

The Bridge

News you can use from Delta Dental of Tennessee

Winter 2008



Dr. Jimmy Sheats
Nashville

For Participating Dentists and Staff

PLEASE READ AND ROUTE TO ALL OFFICE STAFF:

- Dentist(s)
- Office Manager
- Insurance Staff
- Dental Hygienist(s)
- Dental Assistant(s)

What's New:

Individual Plan Exceeds Expectations

Delta Dental Supports Meharry Dental College

Oral Imaging Center to open Spring 2008

Board of Directors

- Mr. John Collier, Chairman
- Dr. Campbell Sowell, Vice Chair
- Mr. Leslie Sellers, Secretary/Treasurer
- Dr. Joseph Rainey, Immediate Past Chair
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- Mr. Drew Robinson
- Dr. James E. Sexton
- Ms. Laura O. Stearns
- Ex Officio:
- Dr. Paul Bacon
- Dr. Bruce Baird
- Dr. Dan Bottomley
- Dr. Tom Fleszar

Free Claims Submission

Delta Dental of Tenn. offers two choices to submit your claims free of charge.

1. Dental Office Toolkit is our online claims submission tool. Not only can you submit claims free of charge, but you can also verify benefits, eligibility, check status of claims, and file predeterminations. And best of all you can receive your payment by electronic funds transfer (EFT) within 24 to 48 hours, once the claim is processed. Visit our Web site www.DeltaDentalTn.com to access the Dental Office Toolkit. For assistance with the Toolkit, call our Professional Relations Dept. at 800-223-3104. One-on-one training sessions are available.



2. You can also fax your claims that do not require radiographs and perio charting to our **new toll-free claims fax line**, 888-900-1373.

Regardless if a claim is submitted electronically or online, you can still receive your payment thru our EFT.

TIPS TO EXPEDITE CLAIMS PROCESSING

- Submit claims using the 2006 ADA Dental Claim Form
- Include the subscriber's Social Security Number (SSN)/ Identification (ID) number and the date of birth. Delta Dental uses this information to ensure the claim is processed under the correct member.
- Submit the claim with the correct patient name and date of birth.
- Submit claims with CDT 2007-2008 Codes.
- Submit the correct TIN/SSN which you have submitted to Delta Dental on your W-9 form.
- Submit your license number issued to you by the State of TN and your Type I NPI number.

DDPA forms National Scientific Advisory Committee

Organization seeks to strengthen position as dental experts

Delta Dental Plans Association recently announced the final appointments to the National Scientific Advisory Committee, a four-member panel of internationally prominent scholars and researchers in the fields of epidemiology, dental science, health economics and the study of the associations between oral and overall health.

Appointments include:

- Dr. Peter Jacobsen, Director of the Oral Medicine Clinic at the University of the Pacific, Arthur A. Dugoni School of Dentistry
- Dr. Margherita Fontana, Associate Professor, Department of Preventive and Community Dentistry at Indiana University School of Dentistry

- Dr. Brian Burt, Professor, Department of Epidemiology and Director, Program in Dental Public Health and Professor, School of Dentistry, University of Michigan
- Dr. Howard Bailit, Professor and Director of Health Policy in Primary Care Research at the University of Connecticut Health Center

The committee provides independent analysis and counsel to the Delta Dental Plans Association and its various member companies, ensuring that scientific pronouncements are based on the latest, best science available.

National Electronic Attachment Makes Claims Processing Easier

NEA offers special rate for participating Delta Providers

Are you looking for an easy, effective and inexpensive way to process your dental claim attachments?

To help prevent delayed claim processing due to an x-ray or perio chart not being included with your claim, Delta Dental has contracted with National Electronic Attachment (NEA) to make attachment submission easier and faster.

FastAttach™ enables dental offices to electronically transmit via the Internet dental x-rays, EOBs, perio charts, intra-oral pictures, narratives and any other required information to more than 270 payers for claims payment.

Once the attachment is received, it is stored in NEA's repository and a confirmation report is immediately transmitted back to the provider for tracking purposes. Depending on your software and claims clearinghouse, you will connect your attachments to the claims either manually or automatically by placing this tracking number in the remarks section of your claim. Additionally, *FastAttach™* has a message box that informs you which procedures need attachments for each insurance carrier, thus eliminating unnecessary work on your part. The attachments are stored in NEA's repository for the insurance carriers and are available to their consultants for review.

Dental offices can also submit pre-determinations. Through *FastAttach™*, the claim or pre-determination goes directly into the insurance carrier's payment system where the consultant can access the transaction

and the attachment on his or her computer to make a quick decision. This speeds up claim and pre-determination processing.

FastAttach™ will work with any dental software and digital system as long as you have Windows 98, NT or higher. If you do not have a digital x-ray system, you will need a scanner with a transparency adaptor. About 70% of the providers using *FastAttach™* are

using scanners. If you have digital x-rays, you will not need a scanner for x-rays, but you may want an inexpensive scanner that can scan documents such as perio charts and EOBs or color photographs such as intraoral photos.

For specific recommendations, please contact NEA at 800-782-5150, ext 2.

Are you ready to save money, reduce follow-up time, reduce work for your office staff, and get claims processed faster? NEA is offering Delta Dental of Tenn. providers a special promotion. Pay the one time registration fee of \$200 and receive FREE monthly service until December 31, 2008 (\$240 savings). To take advantage of this great offer, visit www.WelcomeToNea.com and enter DDTN2YE in the promotion code box. Registration includes software, installation, training and unlimited telephone support. This discounted offer expires February 29, 2008.

For more information, contact NEA at 800-782-5150, ext. 2 or visit www.WelcomeToNea.com.



Individual Plan Exceeds Expectations

Thank you for your support of our new Individual Plan. Response to this plan has exceeded expectations, and as a result, we have set up a separate unit for enrollment and customer service. Because you have requested them, Spanish versions of the Individual Plan brochures are now available. Please contact Mary Stewart via e-mail (mstewart@deltadentaltn.com) for English and Spanish copies for your office. You may also refer patients to our Web site, www.DeltaDentalTn.com, or to our special Individual Plan unit at (800) 971-4108.

NPI Quick Facts: Submitting Your NPI to Delta Dental

If you have your NPI, you may send it to Delta Dental of Tenn. by fax (615-742-6940) or e-mail (mstewart@deltadentaltn.com). We will share your NPI information with the rest of the Delta Dental system. **Simply submitting it on a claim will not ensure that it is entered into our system.**

Once you have reported your NPI to us, you can begin using it on claims. Use the newer claim form that accommodates the NPI by providing a specific spot for it. This might require a software upgrade or switching to a newer version of the paper claims form.

Without the NPI you will be unable to submit electronic claims, online claims, or access our Internet services.

To find out more and to apply for your NPI, visit the official Web site at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>

Welcome New Participating Dentists!

Kevin Robinson, Brentwood
Angela Lunn, Chattanooga
Robert Ammarell, Cookeville
Eileen Seitz, Franklin
Elizabeth Conley, Hixson
Bradley Jacobs, Hixson
Jennifer Welch, Jackson
Brandon Blake, Kingsport
Sam Alborz, Knoxville
James Williams, Knoxville
Evon Hulse, Maryville
Russell Hulse, Maryville
J. Steven Cloyd, Memphis
Tod Singer, Memphis
Jason Vogt, Murfreesboro
Afrika Jimerson, Nashville
Cindy Roark, Nashville



Dr. Jimmy Sheats
Sheats Endodontic Group
Nashville, TN

Cover Shots

Why Delta Dental of Tennessee? Providing exemplary service to the patients and dentists that refer to my endodontic practice is one of the missions of the Sheats Endodontic Group. I believe that we share this goal with the team at Delta Dental! Their customer service representatives are always available...with a smile! The phones are answered promptly and if there is a problem it is resolved quickly and efficiently—there is no “passing the buck.”

As a provider with Delta for over 25 years, I have witnessed the evolution in insurance claims processing and management. Delta Dental of Tenn. has been a leader and is always on the cutting edge. Have you tried the ToolKit? My staff loves it! Eligibility, benefits, and claims processed with a click of the mouse. Your check and EOB - in your checking account the NEXT day! What other insurance carrier can claim that?

To a start-up practice - Who do you call? We have often referred new dentists starting their practices to the team at Delta because we know the importance of insurance claims management. Mary and Janet will work with the dentist and staff to make sure that everything is set up and organized to minimize and avoid dental insurance pitfalls. To our practice, Delta Dental has been like a silent partner.

Delta Dental is also a good corporate citizen. This is important to the dentists in the network as well as the subscribers and all citizens in our great State of Tennessee. Some of the sponsored programs include the Delta/TDA Annual Charity Golf Classic that raises money for the Concerned Dental Professionals and indigent dental clinics. The Delta Dental Scholars program provides tuition support for UT dental students, and more recently, the Delta Dental Diagnostic & Imaging Clinic was announced at the Meharry Medical College's School of Dentistry.



Thank you to everyone who completed our dentist staff survey! Congratulations to Dr. Donald Cooper and Rhonda Claiborne of Madison, the lucky winners of the \$200 VISA gift card.

If you have comments or suggestions for *The Bridge*, or if you have any questions, call Professional Relations at 800-223-3104

Delta Dental Oral Diagnostic and Imaging Clinic under Construction at Meharry Medical College's School of Dentistry

State-of-the-art clinic to provide better service to patients and increase learning opportunities for students



(Left to Right) Walter Owens, D.D.S., assistant professor at Meharry Medical College's School of Dentistry; John Collier, board chairman, Delta Dental of Tennessee; Phil Wenk, D.D.S., president and CEO, Delta Dental of Tennessee; State Senator Thelma Harper, William B. Butler, D.D.S., M.S., dean, Meharry Medical College's School of Dentistry; Wayne J. Riley, M.D., MPH, MBA, FACP, president, Meharry Medical College

Meharry Medical College recently announced the generous contribution of Delta Dental of Tennessee in the amount of \$780,233, allowing Meharry to develop a new, state-of-the-art oral diagnostic and imaging clinic. The new clinic will help the School of Dentistry expand the educational culture of leadership, innovation and discovery.

"The faculty and students in the School of Dentistry are excited about the new opportunities to provide patients with the highest level of diagnostic services. With academic excellence as our goal, we are proud Delta Dental of Tennessee are supporters of our mission," says Dr. William B. Butler, Dean of the School of Dentistry.

The technologically advanced clinic will allow Meharry dental faculty and students to adopt the more rapidly growing usage of digital radiography, discontinuing their current use of the film-based radiography system. This facility will also assist students with the following: provide the best diagnostic procedures for patients, instantaneously access digital images taken with any type of digital imaging system and implement an electronic patient record system, where digital radiography is a major component. Construction of the clinic was initiated on December 15, 2007 and it is scheduled for completion by March 14, 2008.

**New Toll-Free Fax number!
888-900-1373
Get more tips on speeding
up claims submissions in our
cover story.**

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