

# Word of Mouth

For Dentists & Dental Office Staff

NOVEMBER 2011

DELTA DENTAL OF IDAHO

[www.deltadentalid.com](http://www.deltadentalid.com)



## It Pays To Go Green!

### Go Paperless 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 if 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 guaranteed. Payment will be based on the group plan design for treatment performed.

### ALSO IN THIS ISSUE:

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

# Research Review Studies Impact of Dry Mouth

As part of our objective to stay on the cutting edge of emerging dental science and its role in dental plan designs, the Delta Dental Plans Association commissioned the University of Michigan School of Dentistry to conduct reviews of existing scientific research. *Dry Mouth: Diagnosis, Causes, Complications and Treatment* is the latest entry in this series.

The study examined both the causes of and treatment for hyposalivation and xerostomia - both commonly referred to as dry mouth. As the report notes, dry mouth is a condition that significantly decreases the quality of life for 20% to 30% of the U.S. population. It is caused by certain diseases and the drugs used to treat them.

## Dentists provide a critical link in the process of treatment and diagnosis.

Successful diagnosis and treatment of dry mouth requires the expertise and collaboration of both oral and medical health care providers, as well as a high degree of cooperation and compliance from the patient. Dentists provide a critical link in the process. You can help patients get the proper treatment and palliative management by encouraging them to share information about their medication and helping them understand your willingness to work with members of their medical team.

A full copy of this research report and other reports are available at [deltadentalid.com](http://deltadentalid.com). Click 'For Dental Offices' and 'The Latest In Dental Science'.

# Oral Health Measures: A New Trend in Dentistry

With looming health care reform, the Center for Medicaid/Medicare Services' roadmap encourages quality measures for pediatric services. In response to this directive, the American Dental Association is leading a multi-organizational effort called the Dental Quality Alliance to establish dental quality performance measures that are reliable, valid, evidence-based and encourage improvements in oral health. Although the initial set of measures may be rudimentary, it is clear that clinical performance measures for dental carriers and providers will be established in the future.

Delta Dental Plans Association has implemented a project to develop, collect and analyze four oral health measures. These include:

- Percentage of higher caries risk children ages 6 through 18 receiving at least two fluoride treatments per year.<sup>1</sup>
- Percentage of higher caries risk children ages 6 and 7 having sealants placed on their first molars and higher risk children ages 12 and 13 having sealants placed on their second molars.
- Percentage of adults with a history of periodontal disease receiving a dental cleaning two or more times per year.<sup>2</sup>
- Percentage of adults at high risk for caries receiving at least an annual evaluation.<sup>3</sup>

The primary purpose of this effort is to prepare the Delta Dental system to collect and use oral health measures. While public purchasers have indicated a desire for such measures, these measures will most likely be of interest to private commercial purchasers of dental benefits as well. Explicitly demonstrating value for dental services will benefit the dental profession and dental benefits industry and further reinforce the importance of dentistry in the overall health landscape.

## Watch for more details and results of the Oral Health Measures project in the upcoming "Word of Mouth" issue.

1. Higher-risk children are members age 18 and younger who had one or more restoration placed in the three years prior to the measurement year.
2. This includes enrollees who are age 19 and older with a history of periodontal disease that includes having a scaling and root planning or a designated periodontal surgical procedure during the three years prior to the measurement year.
3. This includes enrollees who are age 19 or older who have had three or more restorations placed during the three years prior to the measurement year.

# Free Registration for Electronic Attachments, a \$2,000 Value

National Electronic Attachment, Inc. (NEA) is offering a special promotion to participating Delta Dental of Idaho dentists. Through May 31, 2012, NEA is waiving the normal \$200 FastAttach registration fee and the monthly \$25 fee for our network members. The earlier you register, the more savings you will experience!

Electronic transmission of dental claims attachments can save your practice time and money by helping to:

- Speed claims and pre-determination processing,
- Eliminate lost attachments, and
- Reduce administrative, supply, and mailing costs.

FastAttach allows dentists to transmit attachments via the Internet to NEA's secure repository for payors to view in support of electronic claims. A dental office can scan an attachment into its computer or capture an image already on its system, then transmit the attachment electronically. An attachment can be one or more x-rays, a periodontal chart, a narrative, and/or a primary carrier Explanation of Benefits (EOB). FastAttach is also a way to manage your attachments. A unique feature – called FastLook – provides you with the attachment requirements for all procedure codes for each payor.

Through this limited-time offer, you will receive the software, installation, and training free of charge. For more information about FastAttach, call NEA at 800-782-5150, x2. When you speak with a NEA representative, please specify that you received this newsletter and mention the special promotion code (**DDID5** before 12/31/11; **DDIDFBD5** after 1/1/12). You can also register online. Go to [www.nea-fast.com](http://www.nea-fast.com), click on the "FastAttach" registration link, and enter the promotion code.

## Sonicare® Notice: .....

### E-SERIES BRUSH HEADS DISCONTINUED

Philips Sonicare recently announced it will discontinue distribution of the E-series brush heads to dentists' offices. December 31, 2011 will be the last day to order brush heads for the Sonicare Advance, Elite and Essence toothbrushes. For patients that still use these brushes, replacement heads will be available in certain retail stores, such as Bed, Beth & Beyond, Wal-Mart, and Target.

# NEW DiamondClean!

## FROM PHILIPS SONICARE®

As part of our Value-Added Program for contracting dentists, we offer savings on popular Philips Sonicare® products, including the new DiamondClean electronic toothbrush.



Considered by Sonicare® to be their highest level performing brush, it is clinically proven to remove 100% more plaque biofilm than a manual toothbrush in hard-to-reach areas and whitens teeth in as little as one week.

### Features of the DiamondClean include:

- 5 brushing modes: Clean, White, Polish, Gumcare and Sensitive
- Diamond-shaped bristles provide exceptional cleaning and whitens teeth in 1 week
- Quadpacer and Smartimer
- Dual-charging option including a unique charging glass for home and a USB charging travel case
- 3-week battery life

## DIAMONDCLEAN PRICING:

Retail:	Direct Price:	Delta Dental Price:
\$219.95	\$119.95	<b>\$111.95</b>



Dental professionals can order the DiamondClean for personal use at a special price of **\$59.95**.

To place an order, or for more information about our Value-Added Program, please visit our website, [www.deltadentalid.com](http://www.deltadentalid.com), or contact us at:  
(208) 489-3580 (Boise area)  
or toll-free (866) 894-3563.



This program is provided as a courtesy to participating dentists. Neither Delta Dental Plans Association nor its member companies are affiliated with or are sponsored or endorsed by Philips Sonicare, or its products, and neither makes any representations, provides any warranties, or shall have any liability or responsibility relating to the use of such products.

# Avoid Delay in Payment

## SIGN UP FOR DIRECT DEPOSIT TODAY!

Beginning January 3, 2012, Delta Dental of Idaho's paper checks and Remittance Advices will undergo a process change which may add an additional 3 to 5 days to reach their destination.

Dental offices signed up for direct deposit, also known as electronic fund transfer (EFT), will NOT be affected by this change. Direct deposit eliminates any time delay between when checks are mailed and received, guarantees your check won't be lost or stolen, and reduces the cost and hassle of having to deposit a paper check. Dental offices can easily view and download their claims statements at any time.

To sign up for direct deposit, please complete the **Direct Deposit Authorization Form** (enclosed in this newsletter) and fax it to our Provider Relations department at (208) 489-3509. If you have any questions, please contact our customer service team at (208) 489-3580 or toll-free at (800) 356-7586.

## Claims Corner

### SPECIAL CONSIDERATION

Delta Dental of Idaho realizes there are 'special circumstances' with individual patient cases that may contribute to the decision regarding whether a service will be a covered benefit.

Requests for special consideration should be submitted with the original claim, either in the remarks section of the claim or in a separate letter. Save time by providing all the information up front, including supporting documentation (chart notes, operator report, etc.), intra-oral photos if available, and radiographs. Our claims team and dental consultants carefully review all documentation and are open to consideration of special circumstances.

Please contact our customer service team at (208) 489-3580 if you have questions regarding special consideration of a service.

### CHART NOTES

Please be sure to maintain detailed and complete chart notes detailing symptoms and any pathology leading to a diagnosis.

### X-RAYS (DUPLICATES ONLY PLEASE)

Please provide x-rays for the review of the following services:

- Claims & Pre-determinations over \$2,000
- Anterior Crowns
- Two or more Posterior Crowns
- Veneers
- Onlays
- Two or more surgical extractions (7220, 7230, 7240, 7241)