

Fall/Winter 2023-2024

News for the
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CDT 2024 code and policy changes

As of January 1, 2024, the American Dental Association's (ADA's) procedure code changes will be in effect. Associated changes to Northeast Delta Dental policies will also be effective January 1, 2024. There are 14 new codes and no deleted codes.

Please be sure **not** to submit claims for the new codes with dates of service prior to January 1, 2024. Your claims will be returned to your office for resubmission with the correct codes for the dates of service involved, which will result in unnecessarily delaying the processing of your claims.

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/PPE, are included in the fee for the dental services provided. Separate fees are not billable to the patient.

New 2024 standardly covered codes and standard Delta Dental processing policies

D2976 Band stabilization - per tooth. Covered benefit once per tooth per lifetime. Benefits are limited to posterior permanent teeth only.

D6089 Accessing and retorquing loose implant screw - per screw. Covered benefit once every 24 months.

New 2024 standardly non-covered codes and standard Delta Dental processing policies

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

D1301 Immunization counseling. Benefits for immunization counseling are denied unless covered by group/individual contract.

D2991 Application of hydroxyapatite regeneration medicament - per tooth. Benefits are denied unless covered by group/individual contract.

D7284 Excisional biopsy of minor salivary glands. Benefits for excision are denied. See **Not Billable to the Patient** for more information.

D7939 Indexing for osteotomy using dynamic robotic assisted or dynamic navigation. Benefits are denied as a specialized procedure.

D9938 Fabrication of a custom removable clear plastic temporary aesthetic appliance. Benefits are denied unless covered by group/individual contract.

D9939 Placement of a custom removable clear plastic temporary aesthetic appliance. Benefits are denied unless covered by group/individual contract.

D9954 Fabrication and delivery of oral appliance therapy (OAT) morning repositioning device. Benefits are denied unless covered by group/individual contract.

Continued on next page...

D9955 Oral appliance therapy (OAT) titration visit. Benefits are denied unless covered by group/individual contract.

D9956 Administration of a home sleep apnea test. Benefits are denied unless covered by group/individual contract.

D9957 Screening for sleep-related breathing disorder. Benefits are denied unless covered by group/individual contract.

New 2024 non-covered codes which are not billable to the patient

D0396 3D printing of a 3D dental surface scan. Not billable to the patient, as 3D printing of a surface scan is inclusive of other procedures.

D2989 Excavation of a tooth resulting in the determination of non-restorability. Not billable to the patient, as D2989 is considered an incomplete service.

D7284 Excisional biopsy of minor salivary glands. The fee for biopsy of oral tissue is included in the fee for a surgical procedure (e.g., apicoectomy, extractions, etc.) and is not billable to the patient when performed by the same dentist/dental office in the same surgical area and on the same date of service.

Revised standard Delta Dental processing policies for existing codes as of January 1, 2024

D0210 Intraoral comprehensive series of radiographic images. The policy “When benefits are requested for D0330 in conjunction with full mouth series (D210) by the same dentist/dental office, fees for the D0330 are **not billable to the patient** as a component of the D0210 on the same date of service” is being discontinued. Claims for either a D0210 or D0330 will continue to fall to the contractual frequency limitation. Benefits are limited to either an intraoral complete series radiographic images (D0210) or panoramic radiographic image (D0330) within the five-year period. Any additional benefits are denied.

D0230 Intraoral periapical each additional radiographic image. Individually listed intraoral radiographic images by the same dentist/dental office are considered a complete series if the fee for individual radiographic images (**excluding D0330**) equals or exceeds the fee for a complete series done on the same date of service. Any fee in excess of the fee for an intraoral comprehensive series (D0210) is not billable to the patient.

D0330 Panoramic radiographic image. The policy, “A panoramic radiographic image with or without supplemental radiographic images (such as periapicals, bitewings and/or occlusal), is considered a complete series for the purpose of frequency limitations and any fee in excess of the fee allowed for D0210 is **not billable to the patient**,” is being discontinued. Claims for either

a D0210 or D0330 will continue to fall to the contractual frequency limitation. Benefits are limited to either a panoramic radiographic image (D0330) or an intraoral complete series radiographic images (D0210) within the five-year period. Any additional benefits are denied.

D0364 Cone beam CT capture and interpretation with limited field of view – less than whole jaw. Covered benefit under Diagnostic & Preventive, once per 12 months. Fees are denied when procedure codes D0364, D0365, D0366 or D0367 are performed within 12 months.

D0365 Cone beam CT capture and interpretation with full field of view of one full dental arch – mandible. Covered benefit under Diagnostic & Preventive, once per 12 months. Fees are denied when procedure codes D0364, D0365, D0366 or D0367 are performed within 12 months.

D0366 Cone beam CT capture and interpretation with full field of view of one full dental arch - maxilla, with or without cranium. Covered benefit under Diagnostic & Preventive, once per 12 months. Fees are denied when procedure codes D0364, D0365, D0366 or D0367 are performed within 12 months.

D0367 Cone beam CT capture and interpretation with limited field of view both jaws, with or without cranium. Covered benefit under Diagnostic & Preventive, once per 12 months. Fees are denied when procedure codes D0364, D0365, D0366 or D0367 are performed within 12 months.

D0368 Cone beam CT capture and interpretation for TMJ series including two or more exposures. Benefits are **denied** unless covered by group/individual contract. When TMJ services are covered, benefit once per lifetime.

D0372 Intraoral tomosynthesis - comprehensive series of radiographic images. Benefits intraoral tomosynthesis are denied.

D0373 Intraoral tomosynthesis - bitewing - radiographic image. Benefits intraoral tomosynthesis are denied.

D0374 Intraoral tomosynthesis – periapical radiographic image. Benefits intraoral tomosynthesis are denied.

D8000 Orthodontics

Direct-to-consumer orthodontic:

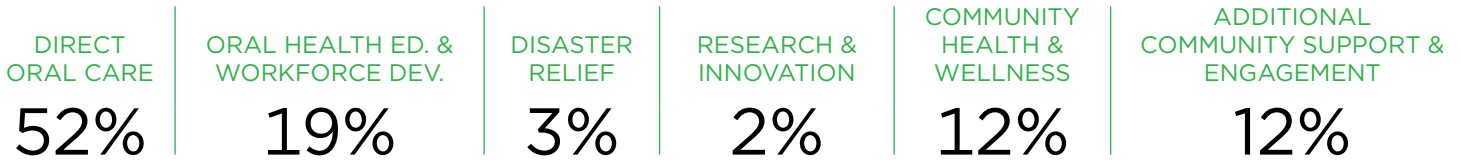
- Covered benefit under orthodontics.
- One direct-to-consumer retainer, per lifetime.
- Treatment requires an attestation signed by the treating dentist.
- Provider must be licensed in patient’s resident state.
- Ineligible on those with transitional dentition (D8070).

Resources available: You may wish to order the new CDT 2024 book from the ADA and the CDT 2024 App and/or Coding Companion Guide.

Delta Dental member companies helped more people in 2022

Delta Dental's 2022 Community Impact Report showed that its member companies and their foundations invested \$108.9 million in community initiatives in 2022, an increase of \$2.9 million from 2021. Coupled with 24,000 volunteer hours by Delta Dental employees, an increase of 7,000 hours from 2021, these financial investments impacted 20.4 million lives and served communities in all 50 states, Washington, D.C. and Puerto Rico.

Giving areas included:



Delta Dental member companies advance health equity through oral health education, close gaps to care in our communities and invest in diversifying the oral health workforce. In 2022, we championed oral health education programs that reached 11.6 million people and invested \$7.5 million to shape the oral health workforce. Read the full report at [Home - Community Impact Report | Delta Dental Institute](#).

Foundation awards more than \$1.3 million to oral health programs

The Northeast Delta Dental Foundation awarded grants totaling \$1,335,104.81 in 2023 to 62 oral health programs: \$592,659.95 in Maine, \$559,558.86 in New Hampshire and \$182,886 in Vermont. Learn more about the Foundation at www.nedelta.com/foundation.



Best Companies to Work For: record-setting year!

Business NH Magazine recently ranked us fourth among the 25 Best Companies to Work For in its annual competition. In highlighting our win, the magazine said that Northeast Delta Dental holds “the title for the most wins on the Best Companies to Work For list.” We were ranked on the list for 11 years, plus we were in its Hall of Fame for five years, during which we were unable to apply.

Inaugural awards presented by Delta Dental Institute Oral Health Diversity Fund

As part of its *Driving Greater Diversity in the Oral Health Workforce* campaign, the Delta Dental Institute announced the four inaugural award recipients of over \$700,000 from the Delta Dental Oral Health Diversity Fund, the first national investment fund focused on ensuring more school-aged children from historically underrepresented groups consider careers in oral health.

Research shows that racial and ethnic diversity among health professionals is linked to better patient satisfaction and improved health outcomes, but the current oral health workforce does not reflect that diversity. Fewer than 10% of dentists are Black or Hispanic, while those same groups



comprise more than 30% of the U.S. population. The funded programs propose innovative ways to address the barriers that underrepresented populations face in seeking oral health careers. The four awardees are: Diversity in Dentistry Mentorships, the Hispanic Dental Association, NAF and the Society

of American Indian Dentists. Each organization offers a program encouraging students from underrepresented racial and ethnic backgrounds to consider a career in dentistry.

Learn more about Delta Dental Institute's Oral Health Diversity Fund at deltadentalinstitute.com/fund.

Please remember:

- Our Customer Service department has expanded its availability hours, and you can reach a customer service representative from 8:00 a.m. to 8:00 p.m. ET at 1-800-832-5700 Monday through Friday.
- To notify us of any dentist and/or office changes and updates by contacting the Provider Services department at PRINFO@nedelta.com.
- To share the information in this issue with your office staff to also keep them informed.
- Teledentistry offers emergency access to dental care 24/7 at Teledentistry.com.



\$665,000 awarded to a UMA program expanding Maine dental workforce

Northeast Delta Dental presented \$665,000 to the University of Maine at Augusta (UMA) to expand the Maine dental workforce by enlarging the current UMA Lewiston Center Dental Clinic, increasing enrollment of dental assisting and expanded functions dental assisting students and providing dental hygiene students with additional rotations.

The Expanding The Dental Workforce Throughout Maine: An Educational, Rotating Dental Clinic initiative has a goal of addressing the shortage of dental auxiliaries in Maine and extending the availability of dental care to address disparities in oral health, providing quality oral health care for people who are low-income, uninsured, and/or members of racial/ethnic minority, immigrant or rural populations. The funding will cover the addition of state-of-the-art dental units to UMA's Lewiston Center Dental Clinic, including equipment and construction costs, a scholarship program and additional staff.

Learn more at <https://tinyurl.com/cv6jp53m>



Oral Health Challenge update

In mid-September Northeast Delta Dental and the New Hampshire Fisher Cats wrapped up its 12th annual Oral Health Challenge (OHC), a program rewarding good oral health habits, with a fun night at the ballpark. Any child 12 and under who brushed twice and flossed once daily for seven consecutive days and completed and mailed in a program form received two tickets to a New Hampshire Fisher Cats game courtesy of Northeast Delta Dental. Participants were honored with a pregame, on-field parade and goody bags. The September game, the last in a series of four Oral Health Challenge games, attracted the highest number of participants, with 471 OHC attendees. Despite a season-long battle with rain, a total of 1,468 children and their family members came to the ballpark to reap the rewards of good oral health habits!

Introducing new board directors/trustees

We're happy to introduce five new board directors/trustees elected to our boards during the spring and summer to serve three-year terms.

Delta Dental of Maine elected two new board directors, Stephanie Pouzol, DMD, and Jennifer Thompson. Stephanie is a co-owner/dentist at Northeast Dental Partners in Brewer; Jennifer is executive director of National Alliance on Mental Illness (NAMI) Maine in Hallowell.

Delta Dental Plan of New Hampshire elected two new board directors, Colin Boswell, DDS, and Jennifer Gilkie. Colin is the owner/pediatric dentist at Montshire Pediatric Dentistry in Claremont, Henniker and Keene; Jennifer is vice president of communications and marketing for Dartmouth Health serving New Hampshire and Vermont.

Delta Dental Plan of Vermont elected a new board trustee, Katherine Meyers, CPA, who is CFO of VEIC, a nonprofit in Winooski.

Welcome to new in-network dentists

Below is a listing of new in-network dentists who joined our network during the period of June through November 2023. Welcome to our dental network.

Maine

John Agapis, DDS
Neetha Antony, BDS
John Aremu, DMD
Adriana Parra Barillas, DDS
Gino Barillas, DMD
Kayla Birde, DMD
Melissa Carrier, DDS
Yawen Chen, DMD
Jacob Christman, DDS
Jerrold Cohen, DMD
Joel Doyon, DDS
Thaleia Filokyprou, DDS
Allan Fortin, LD
Luis Gamarra, DMD
Erik Harriman, DMD
Grace Harriman, DDS
Kristina Lake Harriman, DMD
Susan Harvey, DMD
Katu Higgins, IPDH
Donald Hudson, DMD
Kwonduk Jung, DMD
Veena Kahn, DDS
Dan Lavitt, DDS
Elijah Leverett, DMD
Peixi Liao, BDS
George Manter, DMD
Benjamin Martin, DMD
Amber McPherson, DMD
Sheena Mead, DMD
Lucy Morin, IPDH
Kala Myers-French, IPDH
Virginia Pyburn, IPDH
Miah Ramsey, DDS
Daniel Ravin, DMD
Jacquelyn Richards, DMD
Corey Riemersma, DDS

Lee Rodems, DMD
Brianna Russell, DMD
Ho Jun Song, DDS
Joshua Valentine, DDS
Brian Waller, DMD
Fei Yang, DMD

New Hampshire

Anjum Ansari, DMD
Kristine Aragon, DMD
James Balloch, DMD
Ankita Bansal, DMD
Britney Bell, DMD
Mark Berenshteyn, DMD
Krystsina Bratanava, DMD
Henry Cheney, DMD
Alec Daigle, DMD
Madison Dallmeyer, DMD
Schuyler Deluca, DDS
Charles Dermody, DDS
Kexin Ding, DMD
Khosrow Dinyaryan, DMD
Edward Dransite, DMD
Nicholas Dulock, DMD
Thomas Duplinsky, DDS
Tasneem Elsafi, DMD
Joseph Everett, DMD
Natasha Fansiwala, DMD
Zhanna Gandelman, DDS
Julia Geaumont, DMD
Sotirios Georgiadis, DMD
Ian Glick, DMD
Francisco Gomez-Chaves, DDS
William Gottschalk, DMD
Jeffrey Graffam, DMD
Prafull Das Gupta, DMD
Sophia Hall, DMD

Ethan Harris, DMD
Leora Hilbert, DMD
Julie Iskra, DMD
Erika Jones, DMD
Erin Kang, DMD
Douglas Katz, DMD
Jefferson Kim, DMD
Jennifer Kim, DMD
Thomas Kim, DMD
Jared Knighton, DMD
Sunnie Kuna, DMD
Rudolph Lantelme, DDS
Khushbu Ijner, DDS
Christy Lottinger, DDS
John Luz, DDS
Spencer Lynch, DMD
Fai Wah Hugo Ma, DMD
Alexander Maal, DDS
Robert Marshall, DMD
Kirsten Miller, DMD
Gabrielle Milton, DMD
Asma Muzaffar, DDS
Thomas Norton, DMD
Sumeet Panesar, DMD
Deedhiti Patel, DMD
Rohan Patel, DMD
Dolava Teerdha Pati, DDS
Allison Ritch, DDS
Yann Rodenas, DMD
Azadeh Sajjadi, DMD
Scott Schmidhauser, DMD
Hannah Schneider, DMD
Rebecca Scialabba, DMD
Luke Shaner, DMD
Yilun Shen, DDS
Leonard Strauss, DMD
Nisreen Takulla-Khalil, DDS

Jin Sun Thomas, DDS
Indira Tikhonova, DDS
Fredrick Vega, DDS
Peter Ver Ploeg, DMD
Alicia Villett, DMD
Kaitlyn West, DMD
Rebecca Young, DMD

Vermont

Chithu Abraham, DDS
Hagop Alanjian, DMD
Mary Anderson, DDS
Stephen Bench, DDS
Sierra Cooper, DMD
Mekayla Davico, DDS
Emily Dawley, DDS
Priya Dey, DDS
George Fouad, DMD
Maria Freije, DMD
Jordan Gray, DDS
Jessica Guter, DMD
Avraham Katz, DDS
Corin Kwasnik, DMD
Joe Maltsberger, DDS
Noor Muhyi, DMD
Olivia Nguyen, DMD
Seong Hwan Park, DDS
Jessica Parkinson, DDS
Shobhna Saini, DDS
Mohammed Shakarchi, DMD
Richa Singhania, BDS
Mose Snyder, DMD
Tyler Stanworth, DMD
Amrita Tembhe, DDS
Liana Preto Webber, DDS
John White, DDS
Grace Yasewicz, DMD



To all in-network dentists with our appreciation

Our dental network is one of our greatest strengths. It is the region's largest, including 1,879 in-network dentists, 86% of the dentists in the tri-state area. Thank you for your continued affiliation with us. We wish you and your staff a peaceful and prosperous 2024.



Left to right: Ryan O'Quinn, Ryan Fanning, Myles O'Quinn and Kirk O'Quinn

25th Annual golf tournament is a big success!

Great news! The 25th Annual Thurston J. Carpenter Memorial Golf Tournament raised \$26,123 for the Northeast Delta Dental Foundation, over \$4,000 more than last year! The Foundation awards grants annually to oral health programs in Maine, New Hampshire and Vermont.

This year's tournament took place on September 8 at Breakfast Hill Golf Club in Greenland, New Hampshire. Members of the Carpenter family were among the one hundred twenty golfers playing the course. The winning foursome of Ryan O'Quinn, Kirk O'Quinn, Myles O'Quinn and Ryan Fanning shot a -19 under par round for a record 52 shot total.

We appreciate everyone's participation and support. Twenty-three sponsors helped make this fundraiser a success: Baker Newman Noyes, Binnie Media, CGI Business Solutions, Coed Sportswear, Consolidated Communications, csONE Benefit Solutions, Davis & Towle Insurance Group, Gravel & Shea PC, HM Payson, Jackson Lewis P.C., Janitech Inc., Millennium Running, New Hampshire Fisher Cats, Petrocelli Marketing Group, Prime Buchholz, R.C. Brayshaw, Signarama of Concord, Dr. David and Maureen Staples, StitchesNH Inc., Tasker Landscaping, Toshiba Business Solutions, Toyota of Portsmouth, University of New England, Visual Persuasion, LLC and Weed Family Automotive.

We're planning the 26th annual Carpenter Golf Tournament for Friday, September 6, 2024, and we hope to see many new and familiar faces at Breakfast Hill Golf Course. Please save the date.

Holiday closures

Martin Luther King Jr. Day	Monday, January 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth National Independence Day	Wednesday, June 19, 2024
Independence Day	Thursday, July 4, 2024

Direct-to-consumer ortho coverage to be benefitted as of January 1

Effective January 1, 2024, Northeast Delta Dental will benefit direct-to-consumer orthodontic treatment for members whose plans cover orthodontic services. This direct-to-consumer approach requires that a licensed dentist or orthodontist in the patient's state of residence supervises the patient's course of treatment. This treating dentist or orthodontist shall sign the treating dentist attestation form as part of the patient's treatment record. The treating dentist attestation form can be found under your provider portal at www.nedelta.com.

Direct-to-consumer retainers are a contract benefit once in a lifetime for members. Along with the appropriate orthodontic treatment code (D8080 or D8090), providers will include the asynchronous teledentistry code (D9996) whenever submitting a direct-to-consumer claim for reimbursement. Direct-to-consumer retainers are not a contract benefit for individuals with transitional (mixed) dentition (code D8070).

Please contact our Customer Service department at 1-800-832-5700 with any questions.

HOW® home care offer reminder - Philips Sonicare

This year we launched a new offer available through our HOW® program. Patients who have the HOW® program attached to their dental plan and qualify for more preventive benefits under caries and/or periodontal disease through the PreViser® risk assessment are eligible for a 50% discount on a Philips Sonicare electric toothbrush. We're covering 50% of the electric toothbrush cost (not coming out of the patient's annual maximum), and 1-3-day shipping is free.

Qualifying patients will receive information on how to purchase from the Philips website upon completion of their PreViser® risk assessment. Patients can request a printed or emailed copy of their Oral Health Report and use the QR code or link provided on their report to purchase their electric toothbrush. Our HOW® team at 603-223-1339 or HOWinfo@nedelta.com can answer any questions.

