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News for the  
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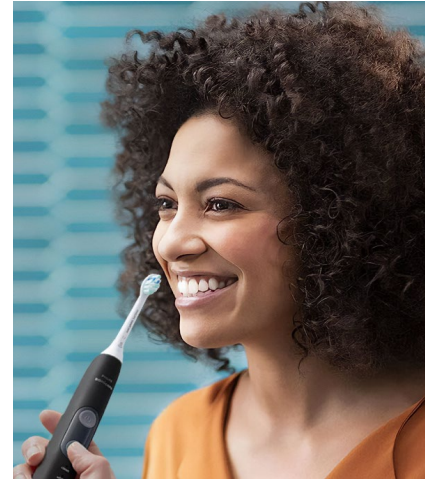
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## New HOW<sup>®</sup> home care offer now available

It has been eight years since the launch of our Health *through* Oral Wellness<sup>®</sup> (HOW<sup>®</sup>) program! Since January 1, 2015, dental offices across the country have completed over 1,000,000 online PreViser<sup>®</sup> risk assessments and activated more preventive benefits through our HOW<sup>®</sup> program for a quarter of a million Northeast Delta Dental patients! Thank you. In a continuous effort to support our mission of providing innovative benefits, we're excited to announce the launch of this new offer available through the HOW<sup>®</sup> program.



Northeast Delta Dental patients who have the HOW<sup>®</sup> program attached to their dental plan and qualify for more preventive benefits through the PreViser<sup>®</sup> risk assessment under caries and/or periodontal disease are now eligible for a 50% discount on a Philips Sonicare electric toothbrush. Northeast Delta Dental will cover 50% of the electric toothbrush cost (not coming out of the patient's annual maximum), and 1-3-day shipping will be free.

### Details of the launch

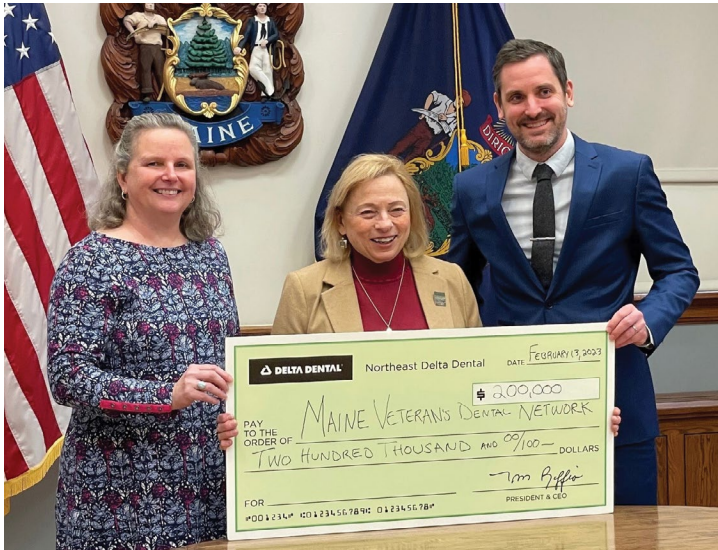
For a qualifying patient to receive the 50% discount link to the Philips website for purchasing a Sonicare toothbrush, we'll need a little help from you. After a PreViser<sup>®</sup> risk assessment is completed, on the Oral Health Report, you will find a QR code. Patients can scan this QR code with their smartphones to be taken to their specific discount links on their mobile devices, or you can share the link through PreViser<sup>®</sup> to an email address that the patient provides to you.

There will be three Sonicare toothbrushes offered for your patients to purchase.

Sonicare electric toothbrush model	Cost to patient
3100 Power Toothbrush	\$22.48
ProtectiveClean 5100	\$44.98
ExpertClean 7300 (phone app and additional brush head included)	\$84.98

Be on the lookout for emails with more information on this offer as part of our HOW<sup>®</sup> program! Thank you for helping our members lead healthier and happier lives.

If you have any questions, please contact our HOW<sup>®</sup> team by email at [HOWinfo@nedelta.com](mailto:HOWinfo@nedelta.com), or by calling 603-223-1339.



Left to right: Sarah Sherman, Governor Janet Mills and Jeffrey Walawender, DDS

## Giving more veterans reasons to smile about their oral health

Chair of the Delta Dental Plan of Maine Board of Directors, Jeffrey Walawender, DDS, recently presented a \$200,000 check to Maine Governor Janet Mills and the Maine Bureau of Veterans' Services (MBVS) Director of Strategic Partnerships, Sarah Sherman, to support the Maine Veterans' Dental Network (MVDN).

The MVDN is a MBVS program providing comprehensive dental services to veterans who are ineligible for services through the U.S. Department of Veterans Affairs, don't have access to dental insurance and who otherwise cannot afford to see a dentist. Dental services are provided by a network of 22 nonprofit dental clinics, Federally Qualified Health Centers (FQHCs) and Maine Dental Teaching Schools.

The MVDN began providing services in 2021 with our initial grant of \$35,000; in 2022, its work continued when we awarded \$100,000. For more information, please click this link: [Governor Mills Announces Maine Veterans' Dental Network to Continue Services with \\$200,000 Grant from Northeast Delta Dental.](#)

We continue to support an informal program in New Hampshire that connects each qualifying veteran with a dental office where care is provided. This year we have set aside \$200,000 to provide this care. In Vermont, we've received approval to create a program similar to the MVDN, beginning with a \$100,000 commitment. Nonprofit dental clinics and FQHCs will be recruited to participate in the program, with funds given directly to those organizations to provide dental services to qualifying veterans.

## Message from Vice President, Sales & Marketing

Last year was a banner year for Northeast Delta Dental! We netted a gain of 27,348 primary subscribers. One of our mission-sensitive goals is to enroll new members with no prior dental coverage. That goal is achieved almost exclusively in the small group and individual markets. I'm pleased to report that we added 733 new small businesses in 2022, representing 6,195 new primary subscribers, 56% of whom had no prior dental coverage.



Jodie Hittle

Large group sales were also robust. Some of our largest new groups are, in Maine, the University of Maine System in 2022 and L.L. Bean effective January 1, 2023; in New Hampshire, the City of Concord; and, in Vermont, Weidmann Electrical Technology, Inc.

Because we give our customers outstanding service at every point of contact, our overall customer retention rate for 2022 was 98.7%. In fact, our Vermont marketing team achieved a group retention rate of 99.5% for Delta Dental of Vermont, the highest retention rate of all Delta Dental member companies! Because of the nature of retail sales, our retention of individual and family plan enrollees is always lower, 85.2% in 2022.

We achieved a net gain of 5,164 new DeltaVision® primary subscribers. The rates are guaranteed for four years, and 2023 rates didn't increase.

This year is shaping up to be another prosperous year for Northeast Delta Dental. Thank you for contributing to our success.

“We now cover over 1,042,000 people in Maine, New Hampshire and Vermont.”

Tom Raffio  
President & CEO



## Annual golf tournament fundraiser celebrates 25th anniversary!

The annual Thurston J. Carpenter Memorial Golf Tournament will celebrate its 25th anniversary on Friday, September 8, at Breakfast Hill Golf Club in Greenland, New Hampshire. Last year, the tournament raised over \$20,000 to support the Northeast Delta Dental Foundation, which awards grants to oral health programs in Maine, New Hampshire and Vermont. We'd be happy to have you join us as a sponsor, donor or player.

This year's features will include the air cannon shot (the air cannon shoots a golf ball over 400 yards) and a putting contest—longest drive contest men's and women's, and closest to the pin men's and women's. Start times: registration at 7:30 a.m., breakfast at 8:00 a.m., tee times at 9:00 a.m., lunch at 1:30 p.m. and auction and raffles at 2:30 p.m. The auction will include professional sports tickets. Chair massages will be available.

Register, donate or purchase a sponsorship online at <https://birdease.com/22272>. For more information, email Shane Baron at sbaron@nedelta.com or call 603-223-1014.

## How to avoid delays in claims expedition

For us to expedite your claims without any delays, ensure that:

- Header, Primary Payer, Other Coverage, Primary Insured and Patient Information are accurately entered.
- Correct and current ADA/CDT procedure codes are entered. Please remember, multistep procedures are benefitted on completion date.
- Correct tooth number, surfaces, quadrant and/or arch for the ADA/CDT procedure code(s) submitted are listed.
- Claims for the dental procedures that are rendered are not split.
- Billing Dentist or Dental Entity, treating dentist and treatment location match what you have reported to Northeast Delta Dental. Please notify us of any changes by contacting the Provider Services department at 1-800-537-1715, extension 1100.

*When submitting paper claims, please only use black ink when adding additional information. If you use any other colors, it will cause a slight delay in claims processing.*



Ellen and Tom Raffio and granddaughter Havannah joined our team to run and walk the 21<sup>st</sup> annual Rock 'N Race supporting the Payson Center for Cancer Care at Concord Hospital, Concord, New Hampshire, raising funds for a variety of support programs offered to patients at no cost.

## Reminders

- New individual and family plans are available for retirees and others who have no access to dental benefits at [DeltaDentalCoversMe.com](http://DeltaDentalCoversMe.com).
- A variety of oral health resources are available at [nedelta.com](http://nedelta.com), including *Grin! Magazine*, *Grin! For Kids*, and oral health videos.
- The NEW Delta Dental mobile app is available for download from the [Patients page on Northeast Delta Dental's website](#), for 24/7 access to lots of dental benefits information. The app's capabilities include: finding a dentist, printing ID cards, viewing benefit information, viewing claims and printing EOBs, registering for the HOW<sup>®</sup> program, reading the dental plan booklet and downloading helpful forms.



## Correct use of facsimile form

The facsimile is a form mailed to the dentist if additional information is needed to process a claim. It provides the assigned claim or predetermination number in the upper right corner of the page. Below the submitted treatment, additional requested information will be listed. *Do not submit a new claim for these services.* Please mail the facsimile along with all requested information. If the requested information is not received within 30 days of the facsimile's issue date, claim(s) will be denied, in which case a new claim with all requested information must be resubmitted. *Please only use black when adding additional written information. If you use any other colors, it will cause a slight delay in adjudication.*

## 2023 Oral Health Challenge

Northeast Delta Dental and the New Hampshire Fisher Cats jointly encourage good oral hygiene habits in children 12 years of age and younger through the Oral Health Challenge. This partnership enables us to remind everyone that daily brushing and flossing improves oral health, contributing to an active, healthy lifestyle.

Children who complete a form showing they've brushed twice and flossed once daily for seven consecutive days earn two free tickets to one of four New Hampshire Fisher Cats games played on Thursday, June 15; Friday, July 14; Thursday, August 24; and Friday, September 15. All games are played at the Delta Dental Stadium in Manchester, New Hampshire. Children who have completed the oral health challenge are recognized before the games.

The Oral Health Challenge form is available at the [New Hampshire Fisher Cats website](#) or at [Northeast Delta Dental's website](#). The New Hampshire Fisher Cats Community Relations Department can answer questions about the program by phone at 603-641-2005 or by email at [community@nhfishercats.com](mailto:community@nhfishercats.com).



## 24/7 access to dental care: TeleDentistry.com

TeleDentistry uses mobile technologies, including interactive audio and video, to provide consultations, treatment and transfer of dental information. Virtual visits are an effective way to receive care when the patient has a dental emergency or concern and their regular dentist is not available for treatment, they are traveling or they don't have a regular dentist. Effective April 1, Northeast Delta Dental began offering teleDentistry through TeleDentistry.com.

### How it works

- Patient determines regular dentist is unavailable and initiates call or visits the [TeleDentistry.com website](#).
- Self-service prompts guide the patient through the system.
- The patient is transferred to a live dentist who provides an oral evaluation.
- A TeleDentistry.com agent refers the patient to a Delta Dental in-network dentist for follow-up care.

### Benefits

- 24/7 emergency access for patients avoids trips to the emergency room.
- Referral of patients without a regular provider to in-network dentists for follow-up care.
- Referral of patients who already have a provider to their regular dentists for follow-up care.
- Easy-to-use platform that streamlines patient/provider interactions and removes the patients' barriers to care.
- 70% of patients say they are comfortable communicating virtually with health care providers.
- Roughly 20% of Americans live in rural areas with limited access to oral health care providers.

# Generational differences in oral health knowledge and habits reported

Delta Dental recently released its 2023 State of America's Oral Health and Wellness Report, a nationwide analysis of consumer opinions and behaviors relating to oral health. The report shows oral health knowledge and habits vary across generational groups, despite a strong understanding of the critical connection between oral health and overall health. Delta Dental commissioned the research, which included more than 2,000 U.S. adults and parents of children 12 and under.

The report further indicates that adults and children plan to keep up with positive dental hygiene habits that were cultivated during the pandemic, and a notable portion of adults are turning to alternative oral care products. These are among the report's key findings:

A generational knowledge gap exists.

- Most U.S. adults (92%) and parents (96%) say they consider oral health to be very important to overall health.
- However, when asked if maintaining good oral health enables a healthier lifestyle, 73% of Gen Z agreed compared to a higher average of 90% for Millennials, Gen X and Boomers.

Gen Z seeks oral care products outside of medicine cabinet staples.

- Gen Z is a driving force behind alternative oral care product usage, as they are almost twice as likely as Boomers (66% versus 36%) to use eco-friendly or non-traditional dental products.
- One in 10 adults turn to eco-friendly oral care products such as bamboo or plant-based toothbrushes.

Preventive care helps avoid serious dental issues and expenses.

- Approximately 4 in 5 adults (81%) who maintained regular dental visits said they did not require future unexpected care, showing that prevention works.
- Top motivators of practicing proper oral health care among adults include saving money (87%) and preventing dental issues such as cavities and gum disease (66%).

Read the full [2023 State of America's Oral Health and Wellness Report](#) to learn more about the report's methodology and findings.

# New in-network dentists

The following dentists have joined our network from December 2022 through May 2023. Welcome to the Northeast Delta Dental family, and thank you for joining us.

## Maine

Timothy Adamchuk, DMD  
Jeffrey Arbelaez, DMD  
Sanju Basi, DDS  
Bryn Boswell, DDS  
Colin Boswell, DDS  
Gary Boudreau, LD  
William Brown, DMD  
Elizabeth Bunker, IPDH  
Bright Chang, DMD  
John Christophe, DDS  
Sash Corriveau, IPDH  
Ryan Creighton, DMD  
Hunter Crockett, DMD  
Jennifer Davis, IPDH  
William Fenn, DMD  
Sarah Georgeson, DMD  
Benjamin Kim, DMD  
Luke Klinker, DMD  
Ajisa Liti, DMD  
Jonathan Norris, DDS  
Mary Ann Pineda, DMD  
Vilas Sastry, DMD  
Laura Slaving, IPDH  
Marc Stroobants, DDS  
Lesley Weidert, DDS  
Daniele West, IPDH  
Jennifer Wilson, DMD  
Ning Yu, DDS

## New Hampshire

Ridab Almabhan, DDS  
Jacqueline Auger, DMD  
Ingjerd Bergstedt, DMD  
Chung-Ming Chang-Chien, DDS  
David Desalvo, DDS  
Precious Ettah, DDS  
Sayali Gawand, DMD  
Cybil Geiss, DMD  
Christopher Getchell, DMD  
Kevin Hsu, DMD  
Nawar Issac, DMD

Kathryn Jorgensen, DMD  
Terisa Jose, DMD  
Benjamin Keyser, DMD  
Jihyun Kim, DMD  
Jesse Lemoine, DDS  
Harvey Lester, DMD  
Aaron Osofsky, DDS  
James Park, DMD  
Uma Ramachandran, DMD  
Shamantha Venkatappa Ramadas, DMD  
Nazia Hussainy Syed, DMD  
Payal Verma, DMD  
Evan Wardius, DMD  
Leonard Weldon, DDS  
Tuizhi Yu, DDS

## Vermont

Temitayo Adewuyi, DDS  
Aurora Alva, DMD  
Katherine Baer, DMD  
Allison Besse, DMD  
Chrysi Bouari, DDS  
Dan Ciobanu, DDS  
Michael Doumouras, DMD  
John Echternach, DDS  
Darrell Ginsberg, DMD  
Lydia Gleason, DMD  
Craig Goliber, DMD  
Steven Huffstutler, DDS  
Sharvari Karande, DDS  
Hema Gomathy Sathish Kumar, DMD  
Ryan Lee, DDS  
Diego Limoeiro, DDS  
Deepthi Maya, DMD  
Mohammad Mehkari, DDS  
Selma Mohammedi, DMD  
Yusuf Sheikh, DMD  
Michelle Weinberg, DDS  
Tahira Williams, DMD

## Holiday closures

Labor Day	Monday, September 4, 2023
Veteran's Day (observed)	Friday, November 10, 2023
Thanksgiving Day	Thursday, November 23, 2023
Day After Thanksgiving	Friday, November 24, 2023
Christmas Day	Monday, December 25, 2023
New Year's Day	Monday, January 1, 2024