

Spring/Summer 2024

News for the
Dentist and Staff

Published by
Northeast Delta Dental
Professional Relations

Incisor

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Left to right: Vice President, Provider Network & Clinical Strategies, Northeast Delta Dental, Joseph Errante, DDS; NHTI Department Chair Allied Dental Education Department, Lisa Scott, CDA, RDH, M.Ed; NHTI President, Dr. Patrick Tompkins; Senior Manager, Corporate Giving, Northeast Delta Dental, Jennifer McGrath; and President & CEO, Northeast Delta Dental, Tom Raffio.

\$500,400 grant expands NHTI training program to treat more Medicaid patients

Northeast Delta Dental awarded a \$500,400 grant to NHTI-Concord's Community College, one of the college's largest gifts, to help expand the state's only program training dental hygienists and dental assistants. NHTI will make an equal investment in the expansion of its clinical services, which will allow Medicaid eligible patients to be seen at the clinic, starting with pediatric patients. The funds will also be used to upgrade the clinic's equipment and labs.

We enjoy a long-time mutually beneficial relationship with NHTI, our Concord neighbor. This three-year initiative is critical because the expansion of comprehensive Medicaid oral health benefits for New Hampshire adults a year ago further challenged an already existing statewide shortage of trained dental hygienists and dental assistants.

"Northeast Delta Dental has long supported dental health for Medicaid patients," said NHTI President, Dr. Patrick Tompkins. "Through their vision and our partnership, for the first time, NHTI will bring affordable oral hygiene care to this New Hampshire demographic that is important for the well-being of the Granite State."

Learn more [here](#).

Message from our Vice President, Sales & Marketing



Jodie Hittle

Here we grow again! I'm pleased to report that 2023 was another great year for Northeast Delta Dental. The efforts of our superior sales and account management teams resulted in a net gain of 22,888 new primary group and individual subscribers and a net gain of 4,868 DeltaVision® subscribers. Significant new accounts included L.L.Bean, Sprague Resources and Beta Technologies, Inc. in 2023, and Precinmac, Waypoint Maine, Inc., Green Mountain Higher Education Consortium, Flexaseal Engineered Seals and Systems LLC, Velcro, Inc. and Core Medical Group in 2024.

The last year was not without its challenges. We lost our Director of New Hampshire Sales and Account Management, Tammie Croft, to an untimely death in the fall. She worked in her role for 12 years, and her friendship and expertise are sorely missed.

As a result of unprecedented growth (we now cover 1.1 million people throughout Maine, New Hampshire and Vermont and more than 90 million nationwide), we made several changes in our sales and marketing teams during the last year. In Maine, Jaimi Findlay was promoted to Account Manager and Cindy Allen joined the team as a Senior Marketing Support Specialist. Cindy comes to us with an extensive background in the dental field as a hygienist and also worked at the UNE College of Dental Medicine. A member of the Maine sales team, Brian Staples, was promoted to Director, Growth & Product Development. In New Hampshire, Senior Account Manager Jody Touzin was promoted to Director, New Hampshire Sales & Account Management; Lori Ford was promoted to Senior Account Manager and Shelley Lochman, with wide-ranging experience in customer service and sales, was hired as an Account Manager. In New Hampshire, we also added Amy Miller, who has considerable expertise working with employer groups of all types, as an Account Manager. The size of the Vermont team increased to five when Amy Johnson, previously the Daily Operations Manager for Dunkling and Penney Dentistry, was hired as an Account Manager.

We have the right mix of seasoned veterans and new hires, all eager to use the mastery of their proficiencies on behalf of our new and existing accounts. We are looking forward to another successful year, and we appreciate your loyalty and support.

Report confirms dental insurance's importance in helping people receive oral health care

Delta Dental's *2024 State of America's Oral Health and Wellness Report*, a nationwide analysis of consumer opinions and behaviors relating to oral health, confirms that dental insurance is important in helping people receive necessary oral health care. Of the surveyed adults, 83% of those with dental benefits visited the dentist in 2023 while only 53% of those without coverage sought preventive care. The report also finds the state of oral health encouraging, as U.S. adults and children place an emphasis on good oral health care habits and prioritize preventive dental visits. Read more key findings at deltadental.com.



Please visit nedelta.com to download a copy of our 2023 Annual Report!

Increased access to oral health services for Maine and Vermont veterans

Governor Janet Mills recently announced that the Maine Veterans' Dental Network (MVDN), providing oral health services to qualifying Maine veterans who otherwise could not afford them, will continue caring for veterans with a \$300,000 grant from Northeast Dental, which has been awarding grants to MVDN annually beginning in 2021. Read the Governor's press release at maine.gov.

Northeast Delta Dental is the initial funder of the new [Vermont Veterans Outreach Dental Program](#), with a \$100,000 commitment for 2024. As one of the Vermont National Guard Family Programs, this program modeled itself after the MVDN. They hired two dental coordinators to recruit dental offices to participate in the program and help veterans through the application process. Dental services will be provided to qualifying veterans through in-network dental offices, including Federally Qualified Health Centers and not-for-profit dental clinics.



September 6 golf tournament fundraiser

The 26th annual Thurston J. Carpenter Memorial Golf Tournament will be held on Friday, September 6, 2024, at Breakfast Hill Golf Club in Greenland, New Hampshire. The tournament raises money to support the Northeast Delta Dental Foundation, which awards grants to oral health programs in Maine, New Hampshire and Vermont. Please join us as a player, donor or sponsor.

Register, donate or purchase a sponsorship online at <https://birdease.com/carpentergolf>. For more information or sponsorship details, email Shane Baron at sbaron@nedelta.com or call 603-223-1014.

Preventive treatment tends to decline as school-aged children get older

Delta Dental annually analyzes the preventive dental care services used by Delta Dental members across the country. Key findings in its newly released white paper indicate that preventive treatment tends to decline as school-aged children get older, with more children at age 12 obtaining preventive care than those at age 15. Data continues to show most children ages 1 – 18 who are at risk for dental decay are not receiving recommended fluoride and sealant treatments. More insights are available at deltadentalinstitute.com.



LeaAnne Haney, RDH, CPHDH, with President & CEO, Tom Raffio

LeaAnne Haney named Dental Hygienist of the Year

Congratulations to LeaAnne Haney, RDH, CPHDH, one of Northeast Delta Dental's Oral Health & Wellness Solutions Specialist, for being named Dental Hygienist of the Year by the New Hampshire Dental Society at its annual meeting. LeaAnne exemplifies dedication, expertise and commitment to excellence in the field.

2023 dentist office survey highlights

The number of respondents to our survey increased 52% over the number of in-network dentists responding in 2021. One hundred percent of responding dentists said we pay claims quickly and accurately and have customer service representatives who are polite and care about helping you. Ninety-eight percent said we make it easy to determine patient coverage, answer calls quickly and have customer service representatives who give clear, correct and complete information. (In both cases, the percentages accounted for those who responded good, very good and excellent.)



This annual partnership with the NH Fisher Cats helps us to remind children that daily brushing and flossing improves oral health, which has a beneficial impact on general health and overall well-being. Northeast Delta Dental and the NH Fisher Cats jointly encourage good at-home oral hygiene habits in children 12 years of age and younger through the annual Oral Health Challenge.

Children who complete a form showing they've brushed twice and flossed daily earn two free tickets to one of four NH Fisher Cats games played at the Delta Dental Stadium in Manchester, New Hampshire. The four 2024 games will be played on Friday, June 21, Thursday, July 25, Tuesday, August 20, and Friday, September 6, all at 6:35 PM. Children who have completed the Oral Health Challenge will be recognized before the games.

Look for Oral Health Challenge forms at nhfishercats.com and nedelta.com and in the offices of New Hampshire in-network dentists. The Fisher Cats Community Relations department at community@nhfishercats.com or 603-641-2005 can answer any questions.

Delta Dental has more satisfied clients

86% of dentists in network in the tri-state area

DELTA DENTAL

www.nedelta.com

Source: 2021 Delta Dental data

One of the ads in our Why Delta Dental ad campaign communicating key reasons for selecting Delta Dental.

Reminders

- Please notify us of any dental and/or office changes and updates by contacting the Provider Services department at PRINFO@nedelta.com.
- The HOW® team at HOWinfo@nedelta.com or 603-223-1339 can answer questions about the Home Care Offer, for patients who have HOW® attached to their dental plan, giving patients a discount on Philips Sonicare products and free shipping.

New in-network dentists

The dentists listed below joined our network from December 2023 through April 2024. Thank you for joining us. We appreciate you.

Maine

Jocelyn Acheson, IPDH
 Todd Brueckner, DDS
 Darcy Burgess, IPDH
 Karine Calixte, DDS
 Alicia Casarez-Quintana, DDS
 Tyler Clausen, DMD
 Christopher Cotterill, DMD
 Angela Hastings, DMD
 Katherine Heer, DMD
 Kelly Holst, DMD
 John Illuminati, DDS
 Jacob Kieffer, DDS
 Yun Kim, DMD
 Chae Lee, DMD
 Nevin Lessard, DMD
 Allan Mulandi, DMD
 Joey Newborn, DMD
 Nikole Novikova, DMD
 Yoon Seok Oh, DMD
 Mary Ann Pineda, DMD
 Keith Ray, DMD
 Melissa Sears, DMD
 Gabriel Valley, DMD
 Hong Yang, DMD

New Hampshire

Catalina Osses Albornoz, DMD
 Judley Alphonse, DMD
 Deepak Balani, DMD
 Michael Buchler, DMD
 Garrett Charette, DMD
 Ethan Chase, DMD
 John Paul Deguzman, DMD
 Mona Elzarka, DMD
 Alex Evans, DDS
 Anthony Francis, DMD
 Seyed Alireza Ghazi, DMD
 Daniela Ghobrial, DMD
 Maryjane Hanlon, DMD
 Jameson Hardy, DMD
 Michelle Hughes, DMD
 Ankur Kaul, DDS
 Hillary Kinney, DMD
 Kateryna Latypova, DMD
 Matthew Leighton, DDS
 Derek Levesque, DDS
 Konstantinos Megkousidis, DDS
 Dhagash Patel, DMD
 Victoria Phu, DMD
 Devon Ptak, DMD
 Uma Ramachandran, DMD
 Jerome Roberts, DDS
 Christina Schiltz, DDS
 Heather Strock, DMD
 Shadbeh Taghizadeh, DMD
 Rebecca Tsai, DMD

Vermont

Shaveta Bhargava, DDS
 Jonathan Foster, DMD
 Nivedita Gautam, DDS
 Patrick Lema, DMD
 Anshul Mahajan, DDS
 Manju Natarahan, DDS

Holiday closures

Juneteenth	Wednesday, June 19, 2024
Independence Day	Thursday, July 4, 2024
Labor Day	Monday, September 2, 2024
Veteran's Day (observed)	Monday, November 11, 2024
Thanksgiving Day	Thursday, November 28, 2024
Day After Thanksgiving	Friday, November 29, 2024
Christmas Day	Wednesday, December 25, 2024
New Year's Day	Monday, January 1, 2025

Northeast Delta Dental

Quality. Service. Impact.

89 MILLION



89 MILLION members nationally have Delta Dental coverage

1 MILLION+



OVER 1 MILLION members have Delta Dental coverage in our tri-state area (ME, NH, VT)

COVERAGE



FORTUNE 1000 we cover more than half of the Fortune 1000 companies



1/3 OF THE POPULATION that has dental coverage



OVER 9,000 local businesses



55% of the market in ME, NH and VT



86% of dentists in ME, NH and VT and 76% of dentists nationally are in our network

QUALITY



99% customer retention



93% member satisfaction rating



92% in network claims utilization



99.87% claims processing accuracy



99% dentist retention

SERVICE



89% claims submitted electronically



1.04 average number of days to process a claim



2 million+ local claims processed annually



:28 average time to speak to a live customer service representative



99.9% system availability

IMPACT



\$4 million+ annually in community support for nonprofit organizations, veterans, oral health care education and initiatives, loan repayment and workforce



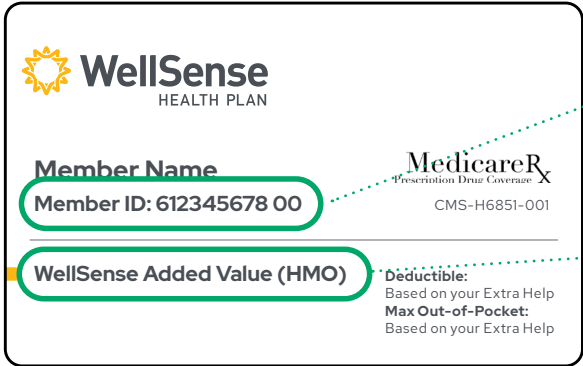
250+ local nonprofit organizations supported through philanthropic efforts

WellSense Medicare Advantage members have access to Northeast Delta Dental providers



Effective October 2023, WellSense Health Plan Medicare Advantage members gained access to the Northeast Delta Dental network. To ensure these members can easily receive dental care, we want to share some important information you can look for on their identification (ID) card when these patients call to schedule their appointment or arrive for their visit.

When a WellSense Medicare Advantage member shares their ID card, you should look for the following identifiers:



Member ID

This number begins with a six (6) and is 11 digits long.

Plan Name

WellSense offers several Medicare Advantage plans. The plan name is listed on the front of the card under Member ID.



Questions on member eligibility?

Call Northeast Delta Dental for questions about how to identify member eligibility.