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Important Announcements Regarding COVID-19 Relief Programs!!

In recognition of the difficulty and cost of obtaining the necessary PPE to open dental offices and begin to treat patients once again, Northeast Delta Dental implemented the following extraordinary programs.

- **The \$10 per visit checks for PPE and other re-opening costs**, for the month of July were issued on August 12, and distributed via U.S. Mail. So, hopefully you will have received these checks by the end of the week of August 17. These checks for July visits total \$1.4 million dollars for Northeast Delta Dental participating dentists, bringing this program's total to about \$2.5 million distributed to participating dentists in New Hampshire, Maine and Vermont. **An important reminder: Because PPE and other infection control costs are considered part of the office overhead, participating providers agree not to charge Delta Dental patients a separate fee.**
- **For those dental offices continuing to use teledentistry**, the last checks for July transmissions were issued on August 10 and mailed via U.S. Mail, so again, hopefully you will have received them by now. Teledentistry is here to stay, and Northeast Delta Dental is supportive — for example, we continue to support teledentistry and fund a program to serve children at the Manchester and Concord Boys & Girls Clubs using this tool. We hope you continue to keep teledentistry in your dental office paradigm, as local laws and regulations support its use.
- **The \$10 per visit checks for PPE and other re-opening costs, and the teledentistry transmission checks, with monies coming from Northeast Delta Dental's reserves, end with these July payments.**
- **Our Discounted Gown Program:** It took a total team effort to make the initial distribution of nearly 8,000 gowns to our participating dentists a reality — employee colleagues, board members, and helpful participating dentists. A huge thank you to employee colleagues Donna St. Onge, Liz Thomas, Lauren Drolet, Andy Tabor, Eleanor Vien, and LeaAnne Haney, who have helped make this happen, and for Delta Dental Plan of New Hampshire (DDPNH) Board Chair, Dr. David Staples; for having the foresight to pursue a gown supplier. It is worth noting that Dr. Staples, plus Dr. David Solomon, Delta Dental Plan of Vermont (DDPVT) Board Chair; and Delta Dental Plan of Maine (DDPME) Professional Relations Committee Chair, Dr. Jeff Doss; and former DDPVT Board Chair, Dr. Paul Averill, took a hands-on role in our PPE distribution efforts (gowns and masks). We are continuing the discounted gown program as supplies are available to us. The cost of the reusable gowns is \$40 to Northeast Delta Dental, and we are absorbing half the cost offering them to participating offices for \$20. We ask that checks be made payable to Northeast Delta Dental Foundation, so those funds will flow back into the communities for oral health projects to assist the underserved.
- **We have distributed 110,000 KN95 masks for free** to dental offices in Maine, New Hampshire, and Vermont, and are now in process of distributing another 5,000 on a discounted basis. The checks from dentists, similar to the checks for the discounted gown program, are made payable to the Northeast Delta Dental Foundation. In turn, those dollars, coupled with the funding received from the DDPNH, DDPME, and DDPVT corporations, are used by our Foundation to support oral health initiatives for our underserved populations via a grant process coordinated by Jennifer McGrath, Kathy Walker, and the Northeast Delta Dental Foundation Board. These payments will help substitute for the loss of Foundation funds due to the cancellation of the Dr. Carpenter Golf tournament due to COVID.
- **Our N95 Mask journey was a short one.** Within two days, we received orders for over 4,100 masks and exhausted our inventory. Our team is working through finalizing, shipping, and invoicing the remaining orders, so if you have not heard back from Lauren Drolet yet, she will get back to you soon. Our mutual journey through the land of PPE has been a challenging one and hopefully, the ability to acquire supplies will continue to improve. Please reach out to Lauren at ldrolet@nedelta.com if you have any questions. Thank you.

The management and the Boards of Directors/Trustees of Northeast Delta Dental were glad we could provide financial help during this re-opening transition.

Gown and Mask Delivery Recipients

All were very complimentary of everything that Northeast Delta Dental is doing to help them see their patients and are very grateful for the gowns and masks!

Pictured below: Dr. Michael Ambra, Ambra Dental Care; Dr. Bruce Cronhardt and Dr. Sarah Katz, Bow Family Dentistry; Dr. Matthew Walsh, NH Endodontics; and Dr. JP Rabbath, Tilton Family Dentistry.



Donation to NH Department of Health and Human Services

Northeast Delta Dental donated 500 Grin! for Kids magazines, toothbrushes, toothpaste, and floss to the New Hampshire Department of Health, Dental Division, to support their oral health educational programs for children. Pictured here are LeaAnne Haney, Health and Oral Wellness Solutions Specialist; and Laural Dillon, Oral Health Program Manager at NH Department of Health and Human Services (DHHS).



Health *through* Oral Wellness® Webinars Available

Do you have new team members unfamiliar with the Health *through* Oral Wellness® (HOW®) program? Would you and your team like to learn about the newest enhancements to the HOW® program? Our Oral Health and Wellness Solutions Specialists, LeaAnne Haney, RDH and Christa Keddie, RDH, would be happy to schedule a webinar at your convenience. They can tailor the webinar to your needs and questions. Please contact LeaAnne or Christa at 603-223-1339 or HOWspecialists@nedelta.com to schedule your free webinar!

We thank you for your continuing participation with Northeast Delta Dental.

NHTI's Business Training Center Opens Dental Continuing Education for Fall 2020



Dental hygienists and assistants in need of continuing education hours and credits – who have been in a holding pattern since the beginning of the pandemic – now have a solution through NHTI – Concord's Community College.

NHTI's Business Training Center (BTC) is thrilled to announce that registration is now open for dental continuing education classes for the fall 2020 semester, including those rescheduled from spring 2020. Classes will be offered online and on campus, depending on individual course needs and requirements.

NHTI is working with the state's Department of Health and Human Services on the safety measures and protocols to ensure a safe environment for everyone. BTC has had to decrease course capacity, so space for these programs is limited. Students are encouraged to review the required PPE for individual classes and to register early.

In the event further pandemic restrictions prevent the courses from being offered, students will have the option to roll over registration for the next opening or request a refund. To register now, visit www.nhti.edu/btcdental.

Preliminary Oral Inspection (POI) Hybrid	8/29 – 9/12 Online 9/12 On Campus Clinical 8:30 – 12:30	\$204
Infection Control Practice (ICP) Hybrid	8/29 Online 9/12 On Campus Clinical 1:00 – 5:00	\$204
Infection Control Practice (ICP) Hybrid	9/13 – 9/26 Online 9/26 On Campus Clinical 8:30 – 12:30	\$204
Preliminary Oral Inspection (POI) Hybrid	9/13 – 9/26 Online 9/26 On Campus Clinical 1:00 – 5:00	\$204
Special Needs Populations: Practical Considerations for Oral Health Care	9/19 Online Synchronous 9:00 – 12:00	\$155
Out with the Old, In with the New Periodontal Classification System	9/26 On Campus 8:30 – 12:30	\$120
Administration of Local Anesthesia for the Dental Hygienist	9/28 – 11/21 Online 10/31, 11/14, 11/21 On Campus 8:00-4:00	\$1540
Dental Office Emergencies – Is Your Team Prepared ONLINE	10/10 Online 8:30 – 12:30	\$120
Temporary Crown & Bridge Fabrication	10/17 On Campus Clinical 8:30 – 5:30	\$225
Caries Stabilization HYBRID	10/20 – 11/7 Online 11/7 8:30 – 4:30 On Campus Clinical	\$285
Dental Sealants HYBRID	10/02 – 10/24 Online 10/24 8:30 – 4:30 On Campus Clinical	\$270
Orthodontic Duties for the Dental Assistant	11/14 8:30 – 5:30 On Campus Clinical	\$242
Monitoring Nitrous Oxide Use HYBRID	11/20 – 12/5 Online 12/5 8:30 – 1:30 On Campus Clinical	\$204



New Participating Providers

We are pleased to announce that the following providers have joined Northeast Delta Dental's networks in Vermont, Maine, and New Hampshire:

Maine

Joshua Hall, DDS
Linda Souliere, LD
Laura De Oleo, DDS
Tina Bourgoin, DMD
Stormy Colbath, IPDH
Debra Sylvain, IPDH
Margaret Palmer, DMD
Stanley Armstrong, DMD
Stephanie Watson, DMD
Erin Saucier, DMD
Katti Webb-Simpson, IPDH
Craig Vermette, DMD
Lydia Stegemann, DMD
Thomas Halpin, DMD
Debra Doody, IPDH
Chelsea Johnston, DMD
Rabia Shamim, DMD
John Fitzsimons, DMD
Cameron Seymour, DMD

New Hampshire

Mohamed Butt, DDS
Mahek Mehta, DMD
Tarin Nassaney, DMD
Christopher McCormack, DMD
Akbar Saleem, DMD
Andrew Janiga, DMD
Jeremy Anderson, DMD
Miguel Velez, DMD
Jenna Johnson, DMD
Susan Harvey, DMD
Peter Thomas, DMD

Vermont

Sean Alexander, DMD
Kelly Wright, DMD
David Basali, DMD
John O'Donnell, DMD
Jenna Rogge, DDS

Don't Miss the Opportunity for a Cash Incentive for Performing Annual PreViser® Risk Assessments!

Don't forget - the HOW® Incentive Program is in place for 2020 and cash incentives will be awarded at the end of the first quarter of 2021 for participating dentists who perform annual risk assessments for their Northeast Delta Dental patients! The incentive payment is in addition to your regular claim payments, and will not be charged to our members or purchasers.

Northeast Delta Dental wants to thank and reward our member dentists for performing the PreViser® risk assessments to help promote the HOW® Program to our covered members. Our purchasers are eager to learn how their employees' oral health has improved through your efforts.

For more details about the exciting HOW® Incentive Program, please go to www.nedelta.com/Providers/HOW-Incentive-Program, or if you prefer, you may contact Provider Services at 1-800-537-1715, extension 1100.

Everyone deserves a healthy smile, and with your help, we can make that a reality.

Holiday Closures

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

Labor Day	Monday, September 7, 2020
Veterans Day	Wednesday, November 11, 2020

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.