

Dental News

SEPTEMBER 2010



Check Out Our Two Facebook Pages!

Both Delta Dental of New Jersey and the Delta Dental of New Jersey Foundation now have Facebook pages.

Our Delta Dental page connects you to online conversations about current oral health issues. Our Foundation page provides a closer look at the stories behind the contributions we make within our communities.

To access the Delta Dental of New Jersey Facebook page, go to www.facebook.com/deltadentalnj.

To access the Foundation Facebook page, go to www.facebook.com/deltadentalnjfoundation. Or, visit our Web site at www.deltadentalnj.com and click the “Become a fan on Facebook” icon on the right side of the screen.

We hope you’ll become a fan of both!

New Features Added to Fax Back

Automated system faxes patient info to dental offices in less than five minutes

Fax Back quickly puts patient information into your hands without having to take notes. And now our Fax Back report is even better!

Our enhanced Fax Back report provides even more information about your patient’s benefits.

Each Fax Back report includes:

- Member’s name and eligible dependents
- Group name and number
- Coverage type (family, single, etc.)
- Plan type
- Benefit year
- Age limits
- Annual maximums and deductibles (including ortho, if applicable)
- Covered procedures by procedure code **NEW!**
- Frequency and time limitations **NEW!**
- Required diagnostics (if any) **NEW!**
- Benefit levels (and if deductible applies to benefit level)
- Type of COB
- Order of benefits (birthday rule or gender rule)
- Co-pay levels
- Differences in benefit levels depending on network
- General, periodontal, and orthodontic plan information **NEW!**

Fax Back is currently only available to dental offices.

How to Order

To request a Fax Back patient benefit report, call Customer Service at (800) 452-9310 (or the participating dentist number), and follow the voice prompts. Please be ready with:

- 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 ID number (which could be their Social Security number or a unique ID)
- Your fax number

Delta Dental Classic Raises \$46,500 for Special Olympics New Jersey

Special Olympics New Jersey (SONJ) was the big winner of the Twentieth Annual Delta Dental Golf Classic on June 30th. The annual event helps support SONJ programs and services. Over the past 20 years the Delta Dental Classic has raised more than \$760,500 for SONJ.

Winning golfers include:

1st Place Low Gross (Women):

Dr. Barbara Rich

1st Place Low Gross (Men): Jim Schulz

1st Place Gross Team: Dr. Augie Pellegrini, Dr. Charles Perle, Dr. Barbara Rich, and Jim Schulz

Special thanks to all of our participants and sponsors, whose contributions enable more Special Olympians realize their athletic dreams. Stay tuned for details about the Twenty-First Annual Delta Dental Golf Classic, which will take place in 2011.

For more information, please e-mail Jennifer Appaluccio at jappaluccio@deltadentalnj.com or call 973-285-4059.



Delta Dental volunteers at this year's annual golf outing include (from left): Annette Baker, Jonelle Kleiven, Jon Jensen, MaryAnn Rosamilia, Diane Belle, Christine Biss, Jen Appaluccio, and Sonal Paoello.

Are We A Favorite?

Many dental offices bookmark pages from our website for quick online access to regularly used features. If Delta Dental is in your list of favorites, we'd love to hear about it. Please send an e-mail to Elizabeth Osterhoudt at eosterhoudt@deltadentalnj.com, with the word "Favorites" in the subject line.

Let us know which Delta Dental page you have bookmarked. Is it:

- Our home page?
- The Dentists home page?
- The Benefits Connection welcome page?
- Something else?

Sharing this with us will help you, too. We want to post essential information in places where *you* visit, so you can get the news you need easily, with fewer clicks. Thanks in advance for your feedback!

Dental News

A publication of
Delta Dental of New Jersey, Inc.

TRUSTEES

Gerald A. Sydell, D.D.S.,
Chairman of the Board

Ronald Deblinger, D.M.D.,
Vice Chairman of the Board

William F. Faherty, Jr.,
Corresponding Trustee

Robert H. Barney, Esq.

Carl Chaityn, D.D.S.

William Faulkner

Jerome Feldman, D.D.S.

John P. Hall, Jr.

Henry F. Henderson, Jr.

W. Thomas Margetts

George McLaughlin, D.M.D.

Gene F. Napoliello, D.D.S.

Morton Reinhart

Debra Salman, D.D.S.

Howard A. Schwartz, D.D.S.

EXECUTIVE OFFICER

Walter VanBrunt
President and CEO

EDITOR

Diane Belle

Comments and suggestions are welcomed and should be directed to:

Corporate Communications Dept.
Delta Dental of New Jersey, Inc.
P.O. Box 222
Parsippany, NJ 07054-0222
www.deltadentalnj.com

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.



10 Years After Surgeon General's Report, Some Things Have Gotten Better, Worse for Children

Nearly 70% percent of community water systems are fluoridated compared to 65% in 2000; the percentage of children benefiting from sealants appears to have increased; more dental clinics are available through Community Health Centers; and, thanks to Medicaid, State Children's Health Insurance Programs (SCHIP) and health care reform, by the year 2014, access to dental coverage for children will be nearly universal.

Disparities Persist

Still, experience has shown that coverage does not always translate to care. At a time when the percentage of low-income children with dental coverage increased from 18% to 41%, dental visits by children under the age of six increased from 21% to only 25%.¹ Additionally, the prevalence of dental caries in primary teeth of children aged 2-4 years increased from 18% in 1988-1994 to 24% in 1999-2004.² Sadly, widespread disparities by income, race and ethnicity persist.³ During trying economic times, it's reasonable to expect that as the percentage of children who are poor and minority increase, these disparities will not only persist but will increase as well.⁴

So, while expanded access to dental coverage is something to celebrate, the job of linking covered children to dental care will remain a challenge. Thankfully, steps are being taken to help make this access a reality.

Care for Low-Income Kids

The American Academy of Pediatric Dentistry (AAPD) is partnering with Head Start at the national, regional, state and local levels to develop a national network of dentists to link Head Start children with dental homes. Head Start programs, which

serve more than 900,000 low-income children, are required to work with parents to assess children's dental needs and to assist them with obtaining needed care. This requirement is one of many for which Head Start workers are responsible.

To help Head Start accomplish the goal of placing children with a dentist who can care for them in a comprehensive and continuous way, the AAPD is working with regional consultants and state-level leaders to form a national network of pediatric dentists and general dentists to: provide quality dental homes for Head Start and Early Head Start children; train teams of dentists and Head Start personnel in optimal oral health care practices; and assist Head Start programs in obtaining comprehensive services to meet the full range of Head Start children's oral health needs. The partnership also provides parents, caregivers and Head Start staff with the latest evidence-based information on how they can help prevent tooth decay and establish a foundation for a lifetime of oral health.

DDPA-Head Start Partnership

The Delta Dental Plans Association and its member companies, providing dental coverage to more than 54 million Americans, is also partnering with Head Start to help meet the oral health needs of children. For the past two years, Delta Dental has provided Cavity-Free Kids training at the National Head Start Association's annual teacher's meeting. These "train-the-trainer" sessions were designed to send Head Start professionals back to their communities armed with proven educational materials created specifically for them. Delta Dental member companies also support Head Start at the state-level throughout the country

through grants, educational training and direct dental care.

NJ, CT Programs

The Delta Dental of New Jersey Foundation each year funds one Head Start program in New Jersey and one in Connecticut to help with the dental care for their students. Grants for the 2009-2010 school year went to Tri-County Community Action Partnership serving Cumberland, Gloucester, and Salem Counties in New Jersey and EAST Conn in Hampton, CT. In addition, for the past two years the Foundation has funded the Hudson County (NJ) Give Kids a Smile Day program.

Additionally, in 2009, Delta Dental member companies donated more than \$40 million to support safety net programs such as mobile dental units that visit schools in underserved areas, school-based dental clinics and sealant programs, charity dental clinics, Give Kids a Smile programs, and programs aimed at increasing the supply of dentists such as school loan repayment programs and dental school scholarships.

While health care reform will mean new coverage options for children, if historical trends continue, we know that access to care for the poor will remain a challenge. That's why Delta Dental remains committed to supporting programs that link children—and adults—to the care they need.

¹ Edelstein BL, Chinn CH. Update on disparities in oral health and access to dental care for America's children. *Academic Pediatrics* 2009;9:415-419.

² *Academic Pediatrics* 2009;9:388-95.

³ Tomar SL, Reeves AF. Changes in the oral health of US children and adolescents and dental public health infrastructure since the release of the Healthy People 2010 objectives. *Acad Pediatr* 2009;9:396-403.

⁴ Edelstein BL. Disparities in oral health and access to care: findings of national surveys. *Ambul Pediatr*. 2002;2(suppl):141-147.

Member ID Number Not Always Social Security Number

You should know that a patient's Delta Dental member ID number is not necessarily his or her Social Security number. Delta Dental has implemented and assigned unique ID numbers to many members as a preventive measure against identity theft. More and more clients and members have requested this feature, and Delta Dental, as part of our commitment to protecting our members, personal health information, has implemented this at no cost to our clients.

When a unique ID number is used, members receive ID cards with their unique number. They can also access their unique ID number using Benefits Connection. If your patient does not know his or her Delta Dental member ID number, you can still obtain benefits information by using Benefits Connection or calling Customer Service at 800-452-9310. Please have ready the member's name and date of birth, group name, and patient's name.

To avoid confusion and to help protect your patients' privacy, be sure to ask patients for their "Delta Dental ID number" rather than their Social Security number.

Delta Dental Research Confirms Association Between Periodontal, Cardiovascular Disease

Emerging science calls for more periodontal maintenance

As part of its ongoing objective to stay on the cutting edge of emerging dental science and the role that it plays in dental plan designs, Delta Dental Plans Association (DDPA) commissioned the University of Michigan School of Dentistry to conduct reviews of existing scientific research.

The latest study, *Associations between Periodontal Disease and Cardiovascular Disease*, examined the emerging science showing associations between periodontal disease and cardiovascular disease. The end result was a comprehensive report citing evidence that periodontal disease may play a role in severe and often fatal cardiovascular events. **Although the existing evidence does not prove that treating periodontal disease will prevent cardiovascular disease, it does support a relationship between periodontal therapy and markers or risk factors for cardiovascular disease.**

Key takeaways and what this means for you

Encourage your periodontal patients to get regular maintenance and to be sure to inform you about any existing medical conditions that they have.

Eventually, good periodontal health may become accepted as an important goal that could contribute to reducing the risk for cardiovascular events.

- Overall, reports contribute to strengthening the concept that periodontal disease may be a previously underappreciated source of infection and inflammatory vascular stress

that may play a role in severe and often fatal cardiovascular events. Periodontal disease is increasingly regarded as a risk factor for cardiovascular disease.

- Eventually, good periodontal health may become accepted as an important goal that could contribute to reducing the risk for cardiovascular events.

Although the existing evidence does not prove that treating periodontal disease will prevent cardiovascular disease, it does support a relationship between periodontal therapy and markers or risk factors for cardiovascular disease.

- Most common forms of periodontal disease are conditions that can be diagnosed and treated. Based on evidence, the expected outcome of periodontal treatment is improved periodontal health.
- DDPA recognizes that the emerging science underscores the importance of managing periodontal disease in order to possibly decrease the risk of patients experiencing cardiovascular events. In order to provide access to appropriate levels of care, employers may want to consider covering additional periodontal maintenance for patients with cardiovascular conditions. Delta Dental of New Jersey has already begun to offer additional benefits for these patients.

NEA Offers Free Registration and Two Free Months on Electronic Attachments for Participating Dentists

Are you looking for an easy, effective and inexpensive way to submit your dental claim attachments? National Electronic Attachment's (NEA) *FastAttach* system allows you to electronically transmit dental x-rays, EOBs, perio charts, intra-oral pictures, primary explanation of benefits, student documentation, and narratives to hundreds of payers for claims payment.

NEA is offering a limited-time discount for Delta Dental participating dentists.

Sign up before October 31, and registration and the first two months are **free**—a \$250 value.

To join the thousands of other dentists already using this system, visit their website at www.nea-fast.com. Click "FastAttach Registration" and enter **DDNJZ2M** in the promotion code box. Then click the link to register online.



Delta Dental at NJ Dental Conference

Officers of the New Jersey Dental Association posed for photos with Delta Dental staff at the 2010 Garden State Dental Conference in Atlantic City in June. From left: NJDA President Dr. Richard Kahn, NJDA Secretary Dr. Robert Giantomas, Flagship Network Coordinator Joanne Nudo, Delta Dental Network Coordinator Beth DeCapio, Delta Dental Network Manager Bobbi Homeyer, Delta Dental Network Coordinator Susan Chase, NJDA President-Elect Dr. Barbara Rich, and NJDA Vice President Dr. Michael Messana.

New Addresses for Delta Dental of Iowa, Delta Dental of South Carolina

Delta Dental of Iowa has a new address. Its physical mailing address is:

Delta Dental of Iowa
9000 Northpark Dr.
Johnston, IA 50131

The address to mail claims is:

Delta Dental of Iowa
P.O. Box 9000
Johnston, IA 50131-9000

Its phone and fax numbers remained unchanged.

Delta Dental of South Carolina has a new address. Its physical mailing address is:

Delta Dental of South Carolina
1320 Main Street,
Ste. 650
Columbia, SC 29210

The address to mail claims is:

Delta Dental of South Carolina
P.O. Box 8690
St. Louis, MO 63126

Its phone number is 800-529-3268.

Benefits Connection Tips

Entering Your License Number

One question we've frequently been asked is, "How should I enter the dentist's license number when using Benefits Connection?"

The answer is that you should use the four- or five-digit license number followed by the two-letter state abbreviation. Don't include a prefix. The number should look something like this:

12345NJ or
9876CT

It should not look like this:

22DIO12345NJ
22DIO9876CT

Forms Available

Your office can download forms and take care of other tasks using Benefits Connection. Go to www.deltadentalnj.com and log in to Benefits Connection. The "Forms" link is on the left side of the screen. The list of available forms includes:

- Contact Customer Service
- Fee Filing
- Abbreviated Fee Filing

- W-9
- Change of Address
- Change Password
- Change E-mail

Tooth History

Did you know that Benefits Connection includes a "Tooth/Procedure History Search" feature? This tool lets you search by tooth number or procedure codes to find dates of previous procedures. To access, log in to Benefits Connection. Click "Patient Inquiry" and complete the "Patient Inquiry" screen. Be sure to include the ID number of the member/subscriber and the patient's first name and date of birth if the patient is not the member/subscriber. In "Step 3," select "Claims Information." Click "Submit." Then click "Tooth/Procedure History Search" on the left navigation bar.

Did you know that Benefits Connection includes a "Tooth/Procedure History Search" feature?

Save the Date: NJ Oral Health Summit Jan. 19th

The New Jersey Oral Health Coalition will present "Access to Dental Care a Decade Later: How Far Have We Come" on Wednesday, January 19 at the Robert Wood Johnson Center for Health and Wellness in Hamilton, NJ.

The state's leaders, stakeholders, and experts on oral health will come together to address how to improve provider participation, how to better utilize the dental care system, and new and innovative solutions to improving access in New Jersey.

More information will be available shortly.



Delta Dental Plaza
1639 Route 10
Parsippany, NJ 07054

PRESORTED
STANDARD
U.S. POSTAGE PAID
W. CALDWELL, NJ
PERMIT NO. 111