

Winter 2010

News for the
Dentist and Staff

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The Incisor

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Celebrate February, Children's Dental Health Month, with the Smile Squad!

As a part of our mission to promote good oral health, Delta Dental Plans Association developed a fast-paced card game called the Smile Squad that gives parents and children (ages 6-11) a way to have fun in the dental office waiting room while learning important oral health lessons. Each of the four Smile Squad heroes—Sparkle, Glint, Pearl, and Chomp—represents an important aspect of maintaining good oral health. The heroes utilize good habits and smart actions to combat Captain Cavity and the efforts of his malevolent Mouth Marauders to wreak havoc on children's oral health. A poster and a deck of cards is available from Northeast Delta Dental free of charge to every participating dental office. To complement the card game, please visit www.nedelta.com and click on the Smile Squad banner for fun, engaging, and informative activities for children.

A few of the activities include:

- **Smile Squad Card Game** – A downloadable version of the Smile Squad card game teaches kids important oral health tips and techniques. By matching hero and villain cards with oral health action cards, players score points toward the goal of 32 points—the number of permanent teeth in a healthy smile.
- **Join the Smile Squad** – An invitation to join the Smile Squad allows kids to create personal characters and playing cards. To join, kids must download and print out a pledge card, declaring their commitment to practice good oral health habits as an honorary member of the Smile Squad.
- **Adventures** – A series of comic-book style adventures quizzes children throughout and then rewards them for making good oral health choices by advancing the story.
- **Color Me Happy** – Parents can print downloadable coloring pages for their kids as a reward for demonstrating good oral health habits.
- **Online Games** – A variety of games from simple shooters to card-matching time trials convey critical oral health information.

Parents and children can also sign up to receive e-mail alerts when new adventure episodes and other exciting features become available.

To order your poster and card game, please contact Melissa Porter at 800-537-1715, extension 1383 or via e-mail at mporter@nedelta.com. We will also have the posters and card games available at the annual meetings of Delta Dental Plans of Maine, New Hampshire and Vermont, and the annual meetings of the Maine Dental Association, New Hampshire Dental Society, and Vermont State Dental Society. Stop by our exhibit table and pick up a Smile Squad package for your office!





40-Year Option— Chair or Donation?

For many years, Northeast Delta Dental has shown its appreciation to dentists who have participated for forty years by presenting them with a handcrafted chair. We are proud to continue this tradition and look forward to presenting the chair during the anniversary month of the dentist's fortieth year of participation.

However, we also offer an alternative form of recognition in lieu of the chair presentation. Northeast Delta Dental will make a charitable donation in the dentist's name to an oral health related charity in the amount of \$400.00.

For more information on this or other Dividends for Dentists programs and offers, please contact Melisa Porter in the Professional Relations Department toll-free at 800-537-1715, extension 1383 or at 603-223-1383 or for more information or a list of eligible tax-exempt charitable organizations in your area.



Updated Clinical Documentation Requirements

Enclosed you will find Northeast Delta Dental's most up-to-date Clinical Documentation Requirements. This lists what documentation is required for what procedures submitted on claim forms for payment or predetermination. It replaces the "Radiograph Requirements" document in use for several years. Please post it in your billing department for accurate submission. That helps us to process your claims and predeterminations as quickly as possible. Please call Professional Relations at 800-537-1715, if you have any questions.

What is a Surgical Extraction?

As consultants at Northeast Delta Dental review claims, it seems there remains significant confusion regarding the definition (or interpretation) of the ADA's CDT 2009/2010 code **D7210, Surgical Extraction**.

The ADA definition states that a surgical extraction involves not only the laying of a flap but removal of bone, and/or the sectioning of a tooth in order to remove the tooth. The definition reads: "D7210 Surgical removal of erupted tooth requiring elevation of mucoperiosteal flap and removal of bone and/or section of tooth. Includes cutting of gingival and bone, removal of tooth structure, minor smoothing of socket bone and closure."

Claims sent to Northeast Delta Dental for code D7210 are reviewed by our dental consultants. We look at multiple factors including, but not limited to, extent of caries, tooth position, history of root canal therapy, density of bone, length and morphology of roots, adjacent structures, etc.

But, we are not there! We are just looking at the x-ray. So if we have questions, we ask for the dentist's clinical notes or a written narrative to assist our deliberations. If the clinical notes match the ADA definition parameters, then the claim is approved. But if we still have unanswered questions and the clinical notes do not definitively state that bone was removed and/or the tooth was sectioned, we may change the code to a D7140 "routine extraction" and continue processing the claim.

Remember that accurate, legible, and complete treatment notes do not only allow your claims to be processed faster, but protect your practice if there are any questions as to exactly what you accomplished for your patient.

Additionally, as more teeth are being replaced with implant-supported prosthetics, and socket bone grafts (ADA code D7953) are becoming more common, we are seeing more "surgical extractions" of the tooth being removed with the explanation that "I did an atraumatic extraction." The newer technique of "atraumatic extraction" aims to maintain the alveolar bone and can require more specialized equipment, care, and additional time to accomplish. However, there is no ADA code for this, so we do not recognize that explanation as conforming to the definition of the ADA code D7210.

You may reach our team of dental consultants to discuss coding issues at 800-537-1715.

- **Richard A. Berryman, DDS**
Dental Consultant

Coordination of Benefits Between Northeast Delta Dental and C&S Wholesale Grocers' Medical Carrier

For ADA Surgical Procedure Codes: D7220, D7230, D7240, D7241, D7310, D7311, D7320, D7321, D7960, D7963

Northeast Delta Dental is processing claims for C&S Wholesale Grocers (C&S), group number 1706, for dates of service on or after January 1, 2010. When any of the above-noted surgical procedures are provided to a C&S subscriber or his/her spouse/dependents, the claims should be submitted to the C&S medical carrier for payment first (primary carrier) before submission to Northeast Delta Dental (secondary carrier). Please submit a copy of the medical carrier's Explanation of Benefits with the claim to Northeast Delta Dental.

When coverage is also available for the spouse and/or dependent children through the spouse's policies, standard coordination of benefits rules shall apply to determine which carrier(s)—that of the C&S employee or his/her spouse—is first to pay (primary carrier) for claims for the spouse or the dependent children. If the spouse's policy is responsible for paying first, claims for any remaining balances after payment by said carrier should then be submitted to the C&S employee's medical carrier. Any final balance is then submitted to Northeast Delta Dental through the C&S employee's Northeast Delta Dental policy, along with copies of the Explanation of Benefits from the other carrier(s).

Please contact Customer Service at 800-832-5700 if you have any questions.

Long-time Participants Recognized

Professional Relations personnel were pleased to present the 35-year recognition awards this past quarter.

We congratulate these hard-working dentists and thank them for their long-time participation with Northeast Delta Dental!



35-year clock presented to
Stephen Peer, DMD, of Tilton, NH



35-year clock presented to
Jeffrey Glauber, DMD, of Merrimack, NH



35-year clock presented to
Charles Neal, DMD, of Bedford, NH

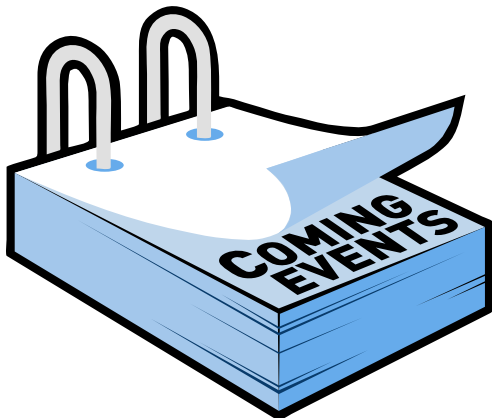


Save the Date for a June 11, 2010 Conference to Focus on Medical and Dental Collaboration

Health professionals agree that when medical and dental professions collaborate, the outcomes for patients improve. How to enhance collaboration is the focus of a conference entitled, "Common Ground: Practical Approaches for Collaborative Medical and Dental Care," being held at NHTI, Concord's Community College on June 11, 2010.

Sponsored by Northeast Delta Dental, the conference is a collaborative effort of NHTI's nursing and allied dental health professional development programs to raise awareness of the value to patients of integration of medical and dental care. It is designed for professionals in all areas of allied health including physicians, dentists, dental hygienists, nurse practitioners, nurses, and physician assistants.

Keynote speaker, Dr. Hugh Silk of the University of Massachusetts Medical School, Dr. Gretchen Gibson of the Veterans Administration, and other distinguished faculty will present concrete information that can be implemented in all healthcare settings to improve the overall health of patients. Topics that will be covered include physical assessment skills, oral care in the older adult, smoking cessation guidelines, caring for the diabetic, dental carries risk assessment, and more.



Special Ski Savings Offer for Member Dentists and Staff

Northeast Delta Dental is pleased to offer a special ski discount coupon to member dentists, their families, and staff this 2010 ski season. A coupon is included in this issue for your enjoyment.

The discount offer is a two-for-one lift ticket valid Sunday through Friday at several mountains here in the Northeast. Just clip and surrender the coupon at the ticket window to receive two lift tickets for the price of one on the allowed dates. Please reference black-out dates on the coupon.

The coupon also promotes Northeast Delta Dental Day, which will be held on Sunday, February 28, 2010, at Pico Mountain in Killington, Vermont. This special day is run in tandem with the Vertical Challenge, which raises money for New Hampshire's Make-A-Wish Foundation and offers a fun-filled day of skiing, racing, music, games, and prizes for dentists, subscribers, employees, and families.

2 FOR 1 LIFT TICKET

Proud Sponsor of the
Vertical Challenge 1990-2010
20th ANNIVERSARY

Exclusively for
DELTA DENTAL

Northeast Delta Dental
member dentists and staff.

Take advantage of our special
2-for-1 lift ticket offer!

Offer is valid at the mountains
listed below. Expires April 30, 2010.
Valid Sunday through Friday.

Black out dates are:
December 22, 2009 - January 1, 2010
January 17-19, 2010
February 14-21, 2010

Present this coupon at the mountain's ticket window
to receive your 2-for-1 lift ticket.

ASCUTNEY MOUNTAIN RESORT (802) 494-7111 www.ascutney.com
Black Mountain (603) 383-4490 www.blackmt.com
QUINCY (802) 626-3322 www.skiburke.com
BUTTERNUT (413) 528-2000 www.skibutternut.com
Cranmore NORTH CONWAY 610-5106-5100 www.cranmore.com Offer good Mon-Thur. only.
CROCHED MOUNTAIN (603) 538-3688 www.crochedmountain.com
GUNSTOCK MOUNTAIN RESORT (603) 293-6348 www.gunstock.com
JAY PEAK VERMONT (800) 451-4449 (413) 738-5500 www.jaypeakresort.com
Jiminy Peak (413) 738-5500 www.jiminypeak.com
SKITABRAM (207) 875-5000 www.skintabram.com
MOUNT SUNAPEE (603) 763-3500 www.mountsunapee.com
PATS PEAK (603) 428-3245 www.patspeak.com
RAGGED MOUNTAIN (603) 768-3600 www.raggedmountainresort.com
SHAWNEE PEAK (207) 647-8444 www.shawneepark.com

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

Wayne Yee DDS
 Thanh Pham DMD
 Windy Thompson DDS
 Jeffrey Dettori DDS
 Akash Agrawal DDS
 Stefan Andren DDS
 Joseph Kenneally DMD
 Reetika Sodhi DMD
 Jonathan Goss DDS
 Brijesh Patel DMD
 John Beaudoin DMD
 Deryl Kipp DDS
 Alan Harrison DMD
 William Noyes DDS
 Kyra Chadbourne DDS
 Samuel Coppola Jr DDS



New Hampshire

Julia Faigel DMD
 Yoon Kim DMD
 Ansana Shrestha DMD
 Michael Gelfman DDS
 Jennifer Ra DMD
 Kelly Wojcicki DMD
 Brian Hunter DDS
 Jeffrey Benecchi DMD
 Sridhar Meda DMD
 Archana Sharma DMD
 David Bogacz DMD
 Melissa Kleinschmidt DDS
 Nishit Modi DMD

Vermont

Emily Smith DMD
 Isam Hamati DDS
 Augustin Iancu DDS
 Ningxia Zhao DMD
 Robert Vokey DDS
 David Stanley DMD
 Nazeeh Abunasra DMD
 James Gerweck DMD
 Ellen O'Brien DDS
 Mari Berry DMD
 Sonali Patel 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 These Dates

Friday, March 12, 2010, 12:00 Noon - Grappone Conference Center in Concord, New Hampshire, for the Delta Dental Plan of New Hampshire Annual Membership Meeting to be held during the luncheon break of a clinical seminar sponsored by the New Hampshire Dental Society.

Friday, April 9, 2010, 12:00 Noon - Stowe Mountain Lodge, 7412 Mountain Road in Stowe, Vermont, for the Delta Dental Plan of Vermont Annual Membership Meeting to be held during the luncheon break of a clinical seminar sponsored by the Vermont State Dental Society.

ATTENTION OFFICE STAFF
Important Insurance Information

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

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