

Spring 2020
News for the
Dentist and Staff

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INSIDE

2

Northeast Delta Dental
Interim COVID-19
Relief Programs for the
Dental Community

Northeast Delta Dental
Monitors COVID-19
Developments

Smiles Matter

3

Special Olympics
New Hampshire

4

Holiday Closures

New Participating
Providers

Let Us Know About
Office Changes or
Updates

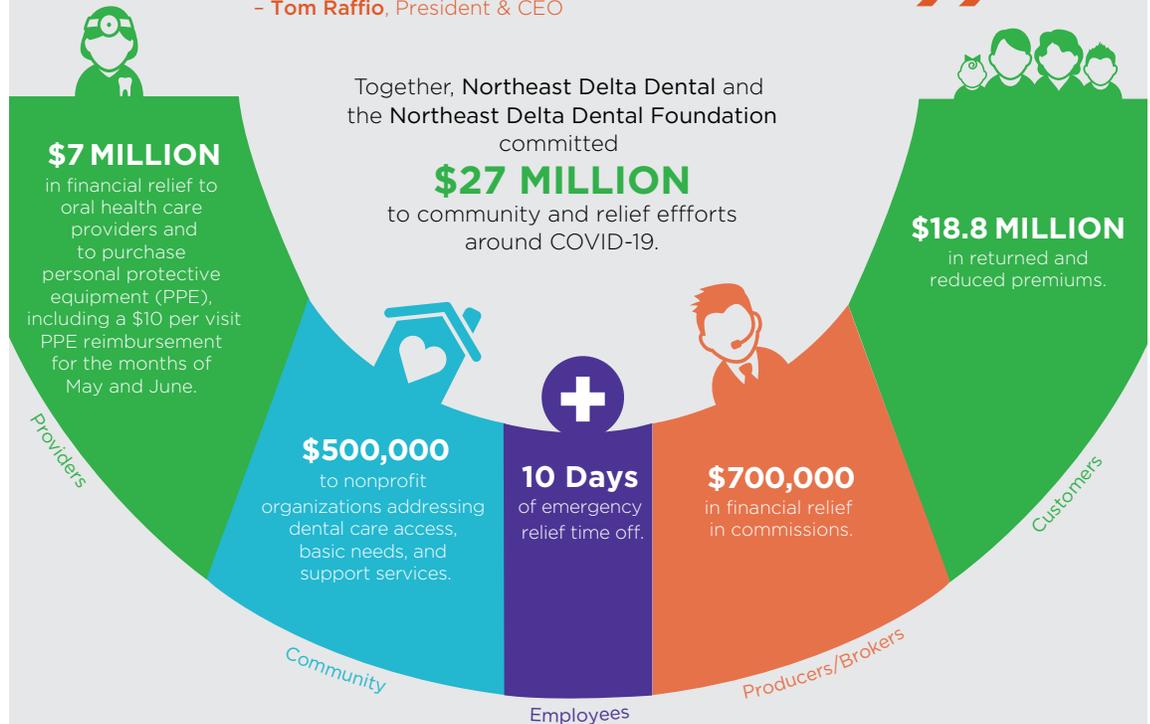
NORTHEAST DELTA DENTAL COVID-19 RELIEF RESPONSE

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As a nonprofit organization, our desire is to create a plan and response that will have the greatest impact on the greatest number of stakeholders and allows us to ensure that the oral health needs of all **Maine, New Hampshire, and Vermont** residents are met not only during this period of the global pandemic, but also when we recover and begin to rebuild the economy and re-open businesses.

”

- **Tom Raffio**, President & CEO



SMILE POWER™

As the largest nonprofit dental insurance carrier in the tri-state region, we fully intend to hold true to our mission of improving the oral health of the communities we serve. Together with all our stakeholders, we will continue to focus on the health and well-being of all Maine, New Hampshire, and Vermont residents and ensure access to oral health care that is focused on patient safety.

nedelta.com





LeaAnne Haney, RDH, safely delivers KN95 masks to Dr. Rachael Creisher of Kennebunkport, ME.

Northeast Delta Dental Interim COVID-19 Relief Programs for the Dental Community

Northeast Delta Dental is pleased to have provided Interim COVID-19 Relief Programs that included grants to participating practices, based on a percentage of their 2019 claims payments; grants to PPO network dentists amounting to the difference between the PPO fees and Premier fees for their 2019 claims payments; free KN95 masks for each participating practice; and grants for encounters by teledentistry (codes D9995 and D9996) - all through administrative checks outside our normal claims process to ensure that costs won't be charged to employers/purchasers and subscribers and dependents. Please remember, fees submitted for the teledentistry codes will not be billable to the patient, but the covered dental procedure(s) performed will be reimbursed as usual.

Recognizing the increased costs of infection control related to COVID-19, Northeast Delta Dental will provide grants to participating practices of \$10 per unique patient visit per day for patients covered by Northeast Delta Dental for the months of May and June. These funds also will be generated through administrative checks outside our normal claims process so there is no charge to our purchasers, subscribers and dependents. In June, we will run reports to identify those unique patient visits for dates of service in May, after which the appropriate administrative checks will be forwarded to participating practices. In July, we will repeat this process for June dates of service, at which time we will assess the current infection control costs and concerns.

Because the Delta Dental Plans Association's national processing policies don't allow patients to be charged for overhead costs, such as increased infection control, any claims indicating the fee listed is for infection control (or "PPE") and/or with ADA procedure code D1999, will be denied and the fees will not be billable to the patient. **However, each unique patient visit per day during May and June will be granted a \$10 fee by Northeast Delta Dental administrative check.**

If you have any questions regarding the Northeast Delta Dental Interim COVID-19 Relief Programs, please contact Customer Service at 1-800-832-5700.

Northeast Delta Dental Monitors COVID-19 Developments

Northeast Delta Dental is closely monitoring developments around the Coronavirus Disease 2019 (COVID-19). Our top priority continues to be the health, safety, and well-being of our subscribers, providers, producers, employees, and the communities we serve.

Please know that our operations are business as usual. We are continuing, and will continue, to process and pay claims, enroll subscribers, and provide the personal service our stakeholders expect and deserve. We have a dedicated response team implementing measures to prevent or minimize any disruptions to our services.

To protect the health of our employees and to ensure that we can continue to meet your needs, we are taking steps to reduce the risk of infection and transmission of COVID-19 among our workforce. These steps include enabling the majority of our employees to work from home, increasing the space between employees who must be at our offices, and reducing or cancelling in-person meetings.

We have taken steps to alleviate any significant disruptions to our operations. We will continue to monitor and follow guidance from the Centers for Disease Control and Prevention and from state and local authorities. We will provide updates if there are any material changes to our ability to meet your needs.

Please refer to our website's COVID-19 section for the latest information.



FROM SIX FEET AWAY, WE CAN STILL SMILE AT EACH OTHER.

SMILES MATTER

From opposite sides of the street and opposite sides of the country, through fear and frustrations, and masks, we can still smile at each other and remind each and everyone of us that we are still here for each other; because we can still smile with each other and we're not going anywhere.



Be sure to watch our SMILES MATTER video at [NortheastDeltaDental.com](https://www.northeastdental.com)



Special Olympics New Hampshire

Following thoughtful consideration, and out of an abundance of caution, Special Olympics New Hampshire cancelled all activities through June 19, 2020. Special Olympics New Hampshire is committed to remaining vigilant and taking all necessary proactive steps to protect athletes, staff, coaches, volunteers, and communities.

The cancelled events include the 2020 State Summer Games, the Law Enforcement Torch Run, five Area Summer Games, as well as all Local Program activities (such as practices, fundraisers, socials and end of season parties). This decision was carefully made after Special Olympics International consulted with the U.S. Centers for Disease Control and Prevention and after reviewing the latest guidance from the World Health Organization and other health authorities.

The loss of the Summer Games is particularly impactful to the athlete community because it also means there will be no Healthy Athletes screenings this year. Each year at the Summer Games SONH provides an overall screening, a Healthy Hearing screening, an Opening Eyes vision exam and the Healthy Smiles dental check. The Healthy Athletes program exists because studies show Special Olympics Athletes are at an increased risk of multiple and secondary health issues.

People with intellectual disabilities (ID) are also one of the most vulnerable populations to potential exposure to COVID-19. People with ID are at increased risk of respiratory disease, of influenza, of pneumonia, and of death from these causes, as well as obesity and diabetes. People with Down syndrome can have compromised immune systems and low muscle tone in the airway. Some people with cerebral palsy also have scoliosis and lower muscle tone, which may cause problems with secretions. All of these increase risk. Although there are no data that exist yet, for these reasons,

people with ID are considered at increased risk for COVID-19 and its consequences. This is a group of people who routinely are left behind so that's why at Special Olympics, we are constantly working to provide access to health care for people with intellectual disabilities.

As we get closer to June 19th, the situation will be reevaluated and SONH will make a decision regarding resumption of activities based on the guidance of Special Olympics International and the proper health authorities.

The entire staff of Special Olympics New Hampshire remains at work from their homes, working on an aggressive Athlete Engagement Program that includes reaching out via phone to each of the more than 3000 Special Olympics athletes in the Granite State. The goal is to have a conversation with each athlete to remind them to remain as active as they can and offer some encouraging words about SONH activities resuming as soon as it is safe to do so.

The absence of Special Olympics New Hampshire activities has an adverse effect on the social lives of the SONH athlete community. Athletes are feeling very isolated..no school, no work, no Special Olympics..less than 15% of our 3,000 athletes connect on social media. SONH staff and volunteers are calling each athlete (and their parent/guardian) to check-in, update contact information and confirm t-shirt size. As calls are finished, a Pick-Me-Up Training Pack (t-shirt and 12-week training plan) is sent to each athlete. The training pack allows athletes an opportunity to follow the training plan (based on age and fitness level) - keeping more active and preparing for competition.

Each Pick-Me-Up Training Pack is valued at \$29.76 and Special Olympics

New Hampshire is currently engaged in fundraising to cover the \$90,000.00 cost of the training packs. "The athletes are so excited to receive their Pick-Me-Up Training Pack" according to SONH Director of Development Carol Cray. She added "Many have shared selfies wearing their training t-shirt. We're hoping that, in some small way, we can alleviate the sense of isolation created by the COVID-19 crisis." This is an opportunity for individuals or companies to reach out and help a Special Olympics athlete.

We thank Northeast Delta Dental for their generous contribution of \$2,000 for the Pick-Me-Up-Training Packs!!

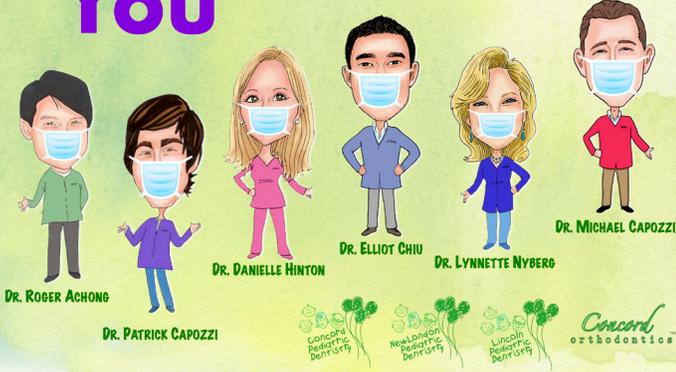
Making a donation to the program can be done online by visiting www.firstgiving.com/Campaign/Donation/52610 or www.SONH.org. Donors can also leave a note to an athlete that will be included in the training pack. Ten Pick-Me-Up Training Packs can be sent for just under \$300.00, and for tax year 2020, the CARES Act will allow individuals to deduct up to \$300 of their gift over their standard charitable deduction if they do not itemize their taxes. If they do itemize, the existing cap on annual contributions has been raised from 60% of adjusted gross income to 100%.

The Special Olympics New Hampshire website and social media channels are providing information, workout videos, tips on staying healthy for athletes and families along with messages of encouragement from various friends and partners of Special Olympics New Hampshire.

The latest information can be found at www.SONH.org.

*Guest Contributor, Mark Ericson
Senior manager, Communications
Special Olympics New Hampshire*

Thank You



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:

Vermont

Angie Yau, DMD
Scott Pelok, DDS
Joshua Gailey, DMD

Austin Carbone, LD
Gareth Coward, LD
Kathleen Coward, LD
Brian Patterson, DDS
Paul Lalicata, LD
Kayla Beal, IPDH

Maine

Eron Aldridge, DMD
Thomas Guerrette, DMD
Susanne Kuehl, IPDH
Elizabeth Doherty, IPDH
Catherine Kasprak, IPDH
Jill Kelly, IPDH
Aleshia Figgins, IPDH
Anna Imondi-Robertson, IPDH
Alissa Wade, IPDH
Derrick Robertson, IPDH
Stacy De La Torre, IPDH
Philip Sanguedolce, LD
Stephanie Swett, IPDH
Joseph Kingston, LD
Teresa Crandall, IPDH
Lindsey Young, LD
Kimberly Fichthorn, IPDH

New Hampshire

Karl McMillan, DDS
Caroline Adams, DMD
Anthony Manfredi, DMD
Grace Hannawi-Tadros, DMD
Kevin Boulard, DMD
David Ieni, DDS
Joshua Gailey, DMD
Munaf Mahmood, DMD
Judley Aphonse, DMD
Jason Lee, DMD
Michael Buchler, DMD
Jonathan Pinette, DMD
Kelsey Ro, DMD
Mohamed Butt, DMD



Many thanks to Haas Dental Associates in Derry, New Hampshire, for their thoughtful gift of ice cream, delivered by the Haas Dental Associates Sweet Tooth truck to onsite Northeast Delta Dental employees in appreciation for all Northeast Delta Dental has done to assist and support the dental community during this pandemic. Pictured is Elizabeth Densmore, of Customer Service, enjoying her sweet treat! Thank you Haas Dental Associates—you made our day!

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.

Holiday Closures

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

Independence Day	Friday July 3, 2020
Labor Day	Monday, September 7, 2020