

Summer 2011

News for the  
Dentist and Staff

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# The Incisor

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## Grant Provided for Recruiting NH Dentists

The Northeast Delta Dental Foundation awarded a grant to the Bi-State Primary Care Association to support the recruitment of the future generation of dentists for New Hampshire. The Recruitment Center is the only entity in New Hampshire focused on workforce development and recruitment of dentists for the state. Workforce development is a long-term process that includes identifying students who are interested in careers in dentistry and in being recruited to New Hampshire at some point in the future. As a nonprofit organization, the Recruitment Center is unique because of its focus on recruiting for regions of the state where dental services are most needed, such as rural and federally designated underserved areas.

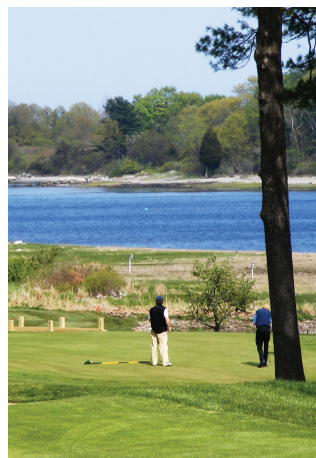
According to a 2010 workforce survey, nearly 40% of dentists who currently practice in New Hampshire expect to leave practice within 10 years. The importance of conducting workforce development activities now and on an ongoing basis is critical, and initiating these activities before New Hampshire starts to experience a dentist shortage statewide is essential to maintaining the oral health of its citizens.

The 230 health professionals recruited to New Hampshire since The Recruitment Center's inception in 1994 include 28 dentists. For more information about this grant or the Recruitment Center, please contact Stephanie Pagliuca, director of the Recruitment Center, at 603-228-2830, Ext. 111, or [spagliuca@bistatepca.org](mailto:spagliuca@bistatepca.org)

## Special Offer from Tesia-PCI

Northeast Delta Dental is accepting electronic attachments through Tesia-PCI at no charge to our participating dentists. As a special offer to participating dentists, you may also submit your electronic claims through Tesia-PCI for three months at no charge.

After the three-month free period, there is a flat fee of \$29.95 a month for an unlimited number of claims. Electronic attachments are free forever. Compare this offer to what you are currently paying, and you'll find this is very competitive pricing. For a free demo or to take advantage of the offer, call Tesia-PCI at 800-724-7240, or e-mail Tesia-PCI at [Info@Tesia.com](mailto:Info@Tesia.com). Be sure to identify yourself as a Northeast Delta Dental participating dentist.



## Golf Tournament

The 14th Annual Dr. Thurston J. Carpenter Memorial Golf Tournament will be held on Monday, September 19, 2011 to benefit the Northeast Delta Dental Foundation.

**Location:** Wentworth By The Sea Country Club; **Time:** Shotgun Start at 8:00 am – Net Scramble Format; **Entry Fee:** \$160/Person or \$600/ Foursome; **Deadline to Register:** September 9, 2011

Each golf package includes continental breakfast, use of the practice range and range balls, player gift package, and beverages, 18 holes of golf with cart and lunch. For more information, please contact Patti Capone at 603-223-1348, or [pcapone@nedelta.com](mailto:pcapone@nedelta.com).

# Notice of Northeast Delta Dental Benefit Program Administrative Changes

Effective September 1, 2011, Northeast Delta Dental will make several changes to its dental benefit programs to make them more consistent with current dental insurance industry standards. Among these changes are new time limitations for prosthodontic services extending them from five to seven years. The new time limitations were developed based on review of Northeast Delta Dental claims data and are consistent with the scientific evidence on the longevity of modern dental restorations. These changes will automatically apply to all fully insured groups and to self-insured groups unless they notify Northeast Delta Dental of their decision to opt out of the changes. Many of the self-insured groups have union contracts, and their choice to opt out may be based on the need to renegotiate those contracts. Where applicable, the changes apply to the administration of orthodontic payment, waiting periods, and time limitations for major restorative procedures.

*The changes below will apply to all claims processed on or after September 1, 2011, even if the date of service is prior to this date. A notice of these changes will be sent directly to all Northeast Delta Dental group and individual product customers.*

## Orthodontic Claims

Current orthodontic claim payment policy: Northeast Delta Dental makes one payment for its total liability up to the specified lifetime maximum.

New orthodontic claim payment policy effective for all claims processed on or after September 1, 2011, including claims with dates of services prior to this date: Northeast Delta Dental's payment for orthodontic benefits will be paid in monthly installments for up to 24 months, up to the specified lifetime maximum, for eligible individuals in active orthodontic treatment.

## Waiting Period Administration

Current administrative policy for plans with waiting periods: Waiting periods are credited for dependents according to the length of time the subscriber has been enrolled.

New administrative policy effective September 1, 2011, for plans with waiting periods: Waiting periods will be applied at the dependent level and not linked to the length of time the subscriber has been enrolled.

For plan upgrades within our Individual Product options (does not apply to group dental plans): The specified waiting periods for Major and/or Orthodontic services will apply to the subscribers and their enrolled dependents when such services are added at renewal.

## Major Restorative Procedures Time Limitations

Effective September 1, 2011, the frequency limitation of the following Major Restorative procedures, when covered, will change from once in a five year period to once in a seven year period:

- post and cores, buildups
- crown repair
- partial dentures
- rebase
- fixed partial dentures
- fixed partial denture retainers
- complete and immediate dentures
- crowns and dentures over implants
- precision attachment
- inlays
- replacing all teeth on partial dentures
- onlays
- single crowns
- fixed partial denture repair

Should you have any questions, please contact Northeast Delta Dental's customer service department at 800-832-5700. On September 1, 2011, our website will be updated with patient-specific benefit information.

## Long-time Participants Recognized



In lieu of a handcrafted clock, Dr. Richard Berryman, Concord, NH, chose to make a donation of \$350 to Concord Sealant Coalition in recognition of his 35 years.



Dr. C. Dwight Decker, Brattleboro, VT, a former DDPVT Trustee, chose a donation of \$350 to the Newfane Congregational Church in honor of his 35 years.



A donation of \$450 to the Laconia Salvation Army was made by Dr. Victor Fournier, Laconia, NH, a former DDPNH Board Member, in honor of his 45 years.



Melisa Porter presented a handcrafted clock to Dr. Michael Glick of Center Ossipee, NH, in honor of his 35 years.



A 35 year participant with Northeast Delta Dental, Dr. Edward Klingebiel of Milton, VT, was presented with a handcrafted clock by Carol Wright.



Dr. Paul Ouellette chose a donation of \$450 to Greater Nashua Dental Connection in honor of his 45 years.



Dr. Edmund Telage, celebrating 45 years of participation, was presented with a check for \$450 to Greater Nashua Dental Connection by Dr. Paul Ouellette.



Dr. Samuel Kouchalakos of Nashua, NH was presented with a chair for his 40 years of participation by Dr. Mitch Court.

## 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

Ray Hall, DDS  
Michelle Roberts, DMD  
Genko Stanilov, DMD  
Vinh Doa, DDS  
Marina Narowetz, DDS  
Kristine Landry, DDS  
Mary Anne Mackey, DMD

### Vermont

Wendy Dixon, DMD  
Christopher Blount, DDS  
Vishal Advani, DDS  
Michael Foster, DDS

### New Hampshire

Sehwoon Kim, DMD  
Stephen Sewall, DDS  
Walid Ben Aissa, DMD  
Fereidoun Agha-Razi, DMD  
Diaa Mahaba, DMD  
Anna Ganopolsky, DMD  
Timothy Osborn, DDS MD  
William Blatt, DMD  
Andrea Herold, DMD  
David Nadolski, DDS  
Praveena Bhat, DMD  
Vera Matshalyan, 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.

## Holiday Closure

Northeast Delta Dental will be closed Monday, September 5, 2011 to celebrate the Labor Day holiday.

## Oral Surgery Procedure Codes Set for Review

Northeast Delta Dental has a responsibility to our purchasing groups and individual subscribers to ensure payments to dentists are consistent with current ADA code descriptions and Delta Dental processing policies. To comply with this obligation, we will require the submission of radiographs and clinical notes with all claims for surgical extractions and impacted teeth (ADA Codes: D7210, D7220, D7230, D7240, D7241, D7250 and D7251) beginning November 1, 2011.

We strongly encourage all dentists performing surgical extractions to familiarize themselves with the description of these procedures in the 2011-2012 edition of the *American Dental Association Code of Dental Terminology (CDT)*. To qualify as a surgical tooth removal, the clinical notes must indicate that *“removal of erupted tooth requiring removal of bone and/or sectioning of tooth, and including elevation of mucoperiosteal flap, if indicated”* have been performed. If the clinical notes lack these elements, the claim will be re-coded as a D7140, *extraction, erupted tooth or exposed root (elevation and/or forceps removal)*. Removal of soft tissue or a mucoperiosteal flap alone do not qualify the procedure for the D7210 code. Our consultants are also authorized to re-code procedures when the radiographs submitted do not support the claim for a surgical extraction (extensive bone loss, conical roots etc.).



Procedures for removal of impacted teeth will also be reviewed using similar criteria. To qualify as a partial or full bony impaction, radiographs must demonstrate that part or all of the crown is covered by bone as described for CDT Codes D7230, D7240, D7241, and D7250. Clinical notes must document bone removal to qualify as a bony impaction.

If you choose to submit a request for reconsideration, please do not send additional written narratives or corrected entries if the original clinical notes that you submitted do not reflect that services consistent with the code descriptions were performed at the time of service.

Thanks in advance for your cooperation. If you are not currently submitting electronic claims with attachments, please go to [www.tesia.com](http://www.tesia.com) to learn about our money saving offer with Tesia-PCI.

**Shannon E. Mills, DDS, Vice President,  
Professional Relations and Science**