

The Incisor

Summer 2010

News for the Dentist and Staff

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Enhanced Website – www.nedelta.com

Northeast Delta Dental is excited to announce website enhancements were released on June 30, 2010. Designed for you and your needs, our enhanced website looks very different! It features the latest in news, oral health information, descriptions of dental benefit plans, and much more.

With these changes in our website, your access point to your respective area of the site has also changed. Pictured below is a screen shot showing where to access your area. Of course, you are welcome to explore all the facets of our enhanced website. Log on and let Professional Relations know what you think! You can reach us at 800-537-1715.

If you need assistance in locating information on our website, our Customer Service representatives will be pleased to help you at 800-832-5700.

The screenshot shows the Northeast Delta Dental website interface. At the top left is the Delta Dental logo. To its right is the text "Northeast Delta Dental" and a search bar. Below the search bar are social media icons for Twitter, Facebook, and RSS. A green navigation bar contains the following menu items: PATIENTS, EMPLOYERS, PROVIDERS, PRODUCERS, ABOUT US, and CONTACT US. Below the navigation bar is a breadcrumb trail: "You Are Here: Home » Providers". The main content area is titled "Northeast Delta Dental Providers" and features a large portrait of a smiling man in a white lab coat. To the right of the portrait is a list of services: "Dentists, Dental Health Providers, and Office Staff, you can find information and helpful tools including:" followed by a bulleted list: "Patient benefits and claims", "On-line fee filings", and "Claim forms, fee survey forms, and more...". To the right of the main content is a "What's New" sidebar with a list of items: "Dividends for Dentists", "Electronic Claims Submission", "Documentation Requirements", "EyeMed Discounts", and "Forms for Providers". Below this list is a "LOG IN" button and a link for "Not Registered?". At the bottom of the sidebar is a "Sign Up Now" button for the "Oral Health Email Newsletter". Below the main content area is a "Latest News" section with three articles: "A Reminder from Provider Services at Northeast Delta Dental | 6/22/2010", "Hayes Handpiece of Northern New England | 5/28/2010", and "Soft Tissue Grafting | 5/26/2010".



Introducing the New Oral Health Program Manager, Jean McPheters

As a dental hygienist for over 30 years, Jean has had the opportunity to work in small and large private practices. She is most passionate about public health dentistry, having been involved in that aspect since 1992. Jean founded the Strafford County Dental Program at the Rochester Visiting Nurse Association for children under the age of six, in conjunction with the Well Child Program. This project grew dramatically when it became part of the local community health center.

Grant writing became an important part of the program to fund the extensive dental treatment needed by patients. More than 42 private practices participated in the program.

In 2004, the establishment of the Wentworth-Douglass Community Dental Center (DC), a facility dedicated to providing a dental home to thousands of low-income, uninsured and underserved residents, was her dream come true! Serving as the Dental Consultant and Project Coordinator for Wentworth-Douglass Hospital allowed her to integrate oral health education into specialty medical care as well as primary care.

Jean's role at Northeast Delta Dental as the Oral Health Program Manager, allows her to continue her efforts to improve the overall health of patients through the integration of oral health into medical care. Developing a Disease Management Program for patients with conditions such as diabetes, heart disease or pregnancy, will provide extra assistance to help maximize oral health and reduce the medical impact on general health.

Jean serves as a member of the University of New England, Westbrook College Alumni Board of Directors.

Dividends for Dentists Offers DentaPure® Waterline Purification System Discounts

The Centers for Disease Control and Prevention (CDC) guidelines for infection control in dentistry recommend that levels of bacteria in water used in dental treatment not exceed the 500 cfu/ml Environmental Protection Agency (EPA) drinking water standard. Because bacterial biofilms form in the small diameter tubing in dental units, water delivered through dental air water syringes and hand pieces usually contains levels of bacteria hundreds or thousands of times greater than is permitted in drinking water. In addition to possible increased risk of infections in immune compromised patients, persons with asthma or other respiratory conditions may be affected by exposure to bacterial endotoxin in dental aerosols.



Northeast Delta Dental believes that adherence to CDC Guidelines is good dentistry. Northeast Delta Dental has partnered with the DentaPure® company to offer its members an opportunity to purchase state of the art waterline solutions at an attractive discount through the Dividends for Dentists program.

DentaPure® waterline purification was developed from NASA space technology and is cleared and labeled by the FDA and the EPA to make the claim of microbiological water purity at or below 200cfu/ml for the life span of the product. No testing, no remedial cleaning, and no purging the lines every night! Products are available for units equipped with independent water bottles or municipal water sources.

DentaPure® offers the following discounts:

- For every two water bottle products purchased (DP40s and DP365Bs), DentaPure® will send you one free!
- For every two municipal water products purchased (DP365Ms and DP90Ms), DentaPure® will send you one free!

Just fax a copy of your dealer purchase invoice to DentaPure® at 218-736-3241 to receive your free goods.

If you need further information or you have any questions, please call DentaPure® at 1-800-972-3543, or visit www.dentapure.com.



Friendly Reminders from the Consultants

- Please label your radiographs or photos with "Left" or "Right" to ensure quick and accurate review.
- Please include a tooth number or quadrant and a brief description of the treatment when submitting for palliative treatment, D9110.

Don't forget—our consultants are available to answer your questions or discuss clinical issues with you at 800-537-1715.



Long-time Participants Recognized

Dr. Mitch Couret congratulated **Eugene Niedzielski, DDS** of Exeter, NH for his 40 years of participation with Northeast Delta Dental. Dr. Niedzielski, in lieu of a chair, opted to donate \$400 in his name to the Adam McPhee Memorial Fund. Pictured in the photo is Dr. Couret, Willard McPhee, and Dr. Eugene Niedzielski.



Congratulations to **Dr. Mitch Couret** for his 40 years of participation in Northeast Delta Dental's network, as well as his 15th anniversary as a Northeast Delta Dental employee! President & CEO Tom Raffio presented him with his two awards. Dr. Couret's "Merrimack Smiles" staff and wife Nancy attended as guests. *Photo by Kelly Sirois.*

Holiday Closures

Labor Day

Monday, September 6, 2010

Common Ground: Practical Approaches to Collaborative Medical / Dental Care

On June 11, 2010, medical and dental professionals came together at New Hampshire Technical Institute in Concord to learn more about establishing collaborative relationships to improve overall patient health. Dr. Shannon Mills, Vice President of Professional Relations and Science at Northeast Delta Dental, a platinum sponsor of the conference, opened the event by inviting everyone to include oral health as part of overall health. Dr. Mitch Couret, Northeast Delta Dental's Chief Dental Officer, participated in a panel discussion with medical providers involving the integration of oral health into medical care.

Keynote Speaker, Hugh Silk, MD, FAFAP, Associate Professor University of Massachusetts Medical School, spoke about the initiatives he has undertaken in his family practice that provide oral health education to patients and families while helping them understand the importance of routine dental care. He has contributed to the website, **www.smilesforlife2.org** which talks about early dental care for children by age one. Also, he promotes the interrelationship between medical conditions and the status of oral health for all patients, especially those with chronic medical diseases.

Dr. Mills' presentation addressed oral assessments performed by medical professionals and how to communicate with patients and dental offices regarding the results. He stressed that medical staff don't need to diagnose the problem, just to recognize what is abnormal and then provide a referral to a dentist. Taking a minute to look at patients' mouths could save their lives through early detection of oral cancer.

Gretchen Gibson, DDS, MPH presented information regarding issues that face our senior citizens, especially the lack of dental insurance. The complications of multiple chronic diseases and the medications used to treat these conditions puts older patients at higher risk for dental issues.

- Jean McPheters, RDH,
Oral Health Program Manager

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

Tod Twichell, DDS
Peter Vayanos, DMD
Glen Abbott, DDS
Praveen Pavuluru, DMD
Joseph White, DMD
Setareh Razzaghi, DDS
Thomas Gadziala, DDS
Alexsey Mazurenko, DDS
Edward Sebok, DMD

New Hampshire

Douglass Wilson, DMD
Ali Sarraf, DMD
Robert Barnett, DMD
Franklyn Liberatore, DMD
Eric Hirschfeld, DDS
Glenda Reynolds, DDS
Ashleigh Jones, DMD
Michael Paisner, DMD
David Taylor, DDS
Lisa Singh, DMD
Bharate Patel, DMD

Vermont

Adrienne Rulon, DDS
Enrico Wensing, DDS
John Viskup, DMD
James Booth, DDS
William Green, DMD
Christopher Pace, DMD
Aaron Layton, DDS
Adam Fasoli, DMD



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 The Date!

The 13th Annual Dr. Thurston J. Carpenter Memorial Golf Tournament will be held on Friday September 24, 2010 at the Mount Washington Resort, Bretton Woods, New Hampshire. Funds raised support the Northeast Delta Dental Foundation, the Dr. Thurston J. Carpenter Dental Hygiene Scholarship at the NH Technical Institute and P.A.N.D.A. (Prevent Abuse and Neglect through Dental Awareness). To register for the golf tournament, please call Patti Capone, Corporate Services Coordinator at 603-223-1348.

ATTENTION OFFICE STAFF
Important Insurance Information

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