

Spring 2021
News for the
Dentist and Staff

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Professional Relations

Incisor

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Additional CDT 2021 Code and Policy Changes

As of March 11, 2021 the American Dental Association (ADA) approved additions to the CDT 2021 procedure codes, for which there are associated National and Northeast Delta Dental policies that also are effective March 11, 2021. There are 8 new codes for procedures related to COVID-19, for which we recommend that dentists submit claims to the patient's medical carrier.

Per Dr. Randall C. Markarian, Chair of the Council on Dental Benefit Programs, "The ADA is now updating all CDT 2021 documentation to incorporate these COVID-19 procedure codes, and this material will be provided to all code set users. This documentation includes the ASCII files for CDT Code licensees, and a special coding guidance document concerning vaccinations for posting on the ADA Internet **Coding Education** page, which was released during the week of March 29, 2021. There is open access to this document that may be downloaded at no cost."

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.

New March 11, 2021 Standardly Non-covered Codes and Standard Delta Dental Processing Policies:

Non-covered codes which are denied and billable to the patient. We recommend billing this procedure to the patient's medical carrier.

- **D0606** molecular testing for a public health related pathogen, including coronavirus

Non-covered Codes which are not billable to the patient. We recommend billing these procedures to the patient's medical carrier.

- **D1701** Pfizer-BioNTech COVID-19 vaccine administration - first dose
- **D1702** Pfizer-BioNTech COVID-19 vaccine administration - second dose
- **D1703** Moderna COVID-19 vaccine administration - first dose
- **D1704** Moderna COVID-19 vaccine administration - second dose
- **D1705** AstraZeneca COVID-19 vaccine administration - first dose
- **D1706** AstraZeneca COVID-19 vaccine administration - second dose
- **D1707** Janssen COVID-19 vaccine administration

New Hampshire Veterans Care Program

In recognition of the unmet needs of uninsured military veterans in New Hampshire for dental care they cannot afford, Northeast Delta Dental created the Veterans Care Program. Under the direction of Dr. Mitch Couret, a network of dentists—often veterans themselves—was formed. These dentists generously agreed to care for the veterans at discounted fees, fully subsidized by Northeast Delta Dental.

Since 2015, we are pleased to report that 158 New Hampshire veterans have received over \$374,000 in dental care from the general practitioners, oral surgeons and endodontists in 15 practices throughout the state, making a positive impact on the lives and overall health of those who have served our country. If you are interested joining this network, please contact Dr. Couret at mcouret@nedelta.com or by telephone, 603-496-1015.

Northeast Delta Dental is very grateful to our veterans for their service, and to this cadre of dentists for their care!

Maine Veterans Dental Network is Launched with a \$35,000 Grant from Northeast Delta Dental

On April 21, the Governor of Maine announced the formation of the Maine Veterans' Dental Network in partnership with Northeast Delta Dental, participating dental clinics, and Federally Qualified Health Centers. The network, a result of a \$35,000 grant from Northeast Delta Dental, will provide dental services to Maine's veterans who otherwise could not afford them and will officially launch on May 15. For several years, we have supported a New Hampshire Veterans program and we are honored to expand our commitment to veterans across the state of Maine.



Dr. Mitch Couret Celebrates 50 Years of Participation!

At a recent All Colleagues virtual meeting at Northeast Delta Dental, President & CEO, Tom Raffio, presented Dr. Mitch Couret with gold-engraved Simon Pearce blown glass plaque. While other colleagues attended the virtual meeting from home, Mr. Raffio invited Dr. Couret to attend in person - both observing safety protocols by social distancing and wearing masks.

Mr. Raffio commended and thanked Dr. Couret on his 50 years of participation with Northeast Delta Dental, which also included serving on the Delta Dental Plan of New Hampshire Board of Directors, past service as Vice President of Professional Relations, and currently as Chief Dental Officer. Dr. Couret stated it has been an honor and pleasure to be a participating dentist for 50 years, as well as an employee of Northeast Delta Dental for 25 years. Congratulations and thank you, Dr. Couret!

Boards of Trustees/Directors Election Results

At their recent virtual Annual Meetings on April 9, 2021 and April 16, 2021 respectively, Delta Dental Plans of Vermont and New Hampshire announced the election results noted below.

Delta Dental Plan of Vermont elected the following to serve three-year terms on the Board of Trustees:

Elizabeth Carmack, DMD
Adam Fasoli, DMD
Rachel Rivard, DMD
David Solomon, DDS
Wanda Heading-Grant, Ed.D., SHRM-SCP

We would like to welcome Dr. Wanda Heading-Grant as our new Trustee. Dr. Heading-Grant is filling the slot vacated by Mr. Richard park, due to term limits. Drs. Carmack, Fasoli, Rivard and Solomon were re-elected to continue to serve another three-year term.

Delta Dental Plan of New Hampshire elected the following to serve three-year terms on the Board of Directors:

Nader Moavenian, DDS
David Staples, DDS
Karen Carew, CPA
Matthew Cookson
Praveen Mandera, DMD

We would like to welcome Dr. Praveen Mandera as our new Director. Dr. Mandera is filling the slot vacated by Dr. Jean-Paul Rabbath, due to term limits. Drs. Moavenian and Staples, as well as Ms. Karen Carew and Mr. Matthew Cookson, were re-elected to serve another three-year term.

Please join us in congratulating our elected Trustees and Directors!

Delta Dental Plan of Maine will hold its Annual Meeting of Members virtually on Friday, May 21, 2021 at 3:30 p.m.



Dental Anesthesiology

Some of you may have read an article in the ADA News concerning the issue of the "National Commission on Recognition of Dental Specialties and Certifying Boards" having recognized anesthesiology as a dental specialty in 2019 and concerns about the national Delta Dental Plans Association's (DDPA) credentialing and handling of them. We at Northeast Delta Dental have not been privy to any exchange of correspondence between the ADA and DDPA, so we cannot add anything to that dialogue.

At this time there are no Maine, New Hampshire, or Vermont dentists who have identified themselves to Northeast Delta Dental as being dental anesthesiologists. As to credentialing being an issue, our credentialing/re-credentialing process involves CAQH, at the request of the ADA, which handles credentialing for dentists and physicians.

General Anesthesia Policy

The article that was published in the ADA News recently is not exactly accurate for Northeast Delta Dental. Our processing policy for general anesthesia is slightly different than what was described in the article. The perception that Delta Dental does not pay for more than one hour of general anesthesia comes from the fact that if a claim is not reviewed by a consultant for any specific reason, as is the case with many claims, the denial of the additional units beyond one hour is automatic and the patient is not responsible for the charges.

In the Fall 2014 issue of the *Incisor* newsletter that we send to dental offices, we explained the policy of limiting benefits for anesthesia time to one hour, unless clinical documentation (eg: clinical notes and anesthesia records) that supported the need for more than one hour was submitted with the claim. When the ADA updated the codes for anesthesia and IV sedation for 2016, we explained in the Fall 2015 *Incisor* the code changes and reiterated the policy of limiting benefits for anesthesia to one hour, unless clinical documentation was submitted that supported the need for more than one hour.

We also asked dentists to follow a specific process for consideration and review of claims submitted for more than one hour of anesthesia:

- Place a notation in the Remarks/Comment section of the claim that states "Request Consultant Review for Anesthesia."
- The claim should include the complete clinical and anesthesia records with the submission. It will then be reviewed by our dental consultants.
- Our consultants will consider any specific information that the provider sends and the claim will not be automatically denied when sent for a review.
- Please note that:
 - Anesthesia is paid as a benefit when the underlying service is a covered oral surgery or covered implant placement service.
 - If the underlying service is not a covered service, then the anesthesia will be denied (allowing you to balance bill the patient for the anesthesia).
 - If there were multiple covered oral surgery/implant placement procedures performed with general anesthesia (some covered services and some not), then the amount of anesthesia will be paid based on the normal length of time necessary to perform the covered services.
 - The review process may approve the benefits of the additional units of anesthesia, or may deny the additional units, allowing the provider to bill the patient directly.
 - In certain circumstances, the reviewing consultant may uphold the national Delta Dental policy of limiting benefits for anesthesia to 60 minutes.



Exclusive Savings for Northeast Delta Dental Providers

Rising costs and increased competition demand a proactive approach to practicing dentistry profitably. Unified Smiles is a company uniquely designed to empower dental practices with the necessary support and tools they need to thrive, even in these challenging times.



Northeast Delta Dental has partnered with Unified Smiles to bring providers access to Unified Smiles' savings, solutions and support to reduce overhead and grow your practice.

Join Unified Smiles and save thousands on supplies and services with a credit of up to \$1,500* on membership—only for Delta Dental providers!

Why Unified Smiles?

- Network of 70+ Partners
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- Lab Savings from National and Local Laboratory Options
- Team of Overhead Reduction Specialists
- Discounts on Practice-Enhancing Solutions, such as Recare Automation
- Custom Growth Report to Uncover Production Opportunities (\$499 value)

"Unified Smiles has opened the door to new vendors, making it easy to save money, while also staying modern and smart." - Atsalis Dental Excellence

*Unified Smiles offers three levels of membership. Northeast Delta Dental Providers qualify for the following credits for each level of service: \$500 on Savings, \$1,000 on Solutions, \$1,500 on US Dental Consulting. Credit limited to one redemption per street address. Current clients eligible for consulting credit only. Call for details on each service level.

Call 1-844-878-6484 to start saving today!

info@unifiedsmiles.com • www.unifiedsmiles.com

Tips to Expedite Your Ortho Claims

Lately, we have found there is an increase of ortho claims listing the contractual payment arrangements made with the subscriber. This information is not necessary in order for Northeast Delta Dental to process your ortho claims. In fact, it actually delays claims processing.

Please do list the total treatment time in the number of months that you expect the patient to need. This information is required as most of our benefit plans allow for monthly payments until the contractual benefit is paid, as long as the patient remains covered under a Northeast Delta Dental plan.

Thank you! Following this simple request will certainly help your ortho claims get processed more quickly!

SAVE THE DATE

23rd Annual Carpenter Memorial Golf Tournament

Proceeds benefit Northeast Delta Dental Foundation
to support oral health programs and P.A.N.D.A.
(Prevent Abuse and Neglect through Dental Awareness)



Friday, September 17th, 2021
Breakfast Hill Golf Club
Greenland, New Hampshire

Please contact Lauren Drolet:
LDrolet@nedelta.com or 603-223-1317
www.birdeasepro.com/carpentergolf

New Participating Providers

We are pleased to announce that the following providers have joined Northeast Delta Dental's networks in Maine, New Hampshire, and Vermont:

Maine

Luis Sarmiento, DMD
Angela Illuzzi-Russo, DDS
Adam Saltz, DMD
Stanley McMorro, DDS
Robert Grassi, DMD
Sarah Bouchard, DDS
Jessica Lewis, DDS
Steven Klasson, DMD
Fleshia Smith-Dow, IPDH
Pamela Carter, IPDH
Kelly Kirtland, DDS
Patrick Rowe, DDS
Amber Lombardi, IPDH
Apeksha Jain, DDS
Whitney Jones, DMD
Megan Higgins, LD

New Hampshire

Vikram Shad, DMD
Bakr Amin, DMD
Angelyn De Guzman, DDS
Thomas Suranyi, DDS
J Scott Jarvela, DMD
Omar Al-Ani, DMD
Ahmad Nachawati, DMD
Natasha Patel, DMD
Mays Ibrahim, DMD
Tania Bajwa, DMD
Neha Patel, DDS
Stephen Cohen, DMD
Nathan O'Neill, DMD
Tej Shah, DMD

Vermont

Abby Gaughan, DMD
Stephen Boone, DDS
Jessica Hutchins, DDS
Chelsea Reid, DDS
Clare Ma, DMD
Bashar Ghoujal, DMD
Mona Elzarka, DMD
France Audet, DMD



Let Us Know About Office Changes or Updates

In order for Northeast Delta Dental to provide you with our best service and accurate claims processing, we must have accurate information in our system. This also allows us to provide our subscribers, who are seeking services from Delta Dental Participating Providers, with accurate information on our online Dentist Search.

We would like to remind you to notify us when there are any provider and/or office changes or updates, including but not limited to:

- A provider joining or leaving an office
- Retirement
- Tax ID changes
- Closing of an office or practice
- Sale or purchase of a practice
- New and/or change of physical or payment address(es)
- New and/or change of phone number(s)
- New and/or change of NPI information
- License status updates
- Changes to status of accepting/not accepting new patients

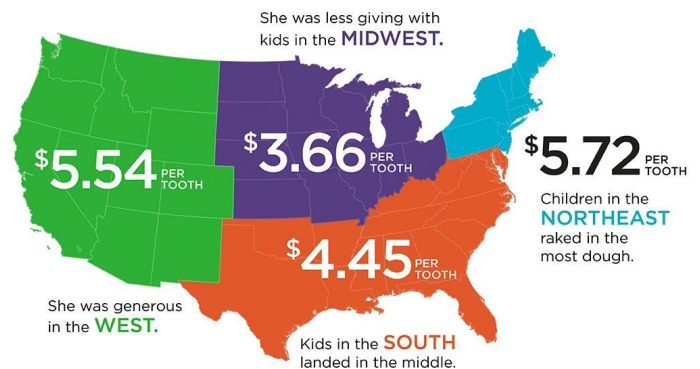
If a provider has left the practice, please remember to remove his/her name which may remain as the default practitioner for a patient in your Practice Management System.

Thank you for your assistance in keeping your provider records accurate with us. If you would like to notify us of any changes, or have any questions regarding this request, please contact the Provider Services department at 1-800-537-1715, extension 1100.



TOOTH FAIRY

giving by region



Source: 2021 Delta Dental Original Tooth Fairy Poll