

Winter 2011

News for the  
Dentist and Staff

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# The Incisor

## INSIDE

2

Annual Ski Day

*The Incisor*  
is Going Green!

DDPNH  
Annual Meeting  
Reminder

DDPVT  
Annual Meeting  
Reminder

Difficult Prophylaxis  
Policy Rescinded

3

Long-time Participants  
Recognized

Fee Discounts and  
Reimbursement

Update Your Fees Online!

4

Welcome to New  
Participating Dentists

Office Changes  
or Updates

## Reminder...

Delta Dental Plan of  
New Hampshire (DDPNH)  
Annual Membership Meeting:  
**Friday, March 11, 2011.**

Delta Dental Plan of Vermont  
(DDPVT) Annual Membership  
Meeting: **Friday, April 8, 2011.**

See page 2 for details.



## Northeast Delta Dental Begins Patient-Centered Oral Health Pilot Program

On January 3, 2011, Northeast Delta Dental inaugurated a pilot for a patient-centered oral health program called **Healthy Smiles~Healthy Lives** with employees from PC Connection in Merrimack, NH. Northeast Delta Dental employees are also participating in the pilot program. In December 2010, packets with information about the program were sent to dental offices identified as being the providers for patients from each company.

Employees who register to participate in **Healthy Smiles~Healthy Lives** will have the option to do a personal oral health risk assessment online by going to **www.MyDentalScore.com**. Employees will then request age appropriate information and guidance about the oral and systemic health issues of interest to them.

For patients who exhibit moderate to high risk for caries or periodontal disease as determined by a standardized risk tool, enhanced dental benefits including additional prophylaxis or periodontal maintenance visits, fluoride and sealant benefits without age restrictions may be available. The standardized risk assessment tools that have been selected for the pilot are Caries Management by Risk Assessment (**CaMBRA**) and **PreViser**.

Information and forms for CaMBRA are available from various sources including the American Dental Association at **www.ada.org**. PreViser is an online healthcare analytic program for periodontal disease, caries and oral cancer that can be accessed at **www.previser.com**.

Dentists will be reimbursed for conducting the risk assessments for the pilot program using the code D0160 – detailed and extensive oral evaluation – problem focused, by report. Remember, this pilot program is only for employees of PC Connection and Northeast Delta Dental at this time. For more information or to schedule an office visit or teleconference, please contact Jean McPheters, RDH, Northeast Delta Dental's Oral Health Program Manager, at **smiles@nedelta.com** or call our Smile Line at (603) 223-1243.

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## Annual Ski Day

Our popular event, Northeast Delta Dental Ski Day was held Saturday, February 5 at Shawnee Peak in Bridgton, Maine. This special day was run in tandem with the Vertical Challenge, which raises money for the Make-A-Wish Foundation of New Hampshire, and offered a fun-filled day of skiing, racing, music, games, and prizes for dentists, subscribers, employees, and families. You can still use the special 2-for-the-price-of-1 ski lift tickets that were mailed to all participating member dentists on January 7. Contact Patti Capone at 603-223-1348 for more information.

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## The Incisor is Going Green!

To help reduce our environmental footprint and to help keep Northeast Delta Dental's administrative rates as low possible, *The Incisor* is going online effective with our Spring issue scheduled for publication in May of 2011.

In order to continue to receive the valuable information and updates provided in *The Incisor*, we need to have accurate e-mail addresses for each dental office in our network. Each new issue will be posted on our website according to our usual schedule (February, May, August, and November). You will receive an e-mail with a link to the Northeast Delta Dental website whenever a new issue is published.

Please go to the Northeast Delta Dental website Provider Tab to provide us with your e-mail address so that we can notify you when each new issue of the *Incisor* has been posted. While we sincerely hope that most of our participating dentists will opt to use the electronic option, a limited number of paper copies will be available for offices without internet connections. Contact Professional Relations at 800-537-1715 if you would like to continue receiving a printed copy.

Northeast Delta Dental looks forward to continuing to provide you with information and resources you can use in a new and more environmentally-friendly format.

## DDPNH Annual Meeting Reminder

The Delta Dental Plan of New Hampshire (DDPNH) Annual Membership Meeting will be held at **12:00 noon on Friday, March 11, 2011, at the Grappone Conference Center** in Concord, NH. The meeting, in accordance with the spirit of the DDPNH By-Laws, will be held during the luncheon break of a clinical seminar sponsored by the New Hampshire Dental Society.

An agenda and the minutes of last year's Annual Membership Meeting will be mailed to the Membership 10 days prior to the Annual Membership Meeting. One new Board member will be introduced at the meeting. Please mark your calendar, and plan to join us on March 11 at the Grappone Center.

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## DDPVT Annual Meeting Reminder

Delta Dental Plan of Vermont (DDPVT) will hold its 2010 Annual Membership Meeting (year in review) on **Friday, April 8, 2011, starting at 12:00 noon at the Stowe Mountain Lodge**, 7412 Mountain Road, Stowe, Vermont. The meeting will be held in conjunction with a Vermont State Dental Society clinical seminar sponsored, in part, by Delta Dental Plan of Vermont.

In advance of the Annual Membership Meeting, DDPVT members may submit resolutions and Bylaw amendments for consideration by the Membership at the Annual Membership Meeting. As stated in Section 2.04 of the Bylaws, resolutions must be in writing and signed by at least ten (10) members. Under Section 7.01, Bylaw amendments must be submitted in writing. Both resolutions and amendments must be submitted to John L. Westbrook, DDS, DDPVT Secretary, One Delta Drive, PO Box 2002, Concord, NH 03302-2002, at least 60 days (February 7, 2011) prior to the date of the Annual Membership Meeting.

The election of members to the Board of Trustees will be conducted by mail ballot. On or before March 9, 2011, a ballot will be sent to each member dentist along with voting instructions and biographical data on the candidates.

Please mark your calendar and plan to join us on April 8 at the Stowe Mountain Lodge.

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## Difficult Prophylaxis Policy Rescinded

As of February 15, 2011, Northeast Delta Dental will no longer approve special consideration for prophylaxes that take extra time due to the patient's condition. Participating dentists will be reimbursed based on their prefiled fees, and the patients will not be responsible for any fee differences. The rationale behind this policy change is that there is no American Dental Association procedure code describing a difficult prophylaxis. Also, many employers are choosing Northeast Delta Dental's new standard benefit of up to four (4) prophylaxes or periodontal maintenance procedures in a year, not to exceed a total of four in any combination. This allows benefits for patients who need more extensive hygiene care.

Claims for difficult prophylaxes received on or after February 15, 2011, will be priced based on the dentist's prefiled fee for a prophylaxis, and the patients will not be responsible for any difference between the submitted fee and the prefiled fee. Please contact Professional Relations at 800-537-1715 if you have any questions regarding this policy change.

## Long-time Participants Recognized



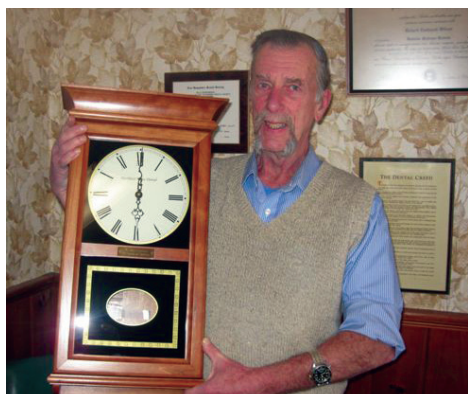
Dr. Bruce Bragdon of Dover, NH opted to make a donation of \$350 to Avis Goodwin Community Health Center in lieu of a clock for his 35 years of participation.



In lieu of a clock to recognize him for 35 years of participation, Dr. Fred Giaimo of New Ipswich, NH donated \$350 to Jaffrey Foursquare Church.



Dr. Richard McManus of Newport, NH was presented with a clock in recognition of his 35 years of participation.



Melisa Porter was pleased to present Dr. Richard Wilson of Sanbornville, NH with a clock, thanking him for 35 years of participation.



A chair engraved with his name was presented to Dr. Andre Montminy of Pelham, NH in appreciation of his 40 years of participation.

## Fee Discounts and Reimbursement

From time to time, we see advertisements in local newspapers and on the Internet from dentists in our network offering various discounts for examinations and dental services for new or existing patients. Northeast Delta Dental recognizes that fee discounts can be a useful tool to increase the number of patients in your dental office.

Your Northeast Delta Dental Participating Agreement does not restrict you from offering discounts to Northeast Delta Dental members. When discounts are offered to insured patients, however, the fees submitted for reimbursement must reflect discounts offered to your patients for covered services.

The American Dental Association's Code of Ethics contains additional guidance on representation of fees. The current version of this code can be accessed at [www.ada.org/sections/about/pdfs/ada\\_code.pdf](http://www.ada.org/sections/about/pdfs/ada_code.pdf).

## Update Your Fees Online!

Updating your Premier fees has never been easier. Visit the Northeast Delta Dental website at [www.nedelta.com](http://www.nedelta.com), log in, and select the "Online Fee" option available in the green ribbon at the top of the page. The Online Fee Submission application will display your current fees on file while providing a place for you to key an updated fee. Upon submission, you will receive an e-mail confirming the data was sent, while the updated fees are transmitted directly to the Provider Services department for review. A member of the Provider Services department will contact you with the results of your fee updates. It is easy to use, quick, and a green way to update your Premier fees. If you have any questions, feel free to contact the Provider Services department at 800-537-1715, extension 1100.

## Welcome to 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

Rosemarie Sheline DDS  
Sonali Patel DDS  
Cara Ann Pippenger DDS  
Sungwhan Cho DMD  
Jonathan Gibbs DDS  
John Codjoe DDS  
Grace La DMD  
Maryam Shomali DMD

### New Hampshire

Moses Shin DMD  
Shane Citron DDS  
Timothy Meyers DDS  
Eric Hamilton DMD  
Soojin Eriksen DMD  
Dieter Knauss DMD  
Jeffrey Ray DMD

### Vermont

Kai Steele 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.

**ATTENTION OFFICE STAFF**  
Important Insurance Information

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