

It Pays to 'Go Green'!

Use our E-Tools and Take advantage of Delta Dental's Eligibility Guarantee

When you use Delta Dental of Idaho's e-Tools, you save money and decrease your environmental footprint. Now you can also look forward to saving money with Delta Dental of Idaho's **GUARANTEED PATIENT ELIGIBILITY!**

If you are a Delta Dental of Idaho participating dental office in Idaho and use our free e-Tools, we will guarantee patient eligibility — even if the patient is later terminated from his or her group dental plan.

How does the Eligibility Guarantee work?

When a Delta Dental member loses their group coverage, their employer may not report it to Delta Dental immediately and you may end up performing services for a patient who is no longer eligible. In these cases, Delta Dental of Idaho will guarantee the patient eligibility and NOT require a refund for services as long as the following conditions are met:

- Dental office must use Delta Dental of Idaho's e-Tools
 - Claims are submitted electronically to Delta Dental of Idaho.
 - Office receives electronic fund transfer (direct deposit) from Delta Dental of Idaho.
 - Patient eligibility is verified using one of Delta Dental of Idaho's free electronic tools (website, ProFax) or e-Eligibility using your practice management software.
- Dental office submits electronic proof (system dated) to Delta Dental of Idaho that patient eligibility was verified within 24 hours, or one business day, of the appointment.
- Delta Dental of Idaho is the primary coverage, and the patient does not have dental coverage by another active Delta Dental group plan.
- Request for Eligibility Guarantee is received within 30 days of the Overpayment notification letter.
- Only eligibility is subject to this guarantee.



Delta Dental of Idaho offers this Eligibility Guarantee as part of our commitment to provide a high level of service to our participating dentists.

What are dentists saying about Halloween treats?

What do dentists typically hand out to trick-or-treaters? Find out the answers AND find out what advice dentists have for parents to avoid 'tricky' treats this Halloween by visiting www.trickytreats.org.



PPO Fee Changes

Beginning November 1st Delta Dental of Idaho is adjusting its PPO provider fee schedule. If you are a PPO General dentist, a letter explaining the change in fees along with a new PPO fee schedule was mailed to your office.

We value your partnership to provide Idahoans access to quality, affordable dental care and are available to answer any of your questions or provide information specific to your practice in regard to the PPO fee changes. Please call (208) 489-3580 or email us at ProviderRelations@deltadentalid.com, Mon. - Thurs., 7:30 am - 5:30 pm. or Friday, 7:30 am - 4:00 pm.

Newsletter Correction

We apologize... The "Put Down the Phone" article in the July newsletter mis-stated the e-Service as "free of charge." Delta Dental of Idaho has subsequently learned that some practice management software vendors do charge for the B & E service. Please contact your software vendor to obtain information for the service they provide.