

**Fall 2010**News for the  
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*Brad Wolff*  
*Vice President of Sales and Marketing*

## Brad Wolff Joins Northeast Delta Dental as V.P. of Sales and Marketing

Rigorous national recruiting culminated in the selection of Steven Bradford Wolff, who prefers to be called Brad, to fill the vacant position created by Gene Emery's long-planned retirement.

Brad joined Northeast Delta Dental as its new vice president of sales and marketing on Tuesday, September 7. Brad provides leadership to the Marketing Division, which includes the External Affairs and Legal departments, as a member of our senior management team.

Brad is a sales and marketing leader who has delivered outstanding results in building business while significantly improving financial performance and operations for major national and regional health care plans. He has twenty years of experience in sales, account management, and sales and marketing leadership; and he has general management experience in the healthcare and insurance fields. Brad earned an undergraduate degree from Vanderbilt University and an MBA with a concentration in marketing from the University of California, Los Angeles (UCLA).

Gene Emery will continue working part-time through the end of 2010 to assist with a smooth transition. We will miss Gene, whose contributions were invaluable to our success. We are excited to have Brad join Northeast Delta Dental to continue our growth, as Gene leaves to enjoy his retirement.

### Holiday Closures

Thanksgiving Day	Thursday, November 25
Day After Thanksgiving	Friday, November 26
Christmas Day (observed)	Friday, December 24
Special Holiday	Monday, December 27
New Year's Day (observed)	Friday, December 31



## New Deadline for Non-Covered Services Policy

The Delta Dental Plans Association (DDPA) policy concerning “Non-covered Services,” which we have addressed in prior notices, has had its **January 1, 2011** effective date pushed off for at least twelve months. We shall keep you apprised as we receive more information.

While the impact of this policy may be significant for dentists who participate with other Delta Dental member companies, Northeast Delta Dental participating dentists are unlikely to notice any meaningful changes.

Maine, New Hampshire and Vermont dentists have always filed their fees into our Composite Fee System, and once accepted, those fees are honored for claims payment. Unlike some other Delta Dental Member Companies, Northeast Delta Dental has always had a policy of generally holding dentists to their filed fees for services not covered due to contractual limitations and exclusions, such as time limitations, annual maximum benefit being met, coverage not purchased by employer, etc. Participating dentists may charge patients their filed fees for non-covered services.

**To sum up, dentists who participate with Northeast Delta Dental who have a filed fee for all their commonly performed procedures and whose filed fees are accepted will see no significant changes in their reimbursement due to the changes in the national DDPA Non-Covered Services Policy! If you have any questions, please contact Professional Relations at 800-537-1715.**

## CDT 2011-2012 Procedure Code Update

Every two years, the American Dental Association (ADA) reviews and updates its procedure code set, which reflects the dental procedures performed and reported by dentists. The code set is also used by dental benefit administrators to process claims and apply benefits for the treatment provided to their subscribers and covered members. The federal Health Insurance Portability and Accountability Act (HIPAA) standards require all dental providers, benefit administrators, and carriers to use the most current code set as defined by the ADA. Northeast Delta Dental has a dedicated cross-functional team who are responsible for reviewing the new code sets and ensuring they are implemented by the mandated deadline. Here are some of the updates in the 2011-2012 code set to be implemented as of January 1, 2011.

1. There are eight new procedure codes, several nomenclature and descriptor revisions, and no deletions of current procedure codes.
2. Of the eight new codes, one will be covered under Northeast Delta Dental’s standard benefit plans. This is the coronectomy, **D7251**.
3. The other new codes that will not be covered are:
  - **D1352, Occlusal preventive resin restoration.** Northeast Delta Dental will track utilization and fees for this code for one year. Then we will review this data and the most current scientific data to determine if this procedure will be added to our standard benefit plans in the future.
  - **D3354 Pulpal regeneration.** Northeast Delta Dental will follow the scientific data as it emerges for this procedure to determine possible future coverage.
  - **D5992 Adjust maxillo-facial prosthetic appliance.** The appliances are not covered under Northeast Delta Dental’s and most other dental benefit plans, but some medical carriers cover them. Northeast Delta Dental does not cover adjustments to non-covered appliances.
  - **D5993 Maintenance and cleaning of a maxillo-facial prosthesis.** Because the appliances are not covered, neither will the maintenance and cleaning of them be covered.
  - **D6254 Interim pontic.** This interim or temporary pontic is intended to be in place for less than six (6) months as opposed to a minimum of six (6) months for the existing temporary pontic procedure code, D6253. None of our standard dental benefit plans provide coverage for interim or temporary procedures.
  - **D6795 Interim retainer crown.** This is a temporary crown as part of a fixed partial denture, otherwise known as a bridge. Again, temporary services are not covered under our standard dental benefit plans.
  - **D7295 Harvest of bone to use in autogenous grafting procedure.** These types of procedures are not covered under standard dental benefit plans. They are more likely to be covered under medical benefit plans.

An example of one of the nomenclature changes is **D2940 Sedative Filling**, which will change to Protective Restoration on January 1, 2011. Its descriptor also has changed from “Temporary restoration intended to relieve pain. Not to be used as a base or liner under a restoration” to “Direct placement of a temporary restorative material to protect the tooth and/or tissue. This procedure may also be used to relieve pain, promote healing, or prevent further deterioration. Not to be used for endodontic access closure or as a base or liner under a restoration.” Although this is a temporary procedure, it has always been covered under our standard benefit plans because it is necessary to relieve pain.

The team is working diligently with the assistance of various departments throughout the company to identify and complete all the tasks necessary to implement CDT 2011-2012 by **January 1, 2011**. Please contact Professional Relations at 800-537-1715 if you have any questions.

## Long-time Participants Recognized



Dr. Whitam ("Ken") Van Meter and his wife, Carol, accept the handcrafted clock, commemorating Dr. Van Meter's 35 years of participating with Delta Dental Plan of Vermont. Dr. Mitch Couret and Eleanor Vien had the honor of presenting the clock to Dr. Van Meter at his Woodstock, Vermont office.



Northeast Delta Dental President & CEO Tom Raffio presented Edward Lokiec, DDS, of Dover, New Hampshire, with an engraved chair commemorating 40 years of participation on Monday, August 30, 2010.



## Dr. Carpenter Memorial Golf Tournament

Sixty-two golfers traveled to the Mount Washington Resort to participate in the 13th Annual Dr. Thurston J. Carpenter Memorial Golf Tournament.

The tournament raised over \$10,000 through corporate sponsorships, golfers fees, and raffle ticket sales. These funds benefit the Northeast Delta Dental Foundation and help endow a dental hygiene scholarship in Dr. Carpenter's name at NHTI, Concord's Community College.

The team of Gretchen Knapton, DJ Knapton, and Jeff Towle from Davis & Towle Insurance Group won this year's tournament with a low score of 60. Valerie Acres of Sheehan, Phinney, Bass & Green won Closest to the Pin for Women; and Brad Wolff, new Vice President of Sales and Marketing for Northeast Delta Dental, won Closest to the Pin for the Men. Bunny Stoykovich of Town & Country Reprographics won Longest Drive for the Women; and Mike Aremburg won Longest Drive for the Men.

Members of the Carpenter family who played in the tournament included: son, Bill Carpenter; daughters, Lynn and Judi Smith; grandchildren, Stevie, Zachary, and Jesse Smith; nephew, David Tilton; niece, Pam Bartemus; son-in-law, Brian Smith; and long-time family friends Steve and Beth Eichfeld, and Mark Murray. Presiding over the clan was Dr. Carpenter's wife, Ann Carpenter.

Some of the raffle prizes won by golfers included overnight accommodations and dinner at the Common Man, Monarchs tickets donated by Harvard Pilgrim Health Care, and signed sports paraphernalia from Merchants Automotive Group. A gift bag that included a golf towel donated by Davis & Towle Insurance Group, golf balls from Laconia Savings Bank, and a spiral bound note pad and pen from Town & Country Reprographics was given to each golfer.

The winner of the silent auction for the Red Sox "Reverse the Curse" signed baseball

*Continues on page 4...*



## Voluntary Survey

Enclosed in this issue is a voluntary survey that will allow Northeast Delta Dental to help patients find a participating dentist who is prepared to help them overcome challenges associated with disabilities, language barriers, transportation issues, or other medical problems. We would very much appreciate it if you would take a few moments to complete and return the survey.

It is formatted to be a self-mailer, so all you have to do is complete it; fold and tape it closed; and pop it into the mail. The address and postage are pre-printed on the back of the survey. Thank you for your assistance.

## 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.

### New Hampshire

Brant Chandler Jones, DMD  
Sotirios Diamantis, DMD  
John Hirce, DMD  
Nikki Jo Magnifico, DMD  
Bonhee Koo, DMD  
Lucas Homicz, DDS  
Howard Friedman, DDS  
Tanmya Ravi, DMD  
Deepa Reddy, DMD  
Logan Reilly, DMD  
Kshitij Kapoor, DMD  
Jasna Kun, DMD  
Inhwan Hong, DMD  
Aparna Khanna, DMD  
Brent Casper, DDS  
Jeffrey Vachon, DMD  
Leslee Huggins, DDS  
Paul Decker, DDS  
Janice Pilon, DDS  
Christina Coppolino, DMD  
Daniel Goldfarb, DMD  
Suman Reddivari, DMD  
Christopher Benton, DMD  
Kanchi Kapadia, DMD  
Steven Wehrli, DDS  
Simonas Zmuidzinas, DDS  
David Sporicic, DMD  
Amanda Hallinan, DMD  
Bhavik Pandya, DMD  
Shauna Gauthier, DMD  
Vitali Bondar, DDS  
Ira Adelman, DMD

### Vermont

Raghunandan Narasimhamurthy, DMD  
Julia Hibbs, DDS  
Timothy Osborn, DDS, MD  
Anthony Castellano, DDS  
Nathan Bouchard, DDS  
Richard A. Dickinson, DMD

### Maine

Rebekah Blanchette, DDS  
Travis Buxton, DDS  
Nichol Penna, DMD  
Abhay Ektare, DDS  
John Illuminati, DDS  
Abigail Manter, DMD  
Sarah Rossignol, DDS  
Benjamin Phillips, DDS  
Joel Veitschegger, DMD  
Megan Ryan, DMD  
Katherine Scholand, DDS  
Syed Fahd, DDS  
Meghann Dombroski, DMD  
Gary Driver, DDS  
Jeffrey Walawender, 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.

### Dr. Carpenter Memorial Golf Tournament, continued from page 3...

bat donated by Merchants Automotive Group was Davis & Towle Insurance Group. We thank Tardis Advertising for underwriting the continental breakfast.

In the past we have alternated the location of the tournament between Maine, New Hampshire, and Vermont. In recognition of the 50th Anniversary of Northeast Delta Dental, we will again hold the tournament in New Hampshire. Watch your mail for the "Save the Date" card announcing the date and location for the 14th Annual Dr. Thurston J. Carpenter Memorial Golf Tournament.

- Patti Capone

**ATTENTION OFFICE STAFF**  
**Important Insurance Information**

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