

Summer 2019

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# Incisor

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## Joseph Errante, DDS, Joins Northeast Delta Dental as VP Eugene Shimelfarb Assumes Position as PreViser® CEO

Northeast Delta Dental announces the appointment of Joseph V. Errante, DDS, as Vice President of Provider Network and Clinical Strategies. Dr. Errante joins Northeast Delta Dental after serving as Chief Executive Officer at PreViser Corporation. A nationally-recognized healthcare executive with broad experience spanning a 35-year career in dental benefits, dental practice management and multi-specialty medical practice management, Dr. Errante will continue to play a key role with PreViser as its Chief Dental Officer.

Eugene Shimelfarb, who joined the PreViser organization in 2018 as its Chief Information Officer and Operations Lead, will assume the position of its CEO, with strategic planning and general management responsibilities. Shimelfarb has over 20 years of experience shaping organizational strategy, driving large-scale changes, and achieving significant business results.

"The management teams of both organizations jointly created a restructuring plan that increases the ability of each business to focus its resources in ways contributing to our ongoing ability to realize our complementary oral health missions," said Northeast Delta Dental President & CEO, Tom Raffio.

### Holiday Closures

Northeast Delta Dental will be closed for the following holidays. Our website, [www.nedelta.com](http://www.nedelta.com), will continue to be available.

**Labor Day**

Monday, September 2, 2019

**Veteran's Day**

Monday, November 11, 2019



## Vermont Veteran Can Smile Again Thanks to Donated Dental Services (DDS) Volunteer

Dental Lifeline Network's Donated Dental Services (DDS) program has a volunteer network of 16,000 dentists and 3,500 labs across the country, including 376 dentists and 48 labs in Maine, New Hampshire, and Vermont. Through their collective efforts, volunteers have helped over 154,000 people with disabilities who are elderly, or who are medically fragile, and have no other way to pay for dental care.

From clearing up painful dental infections to being able to eat again—providing comprehensive dental care makes life-changing differences for people with oral health needs like Randall.

Randall is a veteran who lives by himself in Vermont. He has several health issues that he has been trying to manage including coronary artery disease and digestive issues. He had no teeth and his digestive issues were exacerbated because he could not chew his food.

Unable to work due to his health issues, Randall could not afford dental care on his fixed income. It seemed as if he had nowhere to turn.

Fortunately, Randall was referred to the Vermont Donated Dental Services (DDS) program by his local health clinic, and was matched with Dr. Kasia Dionne of Sprucewood Dental Associates.

Dr. Dionne fit a set of full upper and lower dentures donated by Utica Dental Lab in New York. Dr. Dionne also determined Randall

needed a biopsy of his tongue and a volunteer oral surgeon, provided the necessary procedure.

When asked about her experience with the DDS program, Dr. Dionne said, "Randall was a pleasure to work with and he was always very appreciative of all of our efforts. I am happy I was able to help and feel that DDS is such an important organization to have as a resource for patients. The whole team was excited to be part of this program and loved having been able to make a positive difference in Randall's life."

After receiving care, Randall could again eat foods beneficial to his health and gained additional confidence. He was extremely grateful for the services he received.

"I have always hoped that I could once again have a smile that I didn't have to hide. Your program is doing just that," said Randall. "I applaud your program, your volunteers and all veterans!"

Thanks to the support of volunteer dentists and labs as well as funding from organizations like Northeast Delta Dental, Dental Lifeline Network has been able to help over 2,400 people in Maine, New Hampshire, and Vermont since 1999. Will you see one patient like Randall? To learn more about how you can help, visit [willyouseeone.org](http://willyouseeone.org).

- Guest Article by Dental Lifeline Network

## Save These Dates for Dental Team Training!

Please join us to learn what's new at Northeast Delta Dental for 2020! These trainings are also a great opportunity to ask questions that you may have been holding. We have scheduled a series of three free seminars, one each in Maine, New Hampshire, and Vermont. You may attend any session you choose, regardless of your office "home state". Watch your email for the invitations! The dates and venues are as follows:

**September 27, 2019** Hilton Garden Inn/Auburn Riverwatch, Auburn, Maine

**October 18, 2019** Northeast Delta Dental's Conference Center, Concord, New Hampshire

**November 1, 2019** Holiday Inn/Rutland-Killington, Rutland, Vermont

All seminars are on Friday and will run from 9 am until noon, with registration and a complimentary continental breakfast at 8:30 am. This year's agenda includes:

- The new CDT procedure codes and policies for 2020
- Credentialing through CAQH
- Are you in a Leased Network?
- Tips for Expediting Claims and Reconsideration Requests
- Northeast Delta Dental Foundation and Philanthropy Update
- Billing Correctly for Oral Hygiene Instructions
- Your Questions and Comments

There is no cost to attend. For reservations, please contact Santos Lara, Sr. at [slara@nedelta.com](mailto:slara@nedelta.com), or 1-800-537-1715, extension 1239.

Everyone in attendance will be entered into a raffle for a door prize, so stay until the end to learn if you are the lucky winner! We look forward to seeing you and members of your dental team at one of the seminars.

## 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 dentist has left the practice, please don't forget 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.

## New Participating Dentists

We are pleased to announce that the following dentists have joined Northeast Delta Dental's networks.

### Maine

Oluwapelumi Adeloye, DMD  
Michael Dowling, DMD  
Chandni Mahajan, DDS  
John Willis, DDS  
Bruce Milzman, DDS  
Paul Kaplan, DMD  
Drew Rodney, DMD  
Grant Leishman, DDS  
Ayla Nelson, DMD  
Michael Neveu, DMD  
Valerie Lariviere, DMD  
Kailee Williams, DMD  
Jacob Valley, DMD  
Brittney Bell, DMD  
Christopher Parent, DMD

Milton Zweig, DDS  
Julie Chang, DMD  
Michelle Kalil, DMD  
Christopher Filler, DMD  
Ahmad Alabbadi, DMD  
Mohammed Mahdi, DMD  
Molly Kalish, DMD  
Jacqueline Velez, DMD

### Vermont

Bradford Wenzel, DMD  
Barry Jacobson, DMD  
Julian Berlin, DDS  
Madeleine Zhao, DMD  
Margarita Potashnikova, DDS  
Meghrajsinh Atodaria, DDS  
Matthew Schultz, DMD  
Sara Perrone, DDS



### New Hampshire

Howard Yen, DMD  
Jesse Snow, DMD  
Wen Tse Lin, DMD  
Farshad Pezeshki, DMD  
Cale Forques, DMD  
Julie Saviano, DMD  
David Anzel, DDS  
Tadros Tadros, DDS

## SAVE THE DATE

### 22<sup>nd</sup> Annual Carpenter Memorial Golf Tournament

Proceeds benefit Northeast Delta Dental Foundation to support oral health programs and P.A.N.D.A. (Prevent Abuse and Neglect through Dental Awareness)



Friday, September 6, 2019  
Breakfast Hill Golf Club  
Greenland, New Hampshire

Please contact Kathleen Gleason:  
[KGleason@nedelta.com](mailto:KGleason@nedelta.com) or 603-223-1317

# Northeast Delta Dental Foundation Executive Summary

In preparation for the September 13, 2019 Foundation meeting, we are reviewing more than 35 grant applications.

The Foundation Advisory Committee members (made up of Northeast Delta Dental employees) have reviewed each of the applications and are finalizing their decisions to present their recommendations to the board.

There is a wide selection requests with several from organizations we are hearing from for the first time. These requests focus on school-based oral health programs, oral health screenings and preventive care, and dental equipment upgrades.

## Commitment to Better Oral Health

Northeast Delta Dental has worked closely with UNE for more than two decades. Both organizations are committed to building healthier, and more equitable communities with equal access to dental healthcare.

After funding Oral Health Screenings and Dental Hygiene Scholarships, Northeast Delta Dental made a donation of \$2.3 million dollars to building UNE's dental school. More recently, Northeast Delta Dental has made significant contributions of \$600,000 in 2016, and \$600,000 in 2018, to fund scholarships and a loan repayment program.

Dedicated to allocating capable dentists to work in underserved northern New England areas, Northeast Delta Dental has been working to expand and solidify its loan repayment program with UNE graduates. All qualifying applicants must be committed to working in lower-income regions of Maine and must designate at least 5% of their patient panel to Medicaid patients. Chosen dentists must sign a contract and are allowed to work at private practices, a Federally Qualified Health Center or a Community Health Center.

Since 2017, Northeast Delta Dental's loan repayment program in Maine has funded three dentists each year and has awarded each recipient \$22,500 per year for up to four years towards their loans.



UNE College of Dental Medicine faculty and students can be found delivering care across Maine on any given day. In June 2019, three dozen students and faculty members provided services to Maine Special Olympics athletes.



## More Tips to Expedite Your Claims

While processing your claims, we find common scenarios that cause delays. Listed below are some suggestions to help you avoid any delay in processing your claims.

1. Narratives are no longer acceptable as clinical documentation. Please submit a copy of the clinical notes from the patient's chart (and radiographic and/or photographic images, if applicable) for our dental consultants to review to make a benefit determination.
2. Please submit only valid, current ADA procedure codes. Please do not submit internal office procedure codes.
3. Northeast Delta Dental does not use social security numbers as subscriber IDs, nor do we ask subscribers for them. Please do not submit social security numbers on the claims.
4. Incomplete treatment is not a covered benefit. Please submit claims for procedures using the date they were completed as the date of service.
5. Be sure to use the Northeast Delta Dental Dentist Handbook as a reference. It is posted on the login page of Benefit Look-up.
6. Please do not submit EOBs with handwritten or typed notes on them as appeals or requests for reconsideration. In order to be reviewed, your request must be in the form of a typed letter signed by the dentist, with new or additional clinical information, and submitted within six (6) months of the date of the Explanation of Benefits (EOB) being appealed.
7. Please submit all procedures performed for the same patient on the same date of service on the same claim. Splitting claims causes delays, and, for those patients who have an office visit copay, causes a copay to be taken on each claim.
8. Please do not submit multiple claims for the same patient and services. Some offices submit multiple claims until one gets paid. It causes more work and expense for you as well as Northeast Delta Dental. We process claims quickly – 99% within 15 days.