOW® enhanced preventive benefits program itself will continue.

If you have any questions, please contact our Provider Services Department at 1-800-537-1715, extension 1100, or by email at providerservices@nedelta.com.



Cyber Security Scheme Awareness

The spread of COVID-19 has the public on edge about so many topics – illness, personal finances, employment, family, and the economy. With a large segment of the population now working remotely, some may become victims of common fraud schemes. Some of these schemes fall into the category of phishing emails. In fact, Google reportedly saw more than 18 million COVID-related phishing emails in just one week in the month of April. Unfortunately, this trend continues.

The Department of Justice (DOJ) has warned about phishing emails that appear to come from the World Health Organization (WHO) and the Centers for Disease Control (CDC), as well as attempts to collect donations for fake charitable organizations. Other examples include sending links to fake COVID-19 information websites that install malware or ransomware, and fake emails that appear to come from employers regarding COVID information with embedded links to malicious sites, malware, or ransomware.

Examples of good cyber practices include:

- Do not share passwords or account numbers, especially when on the phone with someone you can't identify.
- Recognize "urgent" messages as a possible attempt to make you circumvent your normal reasoning process.
- Don't be fooled into clicking on a link or attachment within an email unless you have verified that it is from a legitimate source.
- Only browse known websites.

Other security concerns surrounding telephone calls and voicemails have increased. Here are some tips to keep yourself and your private information safe:

- Instead of calling the phone number recorded within the voice mail, look up a legitimate phone number on the internet.
- Be aware that scammers may already have information about you, such as your address or SSN#. They will use this information to try and trick you into believing they are real. Stay alert even if they know a lot about you.
- Watch for callers that use fear, urgency, coercion and confusion to get you to take action before you can think through what is being requested. When in doubt, take a step back and hang up the phone until you've had a chance to talk through the phone call.
- Whenever you get an unexpected phone call from a law enforcement or government agency, you should ask yourself if this is a scam. Scammers frequently use the name of these agencies to target citizens. Staying on alert may help you to recognize suspicious behavior and take appropriate action accordingly.
- You can remove your caller ID so the recipient will see "No Caller ID" when you call. This way you aren't giving a potential scammer any more information about you to work with. To hide your caller ID, dial *67 followed by the phone number using the phone keypad.

This article is adapted from www.corporatecomplianceinsights.com

Partners for World Health Guest Article from Dr. Michael Curci

I would like to introduce Partners for World Health to your members. This is a very unique, local organization that has expanded its operations over the past decade from a home collection and storage site to several large warehouses throughout Maine and Vermont, and a new additional site in Massachusetts. We are also the only organization in New England with this type of facility.

Our mission is twofold. We collect and reuse hospital supplies that would be discarded and distribute them to both local groups and global clinics and hospitals in low and middle income countries (LMIC). The second mission component is service and education. We visit several countries on an annual basis in Asia, Africa and the Caribbean. Our physicians, nurses and supporting personnel provide basic instructional and medical care during our visits. One of our great needs is dental care to control dental disease in countries with limited resources and education.

I chair the medical advisory committee. We need individuals with dental background to participate in our quarterly meetings and also on our overseas mission trips. Due to the COVID-19 pandemic, our mission trips are on hold, but I hope to resume them in the coming year. Please feel free to contact me for any additional information, or to provide a tour of our Portland, Maine warehouse facility. We are also available for presentations to your dental organizations.

Michael Curci, MD
207-272-5580
michaelcurci@ymail.com

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.

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

Robert T. Brookings, DMD
Lana Ingalls, IPDH
Jude Jocham, DDS
Daniel Duarte, DMD
Joshua Stephens, DDS
Amritha Minisandram, DMD
Kelly Barbera, DMD
Luke Libby, DMD
Albert Abena, DDS
Alexander Tyburski, DMD
Alexander Katanov, DMD
Jon Christensen, DMD
Drew Fitzgibbon, DMD
Melissa Sears, DMD
Jacob Nichols, DMD
Victoria Sochor, DMD
John Eliassen, DDS
Justin Chow, DMD
Arlene Asante, DDS
Precious Bieni, DDS
Ryan Smith, DDS
Akeia Everett, DDS
Kehinde Babalola, BCHD
Ashley Brubaker, DMD
Jaclyn Danko, DMD
Kevin Hadar, DMD
Andrew Rutter, DDS
Michael Hatton, DDS

New Hampshire

Rishi Bhusari, DMD
Daniel Haley, DMD
Rohan Shah, DMD
Isaac Kim, DMD
James Gerweck, DMD
Tehani Monrazel, DMD
Madalyn Hoerz, DMD
Rachel Hancock, DMD
Ashley Mullaney, DMD

Stephen Reichheld, Jr., DMD
Jia Liu, DMD
Sunny Gaudet, DMD
Krutiben Patel, DMD
Mia Balsom, DMD
Julie Brann, DMD
Laura Daza, DMD
David Garcia, DMD
Michael Stevens, DMD
Hussam Hamad, DMD
Zachary Schonfield, DDS, MD
James Teebagy, DMD
Elizabeth Starr, DMD
Lillian Lwanga, DMD
Alice Huang, DMD
Tanya Khawan, DMD
Ayla Nelson, DMD
Nadine Bedair, DMD
Nicholas Ciancarelli, DMD

Vermont

Brian Collins, DMD
Rajamanoj Kondaveeti, DMD
Courtney Kozlowski, DMD
Rohan Shah, DMD
Jin Sun Thomas, DDS
Mohamed Youssef, DMD
Fabiola Ramirez, DMD
Shalin Patel, DMD
Amy Taggart, DMD
Hazem Saqqal, DDS
Ilya Kvartin, DMD
Alison Landgraf, DMD
Cherryl Ellison, DDS
Corbin Brindle, DMD
Madison Brindle, DMD
Chaitalee Ganatra, DDS
Heidi Kunkel, DMD
Zarna Patel, DDS
Nicholas Bryan, DMD



Holiday Closures

Northeast Delta Dental will be closed for the following holidays. Our website, www.nedelta.com, will continue to be available.

Thanksgiving Day	Thursday, November 26, 2020
Day after Thanksgiving	Friday, November 27, 2020
Christmas Holiday	Friday, December 25, 2020 and Monday, December 28, 2020
New Year's Day	Friday, January 1, 2021