



Congratulations to Dr. Mitch Couret, who was elected President of the AADC at the May conference in Scottsdale, Arizona! Pictured here is Immediate Past President, Dr. Linda Vidone, passing the gavel to Dr. Couret. Having served on the Board of Directors of AADC, Dr. Couret will lead the organization for one year, focusing on increasing membership and support of new members.



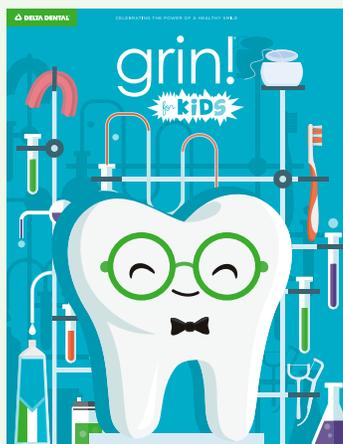
Congratulations to Dr. Jeff Stern, who achieved his Certified Dental Consultant designation from the American Association of Dental Consultants (AADC), having successfully completed his course of study and written exam! Dr. Stern joins the prestigious cadre of approximately 300 dental consultants nationally so recognized.



Delta Dental Plan of Maine (DDPME) contributed \$250,000 as the lead donor to assist Waterville Community Dental Center with their relocation efforts. Pictured from left to right: Katherine Heer, DMD; Demi Kouzounas, DMD; Jayne Giles; and Michael Goldberg, DMD, represented the DDPME Board of Directors at Waterville Community Dental Center's ribbon cutting ceremony and open house on March 28. Northeast Delta Dental Foundation Treasurer, Kathleen Walker, and Oral Health & Wellness Solution Specialist, Stacy Plourde, RDH, MS, CPHDH, were also in attendance.



Northeast Delta Dental is proud to support dental hygiene students with strong ties to Maine, New Hampshire, and Vermont through an endowed scholarship fund at MCPHS University Forsyth School of Dental Hygiene. Through this scholarship fund, Northeast Delta Dental helps students offset costs associated with textbooks and other coursework supplies. Scholarship recipient, Sally Lewis, RDH, of Manchester (right) and employee of Hooksett Family Dentistry, joined Community Relations Manager, Crystal Mockler (left) at the MCPHS University Scholarship Award Dinner on April 3 in Boston.



Oral Health Information Available to Share

- The spring 2019 issue of *Grin!*, our quarterly online magazine, is available on our website for you to read and share.
- Also on our website, *Grin! for Kids*, an oral health activity book for children, with downloadable activity pages, is available in English and Spanish.
- More oral health information can be found on our website in the form of Life Stages of Oral Health messages. These messages highlight six life stages and related oral health implications, each accompanied by a video.
- **SmileCoachMonthly.com** is a unique website devoted to providing current oral health information, with content changing monthly.
- Sign up to receive *The Oral Health Update*, a brief monthly newsletter emailed to you directly. Northeast Delta Dental offers oral health information that you can trust. You can find the link on both the Patients tab and the Employers tab of our website.

Reconsideration/Appeal Process for Dental Offices

Occasionally, a dentist or staff member may question the benefit determination of a claim and may wish to submit a request for reconsideration/appeal of the claim. So that we may make a timely review of all reconsideration/appeal requests we ask for the following:

All reconsideration/appeal requests for pre-determinations or claims are requested to be in writing and to include:

- A cover letter signed by the treating dentist describing the specific reason why the reconsideration is being requested, (including tooth numbers and procedures). The letter should reference the original claim number, patient name, date of service, and current date.
- Any additional clinical record documentation which might support the reconsideration/appeal request. Delta Dental national processing policy only allows dental consultants to consider information contained in the contemporaneous legal clinical record when evaluating reconsideration/appeal requests. Narratives cannot be considered as support for a reconsideration request.

The original benefit determination of the claim or pre-determination will be upheld unless it is found that a specific error was made or additional clinical record documentation supports the request for reconsideration/appeal.

Reconsideration/appeal requests must be submitted within six (6) months of the date of the original explanation of benefits/payment remittance advice. Dentists should submit their reconsideration/appeal request to:

Dental Director
Northeast Delta Dental
One Delta Drive
PO Box 2002
Concord, NH 03302-2002



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.

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

Janet Stoddart, DDS
Mir Ayesha Siddiqua, DDS
Elle Donnelly, DMD
John Caruso, DMD
Nika D'Angelo, DMD
Peter Wilson, DMD
Richard Miller, DMD
Katelyn Allen-Tobolski, DMD
Huu Duc Luu, DMD

Vermont

Holly Halliday, DDS
Simone De Luna, DDS
Elizabeth Hersey, DDS
Charlotte Church, DDS
Zaher Jabbour, DMD

New Hampshire

Francesca Failla, DMD
Marjan Askari, DMD
Daliah Salem, DMD
Sukhdev Singh, DMD
Mary Hand, DMD
Michael Capozzi, DDS
Mielle Fox, DMD
Young Son, DMD
Hayrapet Sahakyants, DDS



SAVE THE DATE

22nd Annual Carpenter Memorial Golf Tournament

Proceeds benefit Northeast Delta Dental Foundation
to support oral health programs and P.A.N.D.A.
(Prevent Abuse and Neglect through Dental Awareness)



 DELTA DENTAL

Friday, September 6, 2019
Breakfast Hill Golf Club
Greenland, New Hampshire

Please contact Kathleen Gleason:
KGleason@nedelta.com or 603-223-1317



Smiles are such simple gestures, yet they're so powerful. And if you're retiring, they're easy to keep healthy in the next chapter of your life. As the nation's leading dental insurance provider, Delta Dental protects more smiles than anyone.

Visit DeltaDentalCoversMe.com and choose your Individual or Family plan today.



smile power

Individual and Family Plans for Retirees

One of our Individual and Family Plans could be attractive to your patients who are about to retire. They have already experienced the value of dental insurance and understand that it emphasizes prevention and that it often costs less to prevent dental disease than to perform major restorative work later. Individuals with a dental plan are more likely to visit their dentists more often, resulting in better oral health and overall health and wellness. When soon-to-be retirees have questions and concerns about where they can purchase dental insurance benefits for their post retirement years, please send them to DeltaDentalCoversMe.com for more information about Individual and Family Plans.

Request for Philanthropic Suggestions

Each year, Northeast Delta Dental sets aside funds to support community nonprofits in Maine, New Hampshire, and Vermont that are important to our member dentists. We invite you to submit the name of your favorite charity for consideration. Please keep in mind that these funds are limited, and that we'd like to support a wide variety of charitable organizations. If you suggest an organization in which we already invest, we will contact you to request that you choose a different charity.

We have streamlined managing the request for financial support by implementing an online application process. Corporate Giving guidelines are posted on our website, www.nedelta.com. The guidelines can be found by clicking the Corporate Giving/Foundation link at the bottom of any page. The guidelines walk you through the application process and direct applicants to additional information to apply for either general community support or for an oral health program or project from Northeast Delta Dental Foundation. The guidelines are different for each, but the online application is identical.

Your request may also be made by contacting our Director of Professional Relations, Eleanor Vien. Please contact Eleanor at (603) 223-1305 or EVien@nedelta.com with any questions you might have.

While it is through the Northeast Delta Dental Foundation that we make our most mission-sensitive financial investments, we are pleased to support many community nonprofits with our giving. We welcome your suggestion.

Consultants' Corner Helpful Hints to Expedite Your Claims for Crowns and Onlays

Please consider including the following information in your patients' records:

1. Diagnostic quality radiographs
2. Color images
3. Diagnostic clinical treatment notes should include dated documentation of:
 - a) chief complaint/problem
 - b) history for the area of the chief complaint/problem
 - c) methods used to evaluate the chief complaint/problem
 - d) results of the evaluation and diagnosis
 - e) suggested treatment options
 - f) treatment plan
4. Operative clinical treatment notes should include dated documentation of:
 - a) details of the treatment provided
 - b) prognosis of the treatment
 - c) outcome, follow-up, and/or date of insertion

Including this information and submitting it along with the claim will give the consultants all the available information for them to make an accurate, timely benefit determination. Thank you!

Northeast Delta Dental Foundation Video

The Northeast Delta Dental Foundation is following its mission to improve the education, quality, and access to oral health care throughout Maine, New Hampshire, and Vermont. We've produced a short video created to share the good work of the Foundation. This story brings our mission full circle beginning with oral health education in the community and ending with a child in a dental home.

The video is posted on our website at www.nedelta.com/Foundation.



ORAL HEALTH CHALLENGE

Forms accepted now, so don't wait—start today!



Pre-game Oral Health Challenge parade at Northeast Delta Dental Stadium

Oral Health Challenge

Northeast Delta Dental and the New Hampshire Fisher Cats want your children to have healthy teeth and gums. We ask them to brush twice and floss once daily during a one-week period to earn two tickets for a 2019 game at Northeast Delta Dental Stadium. Please encourage them to continue to brush and floss daily, because these are very important oral health habits that we hope will last a lifetime.



NHFISHERCATS.com

DELTA DENTAL

www.nedelta.com



If you have questions about the Oral Health Challenge program, please contact the Fisher Cats Community Relations Department at 603-641-2005 or e-mail community@nhfishercats.com



Northeast Delta Dental / New Hampshire Fisher Cats

ORAL HEALTH CHALLENGE

Good oral health contributes to overall health. Brushing and flossing daily helps keep kids' teeth and gums healthy. Brush twice and floss once daily to earn two tickets to a 2019 Fisher Cats game!

Instructions

- Children must be 12 years of age or younger to participate.
- Brush twice and floss once daily for seven consecutive days.
- Check off the days that you brushed and flossed on the form located to the left.
- After finishing the Challenge, fill out the remainder of the form and send it to **Oral Health Challenge, NH Fisher Cats, 1 Line Drive, Manchester, NH 03101.**

Completed forms will be accepted until three weeks before each scheduled game.

- You will receive two tickets for one of our three Oral Health Challenge games at Northeast Delta Dental Stadium. The Oral Health Challenge games will take place on June 22, July 15, and August 11. You will be honored on the field before the game for completing the Challenge.

NORtheast DELTA DENTAL STADIUM

Individual and family dental plans are available from Northeast Delta Dental. *Buy online!*

DeltaDentalCoversMe.com

Name _____ Date of Birth ____/____/____
Children must be 12 years of age or younger to participate.

Address _____

City _____ State _____ ZIP _____

Email _____ Phone _____

Parent/Guardian Signature _____ Email _____

Brush And Floss Daily Checklist

Check off each day that you brush twice and floss once...

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT.
<input type="checkbox"/>						

Please mail me two free tickets to the following Northeast Delta Dental Oral Health Challenge game at Northeast Delta Dental Stadium:

June 22, 2019
 July 15, 2019
 August 11, 2019

I would also like to purchase _____ additional ticket(s) at \$10.00 per ticket.

SUBTOTAL \$ _____

+ Add \$3.00 total processing fee if ordering additional tickets.

GRAND TOTAL \$ _____

Please make checks payable to **New Hampshire Fisher Cats.**

