

Winter 2019

News for the Dentist and Staff

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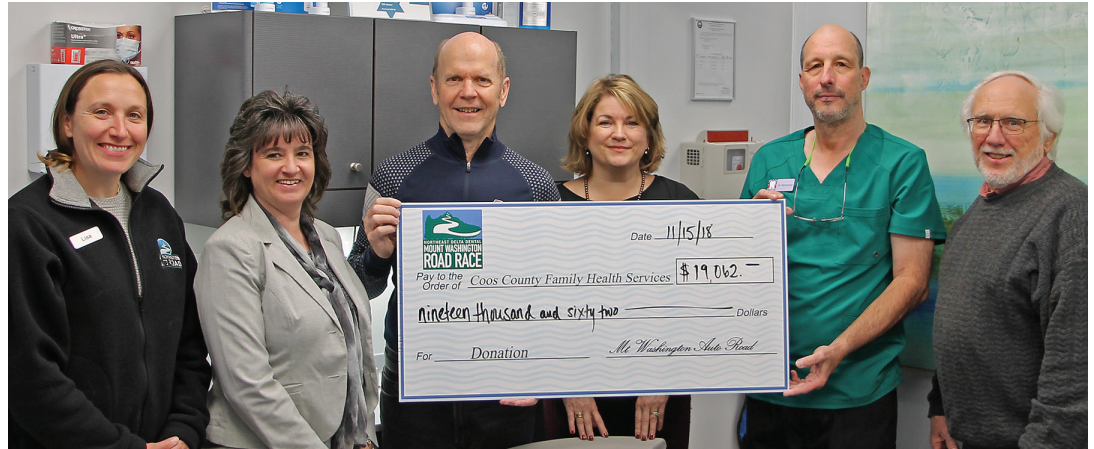
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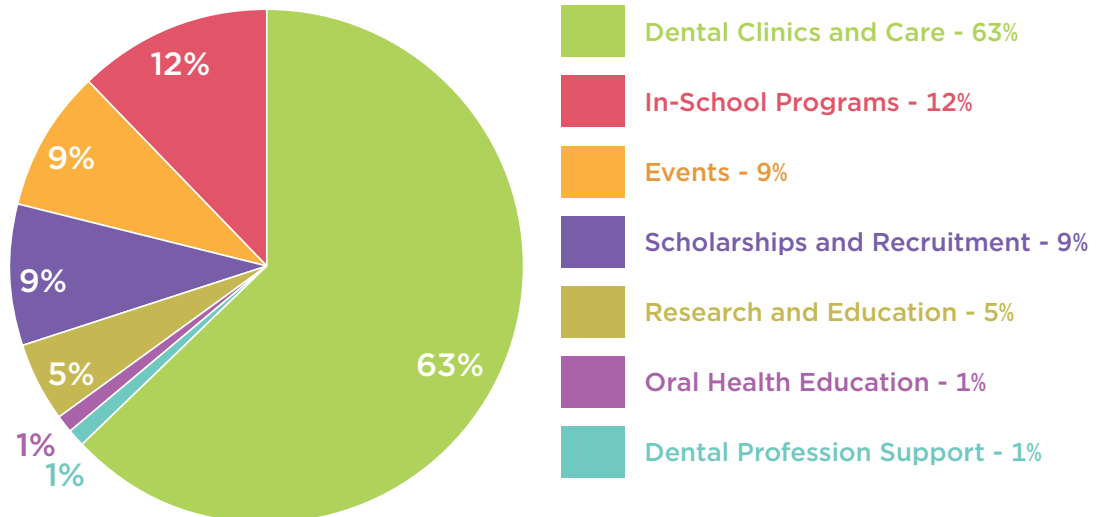


Left to right: Lisa Matthews, Events Director, Mt. Washington Auto Road; Jennifer McGrath, Assistant Treasurer, Northeast Delta Dental Foundation; Howie Wemyss, General Manager, Mt. Washington Auto Road; Loretta Morrissette, Certified Public Health Dental Hygienist, Coos County Family Dental; Keith Batchelder, DMD, Coos County Family Dental; and, Guy Stever, Board President, Coos County Family Health Services.

Northeast Delta Dental Foundation

Our mission-sensitive philanthropy is fulfilled through the Northeast Delta Dental Foundation. The Foundation utilizes its resources to support oral health initiatives throughout Maine, New Hampshire, and Vermont through a grant application process. In 2018, the Northeast Delta Dental Foundation approved 62 grants and awarded \$433,176 to support significant oral health and overall wellness efforts throughout the tri-state.

Total Amount - \$433,176



Service Calls Available

Do you have new business office staff? Do you have questions about Northeast Delta Dental's policies or your participation? Our Professional Relations Specialists, Carin Azarian-Fritzsche and Giselle Rodriguez, would be happy to visit your office at your convenience to meet with you and your team. They both have previous dental office experience, which gives them a good perspective on your day-to-day challenges. Please contact Carin or Giselle at 1-800-537-1715 to schedule your free service call!

Thank you for your continuing participation with Northeast Delta Dental.



Northeast Delta Dental Honors Long-time Participant, Dr. Jean Chagnon!

Congratulations and many thanks to Jean Chagnon, DDS of Bedford, New Hampshire, for his 40 years of participation with Northeast Delta Dental! To celebrate that milestone, Dr. Chagnon chose Wilson Street School as the recipient of a \$400 donation in his name, presented by Professional Relations Specialist, Giselle Rodriguez. Pictured here from left to right are Polly Golden, Wilson Street School Principal; Dr. Chagnon; Cindy Chagnon; Ginny Scease; Anne-Marie Migalli, and Giselle Rodriguez.

Be Sure to Submit Your Office Fees on Your Claims

Did you know that one of the important data points Northeast Delta Dental takes into consideration when developing the fee schedules each year is what fees dentists submit on their claim forms? We want to take this opportunity to remind you to submit your regular office fees on claims NOT the Northeast Delta Dental Premier Maximum Allowable Charge (MAC) or the PPO fees. Not only will this contribute to changes in the fee schedules, but it will give you and Northeast Delta Dental's purchasers and customers an accurate record of the discounts participating dentists give to their Delta Dental patients. Thank you for your continuing participation with Northeast Delta Dental!

Consultants Corner

The One Hour Limitation for IV Sedation, Deep Sedation, and General Anesthesia

Providing more than one hour of intravenous moderate (conscious) sedation, deep sedation, or general anesthesia for routine dental procedures is considered to be unusual and, therefore, Northeast Delta Dental, in accordance with our contracts and Delta Dental Plans Associations' National Processing Policies, will allow benefits for a maximum of one hour of anesthesia. However, anesthesia time in excess of one hour may be considered upon consultant review when there is documentation of exceptional circumstances in the clinical record. IV sedation and general anesthesia can only be considered for benefits when performed in conjunction with contractually covered oral surgery and surgical implant procedures.

Additional anesthesia time may be requested at the time of claim submission or upon a reconsideration request. However, in order to avoid reconsideration requests, we recommend that additional time be requested at the time of claim submission. If making such a request, please indicate "Request consultant review for anesthesia" in the remarks section of the claim and include complete clinical and anesthesia records with your submission. Placing this comment on your claim will ensure that your request for additional anesthesia time is considered by our consultants. Please contact our Dental Director, Dr. Donald Cox at 1-800-537-1715, should you have any questions regarding this policy.

Upcoming Annual Membership Meetings

The Delta Dental Plan of New Hampshire (DDPNH) Annual Membership Meeting is being held in the second calendar quarter, in accordance to the By-Laws. This year, the DDPNH Annual Membership Meeting is being held at **12:00 Noon on Friday, April 5 at the Puritan Conference & Event Center in Manchester, New Hampshire.**

An agenda and the minutes of last year's Annual Membership Meeting will be mailed to the Membership at least 10 days prior to the Annual Membership Meeting.

Please mark your calendar and plan to join us on April 5 at the Puritan Conference & Event Center in Manchester, New Hampshire. Three new Board members will be introduced at the meeting.

Delta Dental Plan of Vermont (DDPVT) will hold its 2019 Annual Membership Meeting on **Friday, April 12, 2019 starting at 12:00 Noon at the Hilton Burlington Lake Champlain Hotel, 60 Battery St., Burlington, Vermont.** The meeting will be held in conjunction with a clinical seminar sponsored by the Vermont State Dental Society.

The election of members to the DDPVT Board of Trustees will be conducted by mail ballot. On or before March 13, 2019 a ballot will be sent to each member dentist along with voting instructions and biographical data on the candidates. Included with the election material will be an agenda for the Annual Membership Meeting, proposed resolutions and Bylaws amendments, and the transcript of the 2018 Annual Meeting.

Please mark your calendar and plan to join us at 12:00 noon on April 12 at the Hilton Burlington Lake Champlain Hotel, where the election results will be announced.

Northeast Delta Dental Clinical Documentation Requirements

Quality radiographs and legible written documentation are necessary to make an accurate benefit determination. On occasion, Northeast Delta Dental's professional reviewers will request diagnostic or post-operative radiographs concerning other procedures, not listed below, to assist them in their benefit determinations. ***ONLY clinical notes are acceptable legal documentation for clinical review.***

The following procedures routinely require submission of a pathology report for benefit determination purposes:

- D0472 Accession of tissue, gross examination, preparation & transmission of written report
- D0473 Accession of tissue, gross & microscopic examination, preparation & transmission of written report
- D0474 Accession of tissue, gross & microscopic examination, including surgical margins, preparation & transmission of written report
- D0475 Decalcification procedure
- D0476 Special stains for micro-organisms
- D0477 Special stains, not for micro-organisms
- D0478 Immunohistochemical stains
- D0479 Tissue in situ hybridization, including interpretation
- D0480 Accession of exfoliative cytological smears, microscopic examination, preparation & transmission of written report
- D0481 Electron microscopy
- D0482 Direct immunofluorescence
- D0483 Indirect immunofluorescence
- D0486 Accession of transepithelial cytologic sample, microscopic examination, preparation & submission of written report
- D0502 Other oral pathology procedures, by report
- D7285 Biopsy of oral tissue - hard
- D7286 Biopsy of oral tissue - soft
- D7288 Brush biopsy - transepithelial sample collection

Upon request, crowns, onlays, fixed partial dentures, and fixed implant prostheses require submission of photos (if available), clinical notes, and radiographs.

The following procedures routinely require submission of clinical notes, diagnostic radiographs, and periodontal charting for benefit determination purposes:

- D4210 Gingivectomy or gingivoplasty - per quadrant
- D4211 Gingivectomy or gingivoplasty - per quadrant - one to three teeth
- D4240 Gingival flap procedure, including root planing - per quadrant
- D4241 Gingival flap procedure, including root planing - per quadrant, one to three teeth
- D4260 Osseous surgery (including flap entry and closure) - per quadrant - four or more teeth
- D4261 Osseous surgery (including flap entry and closure) - per quadrant - one to three teeth
- D4263 Bone replacement graft - first site in quadrant
- D4264 Bone replacement graft - each additional site in quadrant
- D4341 Periodontal scaling and root planing per quadrant - four or more teeth
- D4342 Periodontal scaling and root planing per quadrant - one to three teeth
- D4274 Distal or proximal wedge

The following procedure routinely requires photos (if available), diagnostic radiographs, and clinical notes. Procedure is not covered when performed on the same date of service as a crown or restoration:

- D4249 Clinical crown lengthening - hard tissue

The following procedures routinely require photos (if available), clinical notes, and periodontal charting, for benefit determination purposes:

- D4270 Pedicle soft tissue graft
- D4273/D4283 Autogenous connective tissue graft
- D4275/D4285 Non-autogenous connective tissue graft
- D4276 Combined connective tissue graft
- D4277/D4278 Free soft tissue graft

The following procedure routinely requires submission of clinical notes and diagnostic radiographs for benefit determination purposes:

- D7251 Coronectomy - intentional partial tooth removal

The following procedures routinely require photos (if available), arch, and clinical notes that include a diagnosis and notation that patient was referred by a physician:

- D7960 Frenulectomy
- D7963 Frenuloplasty



Vertical Challenge – 2019

Northeast Delta Dental and csONE hosted dentists and brokers at Cannon Mountain for “Northeast Delta Dental Day” of the Vertical Challenge on Friday, February 1. Thirty-four brokers from Cross Insurance, CGI, Melcher & Prescott, and Hub International, along with their guests, braved frigid temperatures for a fun filled day on the mountain. The thermometer topped out at a balmy 11 degrees at midday, but enthusiasm was not deterred!

The Vertical Challenge is a series of free casual ski and snowboard races held at ski resorts throughout the Northeast during each winter season, and is a fundraiser for Make-A-Wish. Skiers and snowboarders are divided by gender and age to compete for gold, silver, and bronze medals in each category. In addition to the races, attendees enjoy a festival element, featuring snowy activities for all ages, plus prizes given away throughout a fun day at the mountain.

Vertical Challenge has been in operation for nearly 30 years and they’ve made it a priority to make a difference in the lives of attendees. Frank Tansey, Vertical Challenge organizer, mentors his crew and they, in turn, mentor young participants. They helped an eight-year-old overcome trepidation about her first ski race; they showed a child how he can help other kids through school fundraisers; they “adopted” families, often forming bonds that last well beyond the day at the slopes. Multiple generations have made the Vertical Challenge an influential part of their lives.

csONE colleagues, Gretchen Johnson, Account Executive, and Jon Preston, Marketing Systems and Communication Analyst, were on hand to meet and greet guests and Northeast Delta Dental colleagues Dawnee Broas, Senior Sales Executive; Kathleen Gleason, Corporate Services and Special Events Coordinator; and Andy Tabor, Support Services/Special Activities Coordinator were joined by Tom Raffio, President & CEO to welcome guests to the Northeast Delta Dental sponsored Vertical Challenge—what a great event for a great cause!

Office Changes or Updates

Please contact the Provider Services department at 1-800-537-1715, extension 1100, for any dentist and/or office changes or updates. These include, but are not limited to:

- New and/or change of physical or payment address(es)
- New and/or change of phone number(s)
- A dentist joining or leaving an office
- Closing of an office or practice
- Tax information changes
- New and/or changed NPI information
- Retirement
- Sale or purchase of a practice
- License status updates

Please be sure to notify the Provider Services department of all changes/updates **in advance** to ensure proper claims payment.

New Participating Dentists

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

Maine

Douglas MacGilpin, DDS
 Jessica Hines, DMD
 Jyoti Sonkar, BDS
 Gary Badger, DDS
 Mary McClintock, DMD
 Jacob Fillebrown, DMD
 John Gerhauser, DMD
 Donald Gass, Jr, DDS
 Kevin Lympus, DMD
 Alain Auguste, DDS
 Joseph Maggio, DMD

Vermont

Ushma Vyas, DDS
 Mahdi Taebi Harandy, DDS
 Markus Richard, DMD
 William Veazey, DMD
 Meggan Wehmeyer, DDS

New Hampshire

Ivanka Guigova, DMD
 Jonathan Kremser, DDS
 Silva Huang-Yue, DDS
 Sami Zelkha, DDS
 Nisreen Mahmood, DMD
 Zohaib Ahmed, DMD
 Kyoung Soo Han, DDS
 Jeffrey Bellanti, DMD
 Allan Mulandi, DMD



2-for-1 Ski Lift Ticket Offer

Be sure to take advantage of our special 2-for-1 lift ticket offer! This is exclusively for Northeast Delta Dental member dentists and is made possible because of our Vertical Challenge sponsorship.

Offer is valid at the mountains listed below. Expires April 15, 2019 (or seasonal close of winter ski lift operations). Valid Sunday through Friday. Blackout dates are February 16-24, 2019.

Coupons were mailed to your office, but if you need more, please contact Kathleen Gleason at 603-223-1317 or kgleason@nedelta.com. Valid on full-day tickets only.

 (603) 383-4490 www.blackmt.com	 (802) 434-3444 www.boltonvalley.com	 (802) 626-7300 www.skiburke.com
 (603) 823-8800 www.cannonmt.com	 (802) 988-2611 www.jaypeakresort.com	 (603) 367-8896 www.kingpine.com
 (603) 763-3500 www.mountsunapee.com	 (603) 428-3245 www.patspeak.com	 (802) 457-6661 www.woodstockinn.com/ski-area