

Incisor

INSIDE

2

EFT/ERA Available

Truthful Third-Party
Identification

New Radiograph Policy

Foundation
Awards Grants

Maine Veterans' Dental
Network Launched

3

New Participating
Providers

Golf Tourney Raises
More Than \$10,000

Holiday Closures

4 - 5

CDT 2022 Code and
Policy Changes

- New 2022 Standardly
Covered Codes

- New 2022 Standardly
Non-Covered Codes

- Revised Standard
Delta Dental
Processing Policies



Increasing Oral Health Equity

Northeast Delta Dental formed a Social Justice Committee to develop a better understanding of racially oriented inequity in oral health. Its focus is on developing partnerships with community stakeholders in the Black, Indigenous, People of Color (BIPOC) communities in Maine, New Hampshire, and Vermont to gain insights into BIPOC needs and to build sustainable initiatives to address some part of the drivers behind racially oriented oral health inequities. These new initiatives will attempt to counter common concerns that we heard in listening sessions held in all three states, which include: high cost of dental care, lack of access to dental professionals who understand and value cultural differences, frustration navigating medical and oral health systems, and transportation and geographic challenges. We appreciate all those who shared their insights.



Reminder: EFT/ERA Available

Many of our network dentists find that electronic funds transfer (EFT) and electronic remittance advice (ERA) through DentalXChange and Change Healthcare offer a streamlined and efficient system for receiving electronic payments, eliminating the need for your office to receive paper checks and remittance advices.

If you have not enrolled in EFT/ERA with us, consider these benefits: It's free, it gives you the ability to filter and view ERAs for all Delta Dental member companies through DentalXChange, and many Delta Dental member companies through Change Healthcare. A PDF of the paper remittance advices you currently receive are available on DentalXChange and Change Healthcare as well.

In addition, you will have the option to automatically feed EFT/ERA transactions to your practice management system if your practice management system is supported by DentalXChange or Change Healthcare.

To learn more, go to nedelta.com, click on Providers, and select the Electronic Funds Transfer & Remittance Advice tab on the left-hand side, where you will find a brief overview and a more detailed PDF on Accessing Your Delta Dental ERAs.



New Policy Regarding Radiographs Within 30 Days

New PP129: Fees for radiographs necessary to determine clinical condition by the same dentist/office within 30 days will be benefited as a complete series. Fees in excess are not billable to the eligible patient. In the situation where additional radiographs were taken specific to a subsequent complaint, consideration may be given upon appeal.

Truthful Identification by Third-Party Billing Companies

Some dental offices hire third-party billing companies to access patient eligibility, benefits, and claim details. Many Delta Dental member companies don't answer calls by third-party representatives. Our Customer Service department does answer such calls, because we understand that some of our dentists hire third-party billing companies to get needed patient information prior to a visit.

If you hire a third-party billing company to get patient information, please tell that company that their representatives must introduce themselves to us with their names, the name of their company, and the name of the dentist on behalf of whom they are requesting patient information. We've found that many third-party company representatives misrepresent themselves by telling us they are calling from a dental office. When we find that a representative of a third-party company is being untruthful about the origin of their call, our security policies dictate that we refrain from giving out any patient protected health information. Please stress with your third-party representatives the importance of truthfully identifying themselves and who they represent, which will allow us to share the information you need with them.

Please call our manager of customer service, Cathy Frankel, at **603-223-1295** with any questions regarding third-party representatives contacting her department to be provided with patient protected health information.

Foundation Awards Close to \$500,000 to Oral Health Programs

In 2021, the Northeast Delta Dental Foundation awarded grants totaling \$472,963 to oral health programs in Maine, New Hampshire, and Vermont: \$153,463 to 14 programs in Maine, \$144,500 to 19 programs in New Hampshire, and \$170,000 to 11 programs in Vermont. It also awarded \$5,000 to HNC Living Foundation to support its tri-state dental care program.

Maine Veterans' Dental Network Launched

May 15, 2021, marked the launch of Maine Veterans' Dental Network (MVDN). The network of eight participating dental clinics provide preventive, diagnostic, restorative, oral surgery, and major restorative services. The Maine Bureau of Veterans' Services created the state-wide referral system to the clinics and assisted with making the needed connections. The MVDN is funded by a grant from Northeast Delta Dental and helps to meet a long-standing need in Maine to provide dental services to veterans who cannot afford to pay for them out of pocket. We've been informally providing help to New Hampshire veterans needing dental services for many years, and we're happy to be able to help Maine veterans through this new, state-sanctioned program.

New Participating Providers

We are pleased to announce that the following providers have joined Northeast Delta Dental's networks in Maine, New Hampshire, and Vermont (August - November, 2021):

Maine

Ryan Stalker, DMD
Joo Yeon Choi, DMD
Igli Kasemi, DMD
Tamsyn Frothingham, IPDH
Louis Jackson, DDS
Haylie Genoa, DMD
Kristen Hoglund, DMD
Sanghwan Lee, DMD
Huy Nguyen, DMD
Maysa Bhat, DMD
Symeon Stefan, DDS
Jeneen Garchow, DDS
Maha Elzubair, DDS
Kendra Mendez, DMD
Wajiha Aziz, DDS
Edward Gold, DMD
Soraya Mills, DMD
Jerome Roberts, DDS
Laura Callan, DMD
Stephen Mills, DDS
Scott Daigle, DMD
Matthew Powell, DMD
Christiana Dagher, DDS
Jennifer Caplin, DMD
Donald Hudson, DMD
Toyosi Adeyemo, DMD
Kristen Sciolino, DMD
Sadie Beardsworth, IPDH
Lin-Hsin Chuang, DDS

Brian Maguire, DMD
Navpreet Judge, DDS
Margarita Panajoti, DMD
Eliana Valdez, DMD
Taym Almetwali, DMD
Rachelle Brown, DDS
Nishanth Sadhak, DDS
Asia Yip, DMD
Andrea Shah, DMD
Ammar Pabaney, DMD
Anuja Panda, DMD
Travis Neuenhaus, DDS
Gregory Kosmidis, DMD
Hitesh Vij, DMD
Kathleen Lamontagne, DMD
Bryn Boswell, DDS
Ruchieka Vij, DMD
Tiffany Kuang, DMD
Sonia Nagi, DMD
Arjun Chawdhry, DMD
Gaurav Sharma, DMD
Wenjing Luo, DMD
James Park, DMD
Sridevi Kaul, DDS
Yi-Chen Ma, DMD
Caitlin Pyle, DMD
Mohit Jethani, DMD
Sadaf Mostafavian, DMD
Prerna Aggarwal, DDS
Xieyi Cai, DMD
Jacob Akers, DDS

New Hampshire

Danielle London, DDS
Gregory Biron, DMD
Taylor Van Houten, DMD
Aanchal Mohan, DDS
Ana Mateo, DMD
Joseph Dudlek, DMD
Louis Deluke, DMD
Ahmed Al-Khafaji, DMD
Jared Curtin, DDS
Rahul Tase, DMD
Eliza Gowell, DMD

Vermont

Renate Sturtz, DMD
Reimy Evangelista De Leon, DDS
Hirving Henriquez, DDS
Eric Feuer, DMD
Lawrence Lanham, DDS
Adisa Ratanasirintraooot, DDS
Irfan Baker, DMD
Wendy Taber, DDS
Upasna Janu, BDS
Pierre Morin, DMD



Left to right: John Mackin, Daniel Knowles, James Whedon, and Jim Whedon.

Golf Tournament Raises Funds for Oral Health Programs

The 23rd Annual Thurston J. Carpenter Memorial Golf Tournament was held on Friday, September 17, at Breakfast Hill Golf Club in Greenland, New Hampshire. This year, celebrity golfer, Rico Petrocelli, again added to the fun; and Dr. Carpenter's son, Bill, also joined us. Seventy-seven golfers played the course. The winning foursome represented one of our sponsors, Binnie Media. More than ten thousand dollars was raised for the Northeast Delta Dental Foundation, which awards grants annually to oral health programs in Maine, New Hampshire, and Vermont.

Sponsors played an important role in the event's success: Binnie Media, Consolidated Communications, Coppola Physical Therapy, csONE Benefit Solutions, Fidelity Investments, Financial Strategies Retirement Partners LLC, Hays Companies, Jackson Lewis P.C., Janitech, Inc., Northeast Record Retention, Prime Buchholz LLC, Signarama of Concord, SoftServe, Inc., Dr. David and Maureen Staples, Stiches NH Inc., Tasker Landscaping, Toshiba Business Solutions, Visual Persuasion LLC, Weed Family Automotive, and WEI. No golfer qualified to claim the Hole-In-One Prize, a 2021 Toyota RAV4 provided by Toyota of Portsmouth. Thank you, everyone!

Holiday Closures

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

Christmas	Friday, December 24, 2021, and Monday, December 27, 2021
New Year's Day	Friday, December 31, 2021
Martin Luther King/ Civil Rights Day	Monday, January 17, 2022

CDT 2022 Code and Policy Changes

As of January 1, 2022, the American Dental Association's (ADA's) procedure code changes will be in effect. There are associated changes to Northeast Delta Dental policies that also will be effective January 1, 2022. There are sixteen new codes and six deleted codes that have been replaced by several of the new codes. Many of the new codes further define existing procedures.

Please be sure **not** to submit claims for the new codes with dates of service prior to January 1, 2022, and **do not** submit claims for the deleted codes for dates of service on or after January 1, 2022. Your claims will be returned to your office for resubmission with the correct codes for the dates of service involved.

The following are definitions of terms used in this article:

Denied/Deny: The procedure or service is not covered, and the approved amount is collectable from the patient.

Not Billable to the Patient (NBTP): The procedure is not benefited by Delta Dental nor is it billable to the patient by a participating dentist.

General Policy: This policy is already in place, and any charges related to office overhead, including infection control/Personal Protection Equipment (PPE), are included in the fee for the dental services provided. Separate fees are not billable to the patient.

New 2022 Standardly Covered Codes and Standard Delta Dental Processing Policies:

- **D5227** Immediate maxillary partial denture - flexible base (including any clasps, rests, and teeth) covered once in a seven-year period
- **D5228** Immediate mandibular partial denture - flexible base (including any clasps, rests, and teeth) covered once in a seven-year period
- **D5725** Rebase hybrid prosthesis, covered once in a seven-year period
- **D5765** Soft liner for complete or partial removable denture - indirect, covered twice in a 12-month period

New 2022 Standardly Non-Covered Codes and Standard Delta Dental Processing Policies:

Non-covered codes that are denied and billable to the patient:

- **D3921** Decoronation or submergence of an erupted tooth
- **D9947** Custom sleep apnea appliance fabrication and placement
- **D9948** Adjustment of custom sleep apnea appliance
- **D9949** Repair of custom sleep apnea appliance

New 2022 Non-covered Codes that are not billable to the patient:

- **D3911** Intraorifice barrier
- **D4322** Splint - intra-coronal; natural teeth or prosthetic crowns
- **D4323** Splint - extra-coronal; natural teeth or prosthetic crowns
- **D6198** Removal of interim implant component
- **D7298** Removal of temporary anchorage device [screw retained plate] requiring flap
- **D7299** Removal of temporary anchorage device requiring flap
- **D7300** Removal of temporary anchorage device without flap
- **D9912** Pre-visit patient screening

Revised Standard Delta Dental Processing Policies for Existing Codes as of January 1, 2022:

The following oral evaluations performed without an intent to provide dental services to meet the patient's needs will be processed as a D0190 (screening of a patient):

- **D0120** Periodic oral evaluation - established patient
- **D0150** Comprehensive oral evaluation - new or established patient
- **D0180** Comprehensive periodontal evaluation - new or established patient

Oral evaluations are only a benefit when the elements included in the descriptor are completed.

- **D0140** limited oral evaluation - problem focused

Continued on next page...

The following codes will be changing from non-covered to a covered code under Diagnostic & Preventive once every 12 months:

- **D0190** Screening of a patient
 - When reported in conjunction with an evaluation/screening (D0120, D0140, D0145, D0150, D0160, D0170, D0171, D0180, D0190, and D9310), the fees for D0190 are NOT BILLABLE TO THE PATIENT as integral to the evaluation by the same dentist/dental office on the same date of service.
- **D0191** Assessment of a patient
 - When reported in conjunction with an evaluation/screening (D0120, D0140, D0145, D0150, D0160, D0170, D0171, D0180, D0190, and D9310), the fees for D0191 are NOT BILLABLE TO THE PATIENT as integral to the evaluation by the same dentist/dental office on the same date of service.

The age limitation for individuals ages six and older will be removed for:

- **D0330** Panoramic radiographic image

Benefits for restorations placed within two months will be denied (used to be within three months) for:

- **D1354** Application of caries arresting medicament

When D3473, D3501-D3503 are performed on the same tooth by the same dentist/dental office, the fees for scaling and root planning are NOT BILLABLE TO THE PATIENT for:

- **D4341** Periodontal scaling and root planning - four or more teeth
- **D4342** Periodontal scaling and root planning - one to three teeth

The fee for D7410 is NOT BILLABLE TO THE PATIENT as included in the fee for another surgery in the same area of the mouth on the same day by the same dentist/dental office

- **D7410** Excision of benign lesion up to 1.25 cm

The fee for D7411 is NOT BILLABLE TO THE PATIENT as included in the fee for another surgery in the same area of the mouth on the same day by the same dentist/dental office

- **D7411** Excision of benign lesion greater than 1.25 cm

The fee for D7415 is NOT BILLABLE TO THE PATIENT as included in the fee for another surgery in the same area of the mouth on the same day by the same dentist/dental office

- **D7415** Excision of malignant lesion, complicated

The fee for D7450 is NOT BILLABLE TO THE PATIENT as included in the fee for another surgery in the same area of the mouth on the same day by the same dentist/dental office

- **D7450** Removal of benign odontogenic cyst or tumor - lesion diameter up to 1.25 cm

The fee for D7451 is NOT BILLABLE TO THE PATIENT as included in the fee for another surgery in the same area of the mouth on the same day by the same dentist/dental office

- **D7451** Removal of benign odontogenic cyst or tumor - lesion diameter greater than 1.25

When covered, benefit D9613 once per date of service, when submitted with extractions (D7220-D7241), and any additional D9613 submitted on the same date of service, are NOT BILLABLE TO THE PATIENT.

- **D9613** Infiltration of sustained release therapeutic drug, per quadrant

Deleted Codes as of January 1, 2022:

- **D4320** provisional splinting - intracoronal
- **D4321** provisional splinting - extracoronal
- **D8050** interceptive orthodontic treatment of the primary dentition
- **D8060** interceptive orthodontic treatment of the transitional dentition
- **D8690** orthodontic treatment (alternative billing to a contract fee)

Be sure to order your new CDT 2022 book from the ADA. You may also order the CDT 2022 App and/or the Coding Companion Guide. These are all great resources.