

# The Bridge

News you can use from Delta Dental of Tennessee



For Participating Dentists and Staff

December 2006

## What's New:

### Plan Enhancements

Delta Dental enhances benefits for at-risk patients; now covers implants

### CDT Code Revision

Changes include 23 new codes, 33 revised codes and three deleted ones

### Claims Processing Information

Records must match for payment to be made

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## Evidence-based dentistry

### Plan designs evolve based on scientific knowledge

Evidence-based practice guidelines continue to influence the delivery of dental care, and these guidelines change as new scientific findings emerge.

For example, the American Dental Association and U.S Food and Drug Administration in 2004 updated their guidelines for radiographic use and frequency. They did so based on findings by the National Council on Radiation Protection and Measurements that reducing radiographic frequency did not have a clinically significant impact on the rate of missed disease.

As practice guidelines and practice patterns change, so do Delta Dental's plan designs. We monitor ongoing changes in scientific evidence through our Research and Data Institute, and we use this information to adapt our plan designs as needed.

Based on the Institute's careful evaluation of a number of credible scientific studies, we will enhance our standard benefits as of January 1, 2007, and offer our customers a number of new evidence-based coverage options. Changes include coverage for endosteal implants, enhanced coverage for people with certain health conditions that render them



especially vulnerable to systemic infections, and new coverage options for radiographs, fluoride treatments, and crowns.

Information about who will be eligible for these enhanced benefits, how these benefits will be implemented, and the requirements for claim submission is available on our Web site, [www.DeltaDentalTn.com](http://www.DeltaDentalTn.com).

The American Dental Association has defined "evidence-based dentistry" as "an approach to oral health care that requires the judicious integration of systematic assessments of clinically relevant scientific evidence, relating to the patient's oral and medical condition and history, with the dentist's clinical expertise and the patient's treatment needs and preferences."

"Delta Dental, through our Research and Data Institute, is leading the dental benefits industry in using evidence-based dentistry to evolve our plan designs," said Dr. Henry Ramer, vice president of Professional Relations. "Through the knowledge we gain from scientific research, we are enhancing our plans to do even more to improve the health of our enrollees and manage our customers' costs."

For more information, visit:  
[www.DeltaDentalTn.com/dentists.asp](http://www.DeltaDentalTn.com/dentists.asp)

**Coming in the next issue:**  
**New groups for 2007 & Delta Dental Golf Tournament**

# NFDH Expands into Tennessee

## Seed funding from Delta Dental helps make it possible

Thousands of Americans are faced with the reality of no health or dental insurance because of the inability to work.



Dr. Jeff Feiock, an NFDH volunteer dentist, with patient Chad Chalmers

To help some of those individuals within Tennessee, Delta Dental of Tennessee has provided initial funding to the National Foundation of Dentistry for the Handicapped (NFDH) and Donated Dental Services of Tennessee (DDS) to

offer free dental services to individuals who are disabled, elderly and/or medically compromised and cannot work because of their condition.

Delta Dental's \$60,000 donation to the NFDH will be used as seed money to start the dental care program in Tennessee. While more than 36 states nationwide have similar programs, this is the first of its kind in the state.

"The donation by Delta Dental of Tennessee is being used to start this much needed program and we are grateful for this contribution," said Dr. Larry Coffee, president and CEO, NFDH.

Now in the beginning stages, the NFDH is working with the Tennessee Dental Association to develop an implementation plan. An advisory board will work with NFDH to secure dentists across the state who will volunteer their services.

Once the dentists are in place, the group will distribute applications to human service organizations based on geographic availability and participation preferences of volunteers. The agencies will be asked to provide applications to those who are physically and/or mentally handicapped and are in need of major dental work.

"We believe fundamentally that everyone deserves good oral health," said Dr. Phil Wenk, president and CEO, Delta Dental of Tennessee. "We are proud to be able to help the NFDH establish this program in our state so that Tennesseans in need may benefit from a healthy smile."

For more information on NFDH, visit [www.nfdh.org](http://www.nfdh.org).



## CDT Code Revision

The Code on Dental Procedures and Nomenclature (the Code) is the national standard for reporting dental services and serves as the HIPAA standard code set. Any claim submitted electronically must use procedure codes from the current version of the Code.

The Code is also used on dental claims submitted on paper. The Code is regularly updated to reflect changes in dental procedures accepted by organized dentistry and the dental community. The revised Code is published every other year, effective at the start of odd-numbered years.

A new version of the Code, CDT 2007/2008, is effective January 1, 2007, through December 31, 2008. Changes in the CDT 2007/2008 include 23 new codes, 33 revised codes, and three deleted codes.

For example, Code D0145 is a new code for reporting the oral evaluation of a patient less than three years of age and counseling with a primary caregiver. Two of the deleted codes are D1201 and D1205, topical application of fluoride including prophylaxis.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the Code.

To order a copy of the Code, call the ADA at (800) 947-4746, or go online to [www.ada.org](http://www.ada.org) and choose the Catalog link.



# Getting your claims paid faster!

Technology has boosted claims processing efficiency tremendously. With electronic filing and funds transfer, we are now able to process most claims virtually in real time with payments turned around within 24-48 hours from the time of service.

But what if you're not ready to submit claims electronically or your practice management system does not support it?

Renaissance Systems & Services has a fax solution that will help you get claims processed and payment into your account faster.

With its Remote Fax (R-Fax), you can submit all your claims by fax, regardless of carrier.

Claims will then be entered and filed electronically for you to select carriers, including Delta Dental of Tennessee as well as our fellow Deltas in Colorado, Indiana, Michigan, New Mexico, Ohio, Oklahoma and Delta Federal Services. Claims for all other carriers are mailed first-class within 24 hours of submission.

Your front office will be more efficient with one service provider - no longer having to batch claims for different carriers, stuff envelopes and mail. You will also save money as there are no clearinghouse fees, envelopes, or postage.

Each time you fax in claims, simply include a cover sheet indicating the number of claims faxed. This will serve as your confirmation. RSS will contact you if there is a discrepancy in the number of claims received and the number of claims indicated. Once you've sent the fax to the toll-free number, you can rest assured that RSS has the claims you sent.

RSS's fax service is contained in a secured area on-site. Claims that cannot be data entered will be mailed that day. Claims which are data entered are kept for 14 days for any questions and our audit process. This ensures they performing the highest quality service possible. After 14 days these claims are shredded within the secured area on-site. No copies or images are ever retained. The Business Associate Agreement provides assurance that RSS performs this service in a HIPAA compliant manner to protect the security and privacy of your patients.

In this process, RSS assumes "double-entry" of claims for electronic payors, postage expense for non-electronic payors, and long distance service for the toll-free line. There is no required commitment term or volumes with R-Fax and it costs only \$29.95 a month. RSS also provides claims and technical support at no additional charge. For more information, call (866) 712-9584 or go online to [www.rss-llc.com](http://www.rss-llc.com).

## Fax Facts:

- The first facsimile (FAX) system was invented in 1842 - even before the telephone!
- The first photograph was transmitted via fax in 1904 by American inventor Arthur Korn.
- By 1910 newspapers in Berlin, London and Paris were exchanging photographs via fax by utilizing radio waves.
- AT&T established the first fax cable system between New York and London in 1924.
- It took 6 minutes to send a single page via fax in 1924. Today a page can be sent via fax in as few as 1.7 seconds.
- In 1970, there were about 30,000 fax machines in the United States. Today there are more than 9 million.
- A richly featured fax machine sold for as much as \$20,000 in 1982.
- Today, a small office document center - including copier, scanner, printer and fax - starts at around \$200.



## Welcome New Participating Dentists!

Christopher Anderson, Tullahoma  
Joshua Balch, Cookeville  
Kristen Beavers, Memphis  
Reginald Booker, Nashville  
Paul Boquet, Eads  
Nicholas Bowman, Soddy Daisy  
Coy Boyd, Clarksville  
Joshua Brink, Bartlett  
Timothy Case, Chattanooga  
Andrew Cheung, Oak Ridge  
Franklin Daniel, Springfield  
Dustin Dinh, Memphis  
Philip Ezell, Mt. Juliet  
Timothy Fritsch, Nashville  
Maria Geisinger, Goodlettsville  
Richard Gentzler, Lebanon  
Tamara Gravely-Griffin, Smyrna  
Cynthia Green, Clarksville  
Angel Hall, Springfield  
Jerry Hancock, Nashville  
Andrea Hannahan, Brentwood  
Nancy Highland, Cordova  
Augustyne Hill, Goodlettsville  
Jason Hintz, Nashville  
Dave Hippensteel, Crossville  
Phillip Isaacman, Cordova  
Jean Max Jean Pierre, Gallatin  
Brent Johnson, Memphis  
Gibson Johnson, Nashville  
Rachel Johnson, Franklin  
Michael Kitchens, Eads  
George Lee, Clarksville  
Timothy Lee, Clarksville  
Diana Lin, Collierville  
Vanessa McDade, Chattanooga  
Andrew McDaniel, Cleveland  
Warren Melamed, Hendersonville  
Anne Newman, Franklin  
Joshua Olmstead, Cleveland  
Darryl Phillips, Knoxville  
Marilyn Phillips, Memphis  
Todd Pillion, Bristol  
Luther Puckett, Livingston  
Nathaniel Renner, Greeneville  
Jeanette Robertson, Antioch  
Kristin Rushing, Nashville  
Michael Sawaf, McEwen  
James Selecman, Collierville  
Suil Singh, Nashville  
Michael Smith, Clarksville  
Nikki Swett, Nashville  
O. T. Sykes, Memphis  
Susan Valadie, Dayton  
Samuel Watts, Memphis

# NPI: Get it. Share it. Use it.\*

All healthcare providers—including dentists—who submit claims or attachments electronically or use the Internet to check eligibility, benefits, or claims status are considered covered entities and **MUST** enter their NPI (National Provider Identifier) in standard transactions by May 23, 2007. Delta Dental strongly recommends that dentists who don't already have their NPI apply as soon as possible.

**Delta Dental will require a Type I NPI on all electronic claims**

## Get It.

If you don't already have it, you can easily apply for your NPI:

- Go to <https://nppes.cms.hhs.gov> and fill out the application online. Your NPI should be sent to you within one to five business days.
- Call (800) 465-3203 and request an application. When submitted by mail, applications may require up to 20 days to process.



## Share It.

Send Delta Dental your Type I NPI as soon as you receive it; we are currently loading them into our database. To list your number, send a copy of the document notifying you of your NPI:

By mail: Delta Dental, Attn: Professional Relations,  
240 Venture Circle, Nashville, TN 37228  
By fax: (615) 742-6940  
By email: [floydj@deltadentaltn.com](mailto:floydj@deltadentaltn.com)

Please note that you only have to send your NPI to the Delta Dental in your state. We will notify all other Delta Dental Plans Association members.

## Use It.

All covered entities must begin using the NPI on May 23, 2007. Delta Dental anticipates accepting NPIs on claim forms before the compliance date, and we will notify dental offices as soon as we determine the starting date.

“Getting an NPI is free—not having one can be costly.”\*

*\*Slogans of the WEDI National Provider Identifier Outreach Initiative. For more information go to <http://www.wedi.org/npioi/index.shtml>.*

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