

The Bridge

News you can use from Delta Dental of Tennessee

Summer 2007



Dr. Denean Carr
Tiptonville

For Participating Dentists and Staff

What's New:

NPI implementation moves forward

CMS allows grace period

Dental Office Toolkit

Fast, efficient, user-friendly

Still growing

See the latest update of new Delta Dental groups.

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- Dr. Paul Bacon
- Dr. Bruce Baird
- Dr. Dan Bottomley
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Charity Golf Classic is Another Success

The 13th Annual Delta Dental of Tennessee/TDA Charity Golf Classic was held on May 4, 2007. The event took place at the Hermitage Golf Course on the President's Reserve. Thank you to the overwhelming support of our sponsors and players, as more than \$18,000 was donated to the Concerned Dental Professional Committee and the indigent care clinics in each dental district. This brings the total raised over the history of the event to over \$248,000.

After eating lunch and braving a rain storm that briefly delayed the action, 132 determined golfers took to the course to compete for various prizes. Everyone was a winner before the round even started, though, as goodie bags included packages from Titleist and a new pair of FootJoy golf shoes. The teams had four players in a scramble format, keeping the scores low and the competition fierce.

The first place team from the first flight, with a score of 55, included Brent Long, John Brannen, Dr. James Brannen and Don Lawrence.



One of the first place teams: Brent Long, John Brannen, Dr. James Brannen, and Don Lawrence.

The first place team from the second flight, with a score of 60, included Denny Standifer, Bill Greer, David McDonald and Cory McDonald. The first place team from the third flight, with a score of 65, included Tom Perry, Bob Perry, Howard McGill and Stan Shelton. Each winning team received \$150 and a dozen Pro-V golf balls. *Continued on page 3.*

X-ray return ends October 1, 2007

Beginning October 1, 2007, Delta Dental of Michigan, Ohio, Indiana, and Tennessee will no longer return radiographs or photos unless a stamped, self-addressed envelope is provided with the submitted claim.

Avoid sending unnecessary X-rays

In 2000, Delta Dental reduced routine radiograph review to these procedures:

- Anterior crowns and build-ups
- Fixed bridge retainers and pontics
- Retreatment of root canals
- Crown lengthening

If our analysts need additional information or X-rays to make a benefit determination, Delta Dental will send an Information Request (IR) stating the specific need. Attaching the requested information to the IR and returning it helps us process the claim as quickly as possible.

Guidelines for submitting X-rays

Do not send original films with paper claims—submit only duplicates or scanned images. Clearly mark the film(s) or envelope with:

- Date taken
- Dentist's name
- Patient's name
- Indicate left and right sides of the mouth

When submitting claims electronically, either send X-rays in an electronic attachment or wait until Delta Dental sends an Information Request (IR) requesting X-rays. (Do not send an electronic claim and mail X-rays separately.) A free electronic attachment service is available from Renaissance Systems & Services (a Delta Dental affiliated company specializing in dental e-commerce). Contact Eric Joseph at (866) 712-9584 ext. 2317 for more information or to enroll.

New Delta Dental Groups

The following are groups that have recently contracted with Delta Dental of Tennessee. If you have any questions regarding coverage, you may check eligibility online at www.dentalofficetoolkit.com or call customer service at 615.255.3175 or toll-free outside the Nashville area at 800.223.3104.

City	Group Name	Group#	Eff Date	Subscribers
Algood	Trinity Assembly of God	2797	3/1/07	21
Athens	C & E Heating & Air Conditioning	2799	3/1/07	5
Brentwood	Rolling Hills Community Church	2820	4/15/07	9
Chattanooga	S & M Building Supply	2118	4/1/07	16
Cookeville	J & S Construction	2788	4/1/07	103
Dickson	Tennsco Corp.	4032	4/1/07	543
Germantown	Stewart & Wilkinson, PLLC	2805	4/1/07	20
Goodlettsville	Tenn-KY Sprinkler Co., Inc.	2785	3/1/07	35
Greeneville	Rogers, Laughlin, Nunnally, Hood & Crum	2793	4/1/07	15
Knoxville	Vista Radiology	2808	4/1/07	28
Knoxville	IPS	2809	4/1/07	28
Knoxville	Ocoee Utility District	2814	4/15/07	16
Lewisburg	MDW, Inc.	2795	3/1/07	16
Madison	Old South Title	2802	4/1/07	5
Memphis	Communication Systems	2169	4/1/07	14
Memphis	Neurorecovery	2807	4/1/07	6
Memphis	Memphis Cardiology	2817	4/15/07	15
Memphis/Erwin	Studsvik, Inc.	2798	4/1/07	240
Nashville	Laffer Associates	2796	3/1/07	18
Nashville	Curb Records, Inc.	2810	4/1/07	51
Nashville	Graves Import Company, Inc.	2811	4/1/07	8
Nashville	Nashville Vision Associates, PLC	2812	4/1/07	20
Nashville	Harpeth Financial	2819	4/1/07	9
Nashville	Ameri Care Services, Inc.	2806	4/15/07	27
Oak Ridge	Children's Clinic	2772	3/1/07	20
Oak Ridge	Oak Ridge Chamber of Commerce	2816	4/15/07	8

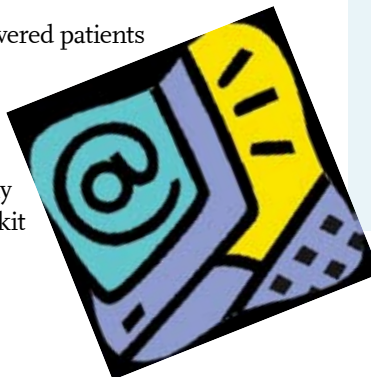
Dental Office Toolkit is fast, efficient, user-friendly

The Dental Office Toolkit offers a wide range of free services that make administration for Delta Dental-covered patients fast and easy. After a simple, confidential registration, dentists and designated staff can use the Toolkit to:

- Verify patient eligibility
- Access patient/group benefits, including maximums and deductibles
- Check claims status (electronic AND paper claims)
- View Claim Payment Statements, predeterminations, and Information Requests
- Submit claims/predeterminations for Delta Dental covered patients
- Sign up for direct deposit (participating dentists only)

Submitting claims through the Toolkit is FREE. The Toolkit eliminates costs and delays from standard mail, claims entry, and clearinghouses. Toolkit claims go directly into our system for the fastest possible processing. The Toolkit accepts:

- Claims
- Predeterminations
- Predeterminations in-for-pay
- Coordination-of-benefits claims
- Orthodontic claims
- Claims with radiographs/attachments (Submit radiographs/attachments electronically, or hold them until Delta Dental sends an Information Request.)



Submit Attachments Free

Free electronic attachment service is available from Renaissance Systems & Services (RSS), and, for those offices using practice management systems, RSS offers a software product that eliminates the need for double entry, submits claims to all carriers, and works with or without Internet access. For more information, go to www.rss-llc.com or call (866) 712-9584.

The Dental Office Toolkit offers access to:

- Delta Dental of Colorado
- Delta Dental of Indiana
- Delta Dental of Michigan
- Delta Dental of New Mexico
- Delta Dental of Ohio
- Delta Dental of Tennessee

NPI implementation moves forward

CMS allows grace period

Due to concerns from all levels of the healthcare system, the Centers for Medicare and Medicaid (CMS) are allowing a one-year contingency period before they enforce penalties against covered entities in violation of the NPI regulation. CMS will not pursue action against covered entities working toward compliance until May 23, 2008.

As a result of the CMS guidance, Delta Dental:

- Is continuing to accept license numbers on electronic claims until we have Type 1 NPIs on file for the majority of the dentists in our active records.
- Strongly encourages dentists who have submitted their Type 1 NPI to Delta Dental to begin using it in transactions.
- Placed NPI reminders on our Dental Office Toolkit applications.
- Is allowing dentists time to receive their NPI and submit it to payers.

- Is temporarily accepting legacy numbers on e-claims.

- Will post our final implementation dates on our Web sites. After that date, electronic transactions must include the Type 1 NPI, or they will be rejected.

Don't put it off

If you're a covered entity, Delta Dental urges you not to delay. Delta Dental uses only the Type 1, Individual NPI for claims processing and access to the Dental Office Toolkit.

To register your Type 1, Individual NPI with us, you must send a copy of the letter or e-mail from the National Plan and Provider Enumeration System (NPPES) confirming your registration and verifying your NPI number.

If you have any questions, contact our Professional Relations department at 615-255-3175.

Welcome New Participating Dentists!

Shaun Bivens, Nashville
Mark Britton, Madisonville
Frederick Burr, Dickson
Paul Chaney, Dandridge
Shawna Chesser, Franklin
Susan Creech, Rogersville
Christopher Devlin, Brentwood
Nicky Fong, Memphis
Paul Gerhardt, Cordova
James Getchonis, Vonore
Stephen Graham, Cookeville
Nathan Henderson, Chattanooga
Jennifer House, Hermitage
George Johnson, Dandridge
Elmer Johnson, Memphis
Rasone Jones, Memphis
Asma Malik, Brentwood
Phillip Norfleet, Clarksville
Jayson Owings, Rockwood
Matthew Palomaki, Clarksville
Anne Peaks, Nashville
Lucy Sawrie, Memphis
Sharlette Tolliver, Lewisburg
Robert Zajac, Knoxville



Denean Carr
Blue Ribbon Dental Center
Tiptonville

Cover Shots

Making the transition from an associate to a solo practitioner can be challenging, for sure.

In addition to finding the right location, staff, etc., a young dentist has to worry about yet another component of dental office duties—understanding dental insurance. I am so grateful that Janet and Mary were there for me.

In the early days of my practice, I LITERALLY called them several times a day with tons of questions. Despite the obvious frustration in my voice, they were very reassuring and

never once hesitated to walk me through my inquiries step by step until solutions were found.

Their happy voices were a relief to me! Janet even came to my office to train my staff and I on the 'ins and outs' of managing our Delta Dental patients' insurance needs. No other insurance company has done that or even offered to! Delta Dental's support laid the groundwork for our practice to become proficient at maneuvering through many insurance enigmas. I truly appreciate all of their help at getting my practice off on the right start, I value my relationship with Delta, and I am proud to say that I am a Delta Dental provider!

NEA offers easy solution to dental claim attachments

Are you looking for an easy, effective and inexpensive way to process your dental claim attachments? For about 67 cents per day, you can transmit an unlimited number of attachments via the Internet with National Electronic Attachment's (NEA) FastAttach system. FastAttach allows dentists to electronically transmit dental x-rays, EOBs, perio charts, intra-oral pictures and narratives to over 260 payors for claims payment.

To join the thousands of other dentists already



using this system for quick claims processing, visit our Web site at www.welcometonea.com and enter DDTN1M in the promotion code box. This special offer, sponsored by NEA and Delta Dental of TN, provides 65% off the regularly priced \$200 Registration Fee, plus 1 FREE month of service.

Registration includes, software, installation, training and unlimited telephone support. For more information, call 800-782-5150 ext. 2.

This offer expires August 31, 2007.

Golf Classic, cont. from cover

Dr. Cary Austin of Hendersonville got so close in our hole-in-one competition we decided to give him a free oil change and tire rotation. Brent Long, Randy Buttrey, Jim Burks and Chad Hutchinson each won the closest to the pin contest and \$100.

Golf lessons were given out to the group with the highest score, which included Tom Underwood, Ray Fossick, Robert West and Don Lunn. Better luck next year guys!

A dart throwing competition also took place, with Dr. Ernie Dewald of Clarksville winning a Bose radio by throwing the only bulls-eye of the day.

A sit down dinner featuring barbeque and chicken followed the tournament where prizes were awarded to all the day's winners. Special credit to Dr. Henry Ramer and Mary Stewart for producing another successful tournament.

The 14th Annual Delta Dental of Tennessee/TDA Charity Golf Classic will be held Friday, May 2, 2008 at the Hermitage Golf Course on the President's Reserve. Thanks again to all those who participated and we hope to see you out there next year!

Delta Dental of Tennessee / TDA 13th Annual Charity Golf Classic



Joe Tramell, Chad Hutchinson, Ted Beazley, and Jon Coggins



Ernie Dewald, dart champion



Oscar Scruggs, Frank Trundle, Chuck Holt, and Jim McDaniel



Jay Wilkes, Tommy Fossick, Lance Fossick, Joey Nacarato

Save the Date!
Our annual Continuing Education Seminar is scheduled for September 15. More information coming soon!

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