

**Spring 2013**

News for the  
Dentist and Staff

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# The Incisor

## INSIDE

2

Consultants' Corner—  
New Definition for  
Crown Repairs

Practice Transition Support  
for Participating Dentists

3

Long-time Participants  
Recognized

Billing for  
Added Value Services

4

New  
Participating Dentists

Save the Date!  
Dr. Thurston J. Carpenter  
Memorial Golf Tournament

Holiday Closures

Office Changes  
or Updates

## New Oral Health Risk Assessment Now Online

As part of our commitment to educate our members on the importance of their oral health and its relationship to their overall health, Northeast Delta Dental, along with the other member companies of the Delta Dental Plans Association have exclusively licensed **myDentalScore.com** from PreViser Corporation, a world leader in oral health risk and disease assessment.

myDentalScore.com is a web-based tool that creates oral health risk and disease severity scores calculated using information patients enter about themselves. It then produces colorful and engaging reports that the patient can print out to review. Just as patients know and use numerical measures such as blood pressure, cholesterol and hemoglobin A1c to manage systemic conditions, myDentalScore and the companion Oral Health Information Suite provide numerical scores to help patients manage their oral health.

We encourage patients to discuss the results of their oral health risk assessment with you. We believe that by helping patients understand their oral health risks they will be motivated to visit a dentist and seek the oral health services they need to be healthy. Go to **www.mydentalscore.com/deltadental** to complete your own oral health risk assessment and see the reports and resources available to patients.

Dentists who wish to verify their patient's oral health risk self assessment using clinical data may do so by completing a PreViser Oral Health Information Suite (OHIS) patient evaluation online. This only takes a few moments, and independent market research has shown that use of the PreViser risk assessment is highly effective in promoting patient compliance with preventive and therapeutic recommendations.

A further benefit to PreViser users is that patients will be able to access a directory of Delta Dental network dentists that highlights providers who are currently able to verify self assessment scoring completed on myDentalScore.com through the clinical use of the PreViser OHIS software. To learn more about how PreViser can benefit your practice by increasing compliance and bringing new patients to your office, or to register for a free 30-day trial of the software, just visit **www.previser.com**.

If you would like information on why we feel this program is important for your patients, your practice, and Northeast Delta Dental, please contact our Professional Relations Department at 800-537-1715.



*Tom Raffio  
President & CEO  
Northeast Delta Dental*

## Health Care Reform Update

2014 and full implementation of the Affordable Care Act (ACA) will come sooner than many realize. Only recently have many small businesses begun to take stock of what impact the ACA will have on them and their employees. Here is some relevant information to help dental practices and other small businesses in that analysis.

Beginning January 1, 2014, the Affordable Care Act requires individuals to maintain health insurance, employers to make available "affordable" health insurance to employees, and states to establish "health benefit exchanges" which are web-based marketplaces for medical and dental plans. Like individuals who will pay a penalty for failure to maintain health

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### Health Care Reform Update, continued from front page ...

coverage, employers, too, can be subject to financial penalties for failing to meet their ACA obligations. One big exception: employers with fewer than 50 full-time equivalent (FTE) employees are exempt from at least that employer penalty.

The health benefit exchanges will serve two markets, although both will be accessed via one website; the individual exchange and the Small Business Health Options Program (“SHOP”) exchange. Since New Hampshire and Maine did not establish state-based exchanges, individuals and small businesses in those states will access the federal individual and SHOP exchanges to shop for medical and dental plans. Vermont will require all individuals and small groups to purchase desired medical coverage and pediatric dental coverage on its state-based exchange, Vermont Health Connect.

Carriers planning to offer medical and dental plans to New Hampshire and Maine residents on the exchanges are currently designing and filing with the states’ insurance departments plans that meet the ACA’s requirements (Vermont’s filings were completed earlier). Carriers, too, have obligations under the ACA, some of which will significantly change what small businesses have seen in plans of prior years. For example, all plans in the individual and small group markets must cover the “essential health benefits” (prescription drug coverage, emergency services, pediatric dental, and vision services are four of them). And, employers must offer plans that meet the “minimum essential coverage” standard, which is an actuarial value of at least 60%. One change that directly impacts dental coverage is that the pediatric dental plans cannot have an annual or plan maximum, but must have an out-of-pocket maximum, which is very different from what is available in the dental market today.

A recent study noted that 44% of employers feel morally obligated to offer health coverage to their employees. It is not a surprise, then, that many businesses are truly struggling to do right by their employees, but they do not have the information or answers they need to make the best healthcare coverage decisions for their long-term financial interests and their employees. You can read up on exchanges now at [healthcare.gov](http://healthcare.gov), a website that will convert to the federal exchange portal this summer. The U.S. Small Business Administration’s website, [sba.gov](http://sba.gov), is another good resource. And, before you calculate how much your business can afford to contribute to your employees’ coverage, go to the IRS’s website, [irs.gov](http://irs.gov), to determine if your business is eligible for the Small Business Health Tax Credit, which can equal up to 50% of your workers’ health care premiums.

Please don’t rely on this article for matters as critical as these are to your practice. It is best that you consult with your benefits team to answer such questions as how to calculate FTE employees, whether your plans meet the “affordable” standard, and whether your business is eligible for the small business tax credit and other credits.

## Consultants’ Corner New Definition for Crown Repairs

The American Dental Association (ADA) has revised the nomenclature for crown repairs, procedure codes **D2980** and **D6980** for 2013. They now state, “Crown repair necessitated by restorative material failure,” rather than “Crown repair, by report.” As the ADA states in its **Dental Coding Made Simple:**

### Resource Guide and Training Manual,

“There is no code that specifically refers to placement of a restoration to seal an endodontic access cavity. When there is no procedure code whose nomenclature and descriptor reflect the service provided, an ‘unspecified ... procedure, by report’ may be considered (e.g., **D2999** unspecified restorative procedure, by report). Restorative codes may also be used.”

Accordingly, please be advised of the following changes in Northeast Delta Dental’s submission policy for these codes:

1. Use codes **D2980** or **D6980** if there is actual restorative material failure (ex., porcelain fracture, worn through metal occlusal surface, etc.)
2. If the procedure is to repair the access opening through an existing crown for endodontic procedures, then you may use either **D2999 (with a narrative to explain what was performed)**, or the appropriate code for a one surface restoration (ex., **D2140, D2391, D2330**). If you use **D2999**, a benefit toward the appropriate one surface restoration will be allowed.



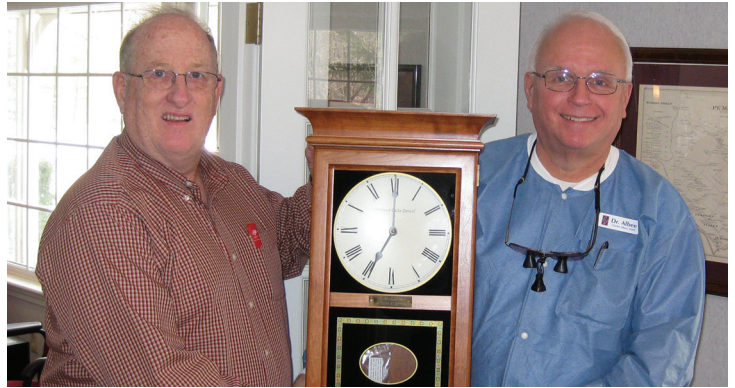
## Practice Transition Support for Participating Dentists

Practice transitions can be one of the most challenging events in a dentist’s professional life. If you are planning to sell your practice or your ownership interest in a group practice in the near future, our Professional Relations team can provide your aggregated Northeast Delta Dental claims data and discuss on-going participation options for you and the purchasing dentist. Please contact Shannon Mills, DDS, Vice President of Professional Relations and Science at 800-537-1715. We are grateful for your loyal participation as a Northeast Delta Dental dentist and are prepared to discuss how we can help you to make your transition as smooth as possible.

## Long-time Participants Recognized



Network Representative Heather Brown presented **Thomas Shealy, DDS** of Stratham, New Hampshire a clock in honor of his 35 years of participation. His staff joined in the celebration.



Vice President of Professional Relations and Science, Shannon Mills, DDS presented a handcrafted clock to **Charles Albee, DMD** of Suncook, New Hampshire to celebrate his 35 years of participation.



Melisa Porter, Administrative Assistant for the Professional Relations department, presented **Ronald Henderson, DDS** of Dover, New Hampshire with an engraved chair in honor of his 40 years of participation.



Linda Carter, Network Representative, Professional Relations department, presented **Jeremy Hoffman, DDS** of Brattleboro, Vermont with a clock in honor of his 35 years of participation.

## Billing for Added Value Services

Northeast Delta Dental's Participating Agreements require that dentists provide services according to their accepted filed fees, or the PPO fee schedule, depending upon their participation status (Premier or PPO and Premier) and the patient's plan design (Premier, PPO plus Premier or Delta Dental PPO). Patients may, from time to time, request a service such as a crown or denture that involves more expensive materials or lab costs than the standard service. You may charge your patients for the additional cost of these materials or laboratory services, but **must** document that the patient was offered the standard service and that they voluntarily and knowingly agreed to accept responsibility for the difference between the contracted reimbursement and the

higher cost service. The fee submitted to Delta Dental should reflect the full cost to the patient, and a notation must be added in the Comments section of the claim, indicating "Added Value Service." Northeast Delta Dental will process the claim to reflect payment of the dentist's filed fee or the PPO fee and the patient's responsibility under the benefit plan. All additional costs are the patient's responsibility. If the higher fee is used more frequently than 20% of the time, that fee should be submitted to Delta Dental when filing your usual fee on your fee profile. We always recommend that you obtain a pre-determination for high cost or complicated services. If you have additional questions, contact our Professional Relations Department at 800-537-1715.



## 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

Philip Higgins, DMD  
Joseph DiDonato, DDS  
Raymond Cunningham, DDS  
Nikhil Mallick, DDS  
Phebe Winters, DMD  
Adam Thompson, DDS  
Emily Horcha, DMD  
Nicole Cividanes, DMD  
Afshan Bintory, DMD  
David Miller, DMD  
Lisa Slaughter, DMD  
George O'Donnell, DMD  
Derek Jones, DMD  
Timothy Towle, DMD

### New Hampshire

Mark Hartzler, DMD  
Sahana Ramos, DMD  
Jill Brinkman, DDS

Zeina Nseir, DMD  
Emily Pakula, DMD  
Palwinder Kaur Panesar, DDS  
Olin Farrior, DMD  
Stephen Boone, DDS  
Rajeev Panakanti, DMD  
Clark Smith, DMD  
Preetha Mariappan, DMD  
Mary Hein, DDS  
Praveen Mandera Govindaiah, DMD  
Andrew De La Rosa, DMD  
Jason Peacock, DDS

### Vermont

David Stephens, DMD  
Christ Theodorou, DMD  
Ian Fehring, DDS  
Jonathan Bloom, DDS  
Keri Wakefield, DDS

## Office Changes or Updates

Please contact the Provider Services department at 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 an office or practice
- Tax information changes
- New and/or changed 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!

**Dr. Thurston J. Carpenter  
Memorial Golf Tournament  
Friday October 4, 2013  
The Ledges Golf Club  
York, Maine**

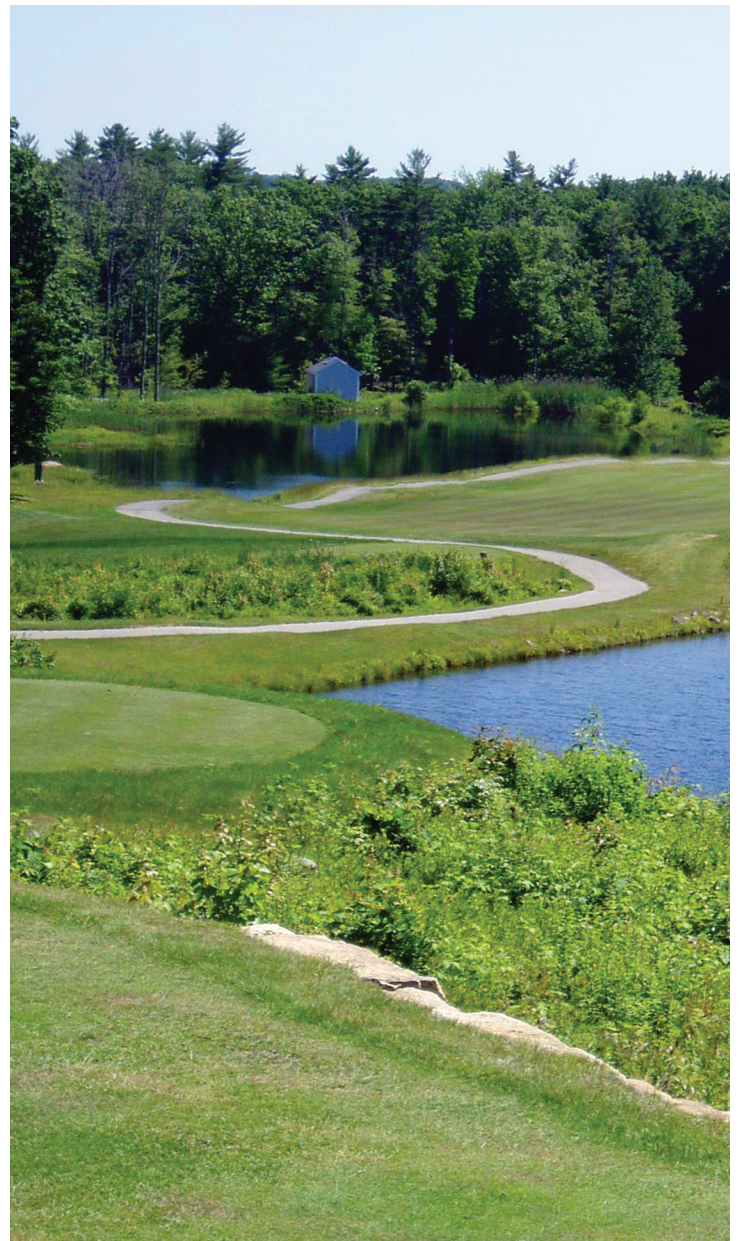


A chance to win an exciting hole-in-one prize!

All proceeds benefit Northeast Delta Dental Foundation, Inc., to support oral health programs, such as P.A.N.D.A. (Prevent Abuse and Neglect through Dental Awareness).

Registration Deadline: October 1, 2013

For more information, please contact Patti Capone at 603-223-1348 or pcapone@nedelta.com.



## Holiday Closures

Memorial Day	Monday, May 27
Independence Day	Thursday, July 4