

Dental News

APRIL 2009



Let's Catch Up at the Next Dental Convention!

Delta Dental will host exhibits at both the upcoming Connecticut State Dental Association (CSDA) Annual Meeting and New Jersey Dental Association (NJDA) Convention.

■ **Connecticut dentists**, be sure to stop by our booth #411 at the Mohegan Sun Convention Center in Uncasville on May 7 and 8.

■ **New Jersey dentists**, we look forward to seeing you at booth #400 at the Trump Taj Mahal in Atlantic City on June 3 and 4.

Come meet some of the faces behind the Delta Dental name, learn more about our networks, and find out about the services we offer that can help your practice.

Benefits Inquiry Now Available 24/7

Now you don't need to check the clock before checking on patient benefits. Benefits Connection's benefit inquiry hours have expanded to 24 hours a day, seven days a week.

Use Benefits Connection's inquiry features to verify patient eligibility, benefits, and claim status whenever it's convenient for you—even if that's 3 a.m. on a holiday weekend! It's fast, easy to use, and best of all, free.

Did you know you can also submit claims directly to Delta Dental using Benefits Connection? Online claims submission can save your office both time and money. Plus, online claims usually process faster than paper claims. You can submit claims online Monday

through Saturday from 7 a.m. to 10 p.m. EST.

To use Benefits Connection, go to www.deltadentalnj.com. Hover over Dentists, click "Benefits Connection," and log on.

Have you forgotten your password since the last time you used Benefits Connection? Click "Forgot Password" and follow the online prompts.

First-time users, click "Register Now."

South Jersey Dental Office Loves Benefits Connection!

Cindy Piccolo started using Benefits Connection just a few months ago, and she's already a big fan.

"It's really easy to use," says Piccolo, the treatment coordinator for Dr. Francis Short's orthodontics practice in Linwood, NJ.

"We have a busy practice, and I have to do a lot of multitasking. With Benefits Connection, I can talk on the phone to patients while accessing their dental information at the same time. It's a real time-saver."

Patients like it, too. "We can print out their benefits information so they can see exactly what is covered," she adds. "Patients appreciate these details, and we like the convenience!"

Delta Dental of New Jersey, Inc.



Advancing solutions for great oral health

Credentialing Process Changes

Dentists, Dental Offices Now Undergo Separate Credentialing

We recently streamlined our credentialing process to help save you time and reduce the amount of paperwork involved.

“Historically, when a dentist worked in multiple offices, we credentialed the dentist multiple times—once per office,” says Laura Russell, Credentialing Administrator. “Now the dentist credentialing carries with the dentist everywhere that he or she practices.”

What’s new is that we now credential each dentist and dental service office location as separate entities.

- **Every dentist completes one Dentist Profile Survey, regardless of how many offices he or she works in, and is credentialed once every four years.**
- **Every office completes the Service Office Survey and is credentialed once every four years, regardless of how many associates are added to the dental practice. The owner of the practice is responsible for the completion of the Service Office Survey.**

This results in a simpler process overall.

For example, suppose Drs. Jones, Katz, Smith, and Thompson practice in both Princeton and Mahwah.

- **Under the old credentialing process:** Drs. Jones, Katz, Smith, and Thompson each submitted two Dental Profile Surveys to Delta Dental—one survey for each office. A total of eight surveys were completed.
- **Under the new credentialing process:** Drs. Jones, Katz, Smith, and Thompson each submit one Dental Profile Survey to Delta Dental. In addition, the Princeton office and the Mahwah office each complete the Service Office Survey to Delta

Dental. A total of four Dental Profile Surveys and two Service Office Surveys are submitted—two fewer credentialing surveys than under the old process.

Now, suppose that Dr. Jones is just joining Drs. Katz, Smith, and Thompson in the practice:

- **Under the old credentialing process:** When Dr. Jones was added to a dental practice, we would credential Dr. Jones and the dental service office even if both had been credentialed within the past four years.
- **Under the new credentialing process:** If Dr. Jones is added to a dental practice and he had been credentialed in the past four years, we no longer request credentialing information for Dr. Jones. If the dental practice has been credentialed in the past four years, we no longer need to credential the dental service office.

“Now the dentist credentialing carries with the dentist everywhere that he or she practices.”—Laura Russell, Credentialing Administrator

Credentialing is vitally important to our clients and members—and it benefits your practice, too. It makes our networks more attractive to clients, and it instills confidence in members when they choose to visit a participating Delta Dental dentist.

If you have credentialing questions, please contact our Credentialing department at (888) 203-6993.

Dental News

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In Connecticut, Delta Dental Insurance Company writes dental coverage on an insured basis and Delta Dental of New Jersey administers self-funded dental benefit programs.



P.A.N.D.A. Helps Rescue Children from Abuse

An estimated 905,000 U.S. children suffered abuse or neglect in 2006, according to the Department of Health and Human Services. Could you recognize signs of abuse in your young patients? If you suspected abuse, would you know what to do?

The Delta Dental of New Jersey Foundation offers free programs to educate dental professionals about preventing, recognizing, and reporting child abuse and neglect. The P.A.N.D.A. (Prevent Abuse and Neglect through Dental Awareness) program was originally developed because dental professionals are in a good position to recognize abuse and neglect. Two out of three injuries in child abuse cases occur to the head, face, and neck areas.

Studies indicate that dentists are nearly five times as likely to report suspected abuse if they receive the proper education.

“The most important thing to know about reporting abuse is that it could save a life,” says Dr. Lawrence A. Dobrin, a practicing dentist in Roselle

Park, NJ, a forensic dental consultant, and spokesperson for the P.A.N.D.A. Coalition. “Children die every day from injuries caused by child abuse. Often, someone was aware of the abuse, but didn’t report it.”

The P.A.N.D.A. presentation covers how to identify the signs of child abuse and neglect, how and when to intervene, and how to report it.

To schedule a free presentation in New Jersey, please contact Delta Dental at (973) 944-4555. In Connecticut call the Connecticut State Dental Association at (860) 378-1800. Those in New Jersey who attend are eligible for one to three State Board of Dentistry continuing education credits, depending on the length of the presentation.

For more information visit www.deltadentalnj.com/company/panda.shtml.



Smart Solution Ensures Your Fee Filing Form is Legible

Is it a 3 or an 8? 1 or a 7? 5 or a 6? Handwritten numbers are often mistaken for one another. This can become a problem if we misread the fees you filed with us. We would hate to mistake a \$78 filed fee for \$13!

To help improve fee filing accuracy, we now offer an auto complete fee filing form, which you can access from the secure area of our Web site. You can type your fees directly on the form, then print it, and mail or fax it to us.

To access the form:

- Go to **www.deltadentalnj.com**, hover over “Dentists” and click on “Benefits Connection.”
- Log onto Benefits Connection.
- Click “Fee Filing” under “Forms” on the left navigation bar.

Not registered for Benefits Connection? Click “Register Now” below the Benefits Connection Logon box and follow the prompts.

Say Good-Bye to Bank Trips and Deposit Slips with EFT

Now you can receive Delta Dental of New Jersey’s claim payments straight into your practice’s bank account.

Electronic Funds Transfer (EFT), or direct deposit, means no more checks, deposit slips, or trips to the bank. Claims payments transfer directly from Delta Dental into your checking or savings account.

EFT is free, and available to all participating dentists in New Jersey and Connecticut, whether you submit claims by paper, electronically, or via Benefits Connection.

To sign up for EFT, visit our Web site at www.deltadentalnj.com. Click the link on the home page for “Direct Deposit Authorization Agreement” to download instructions and the enrollment form.

Questions? Please call our Professional Services Department at (973) 944-4588 or (973) 285-4163, or send an e-mail to ddsrelations@deltadentalnj.com.

Note: EFT is limited to payments issued by Delta Dental of New Jersey. It does not apply to self-funded clients where Delta Dental issues payment from the clients’ accounts.

Now You Can Get Your Patient Facts by Fax

Our new Fax Back system will deliver patient benefit information to your fax machine in less than five minutes. Just call our main Customer Service number and follow the voice prompts.

Be sure to have ready:

- Your TIN
- Your four-digit PIN (that's the same personal identification number you use to obtain automated patient information by phone)
- The member's Social Security number or unique ID number
- Your fax number

Fax Back is one of several ways your dental office can streamline processes and reduce costs. You can also automatically access information about patient benefits using our online Benefits Connection and our interactive voice response system. Which system you choose to use is up to you.

Why You May Need to Access Two Different Delta Dental Web Sites

Delta Dental gives you online access to patient benefits, eligibility, and claim status.

There are two different Web sites you can access:

- The Delta Dental of New Jersey Web site at www.deltadentalnj.com
- The Delta Dental Plans Association (DDPA) Web site at www.deltadental.com

Use the Delta Dental of New Jersey Web site when checking on patients who are Delta Dental of New Jersey members.

This Web site offers more detail about our plan members' benefits and eligibility than the national DDPA Web site. It offers you access to Benefits Connection, where you can:

- Find age limitations
- View frequency schedules

- See waiting periods
- Do procedure code searches
- Do tooth/procedure history searches
- File online claims
- Download important forms such as fee filing forms
- Review our Participating Dentist Handbook.

Use the DDPA Web site for patients covered by other Delta Dental member companies.

You can use your Benefits Connection username and password as your User name and Password login at the national DDPA Web site. *(Please note: Starting September 1, you must have an NPI to access the DDPA Web site for patient benefit information.)* To register for Benefits Connection, go to www.deltadentalnj.com. Hover over "Dentists" and click "Benefits Connection." Click "Register Now."

Make Sure You Have This Dental Office Essential: Your Participating Dentist Handbook

Need information about our processing policies?

Wondering what procedures you need to follow when submitting claims?

Many things you need to know about participating with Delta Dental are contained in our recently updated Participating Dentist Handbook.

The best way to get the Participating Dentist Handbook is online or on CD.

- **To access the Participating Dentist Handbook online**, go to www.deltadentalnj.com, hover over "Dentists" and click "Benefits Connection." Log onto Benefits Connection and click "Participating Handbook" on the left navigation bar.
- **To request a CD of the Participating Dentist Handbook**, please call (866) 328-1301.

Please note that Delta Dental can provide a printed version of the Participating Dentist Handbook on request; call (866) 328-1301.

Access it, read it, and refer to it often. The Participating Dentist Handbook is an indispensable resource for every participating dental practice.

Still Saying No to NPI? 3 Reasons to Change Your Mind

The federally issued National Provider Identifier (NPI) is required to take advantage of many money- and time-saving features available to your practice.

If you've been putting off getting your NPI, here's why it's time to get one today:

- 1. You are required to have an NPI to submit claims electronically or online—and these process faster than paper claims.** Claims process on average 20% faster, which means better cash flow for your practice. Plus, there are no stamps or envelopes to mess with.
- 2. You will need an NPI to access Benefits Connection.** Also, the Delta Dental Plans Association Web site (www.deltadental.com/Public/index.jsp) enables your office to quickly

find information on patient eligibility, benefits, and claim status at any of the Delta Dental Member Companies, including Delta Dental of New Jersey. *But, starting September 1, you must have an NPI to access the DDPA Web site for these functions.*

- 3. The 10-digit NPI works for all payors.** You no longer need to maintain and match ID numbers to specific payors for transactions. The same NPI is used for every payor.

Getting an NPI is fast and easy and most of all, free. To apply online, go to <https://nppes.cms.hhs.gov/NPPES/>. You may also download and print the NPI application form from www.cms.hhs.gov/cmsforms/downloads/CMS10114.pdf; mail the completed form to the government.

What To Do Once You Get Your NPI

Be sure to submit your NPI to our Professional Relations Department. The form can be found at on our Web site at www.deltadentalnj.com; click “Dentists” and the “NPI Information” link under “NPI Information and HIPAA; then click “NPI Fax Form.” Or call our Professional Relations Department at (973) 285-4202. If you already have and use your NPI on claims but have not forwarded this to Delta Dental of New Jersey, please complete and fax the form immediately to assure no interruptions in service.

Please mail or fax Delta Dental's NPI Form to:

Delta Dental of New Jersey
P.O. Box 222
Parsippany, NJ 07054
Attn: Professional Relations—NPI
Fax: (973) 285-4192

You Can Help Win the Fight Against Oral Cancer

Oral cancer is insidious and deadly. But for those who receive early diagnoses, the picture is much better. For many oral cancer survivors, a visit to the dentist saved their lives.

April is Oral Cancer Awareness Month. Delta Dental is working with the Oral Cancer Consortium to inform the public about this disease.

On April 23, the Oral Cancer Consortium will offer free oral cancer screenings throughout New Jersey and New York. Last year, 26 metropolitan health care institutions and professional societies, and more than 40 screening sites participated. To find out more, go to www.oral-cancer.org, or call (877) 263-3401.

Delta Dental also supports your ongoing efforts to educate your patients about oral cancer. Our online Oral Cancer Awareness Video, available at www.deltadentalnj.com, reinforces your messages about the benefits of early detection and the risk behaviors that can cause oral cancer.

Patient Direct Helps Keep Recession At Bay

Regular dental visits are an important part of maintaining good oral health. But when patients find themselves no longer covered through a group benefits plan or under COBRA, they may postpone appointments and possibly put their oral health at risk.

Delta Dental Patient Direct® (available only in New Jersey) may be just what patients need. This dental membership program isn't insurance. Instead, participating Patient Direct dentists agree to provide dental care to members based on discounted fees. Members have access to those predetermined fees, so they know exactly what they will pay—and how much they will save—when they make their appointment.

An annual Patient Direct membership is \$66 for an individual or \$96 for a family. Family membership includes spouses, including domestic partners, all children until the end of the membership year in which they turn 23 years of age, and any disabled child who is fully dependent for support. Family members who have dental insurance are not eligible for Patient Direct.

If you're a participating Patient Direct dentist, be sure to let your uninsured patients know about how this program could help them. To request Patient Direct brochures for your office, please call your Dental Network Coordinator at (888) 396-6641. You can also download the brochure by visiting our Web site at www.deltadentalnj.com. Click "Dentists," then "Download brochure" in the "Delta Dental Patient Direct®" section. Patients can also call 877-TOOTH-07 (877-866-8407) or visit the Patient Direct Web site at www.patientdirectnj.com for more information.

Not yet a participating Patient Direct dentist and want to learn more? Contact your Dental Network Coordinator for details.

Delta Dental Golf Classic on May 27

Get ready to hit the links and help a good cause! Join us at the Nineteenth Annual Delta Dental Classic to support Special Olympics New Jersey (SONJ).

SONJ is a nonprofit organization that provides sports training and athletic competition to children and adults with intellectual disabilities. The Delta Dental Classic has raised more than \$667,000 for SONJ since 1991.

The 2009 Delta Dental Classic takes place on Wednesday, May 27, at Fiddler's Elbow Country Club in Bedminster, NJ. Please join us for a day of friendly competition and great fun. Now more than ever, organizations such as SONJ need your support!

To register or inquire about making a donation, e-mail jappaluccio@deltadentalnj.com.



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