

Revisions to Participating Dentist Handbook Available for Downloading

We recently revised Chapters 8 and 9 of our Participating Dentist Handbook. **These revisions contain all changes in Delta Dental processing policies since publication of the current handbook in 2004.** Most of these policy changes were previously reported in *Dental News* and primarily due to code revisions for CDT 2005 and CDT 2007/2008. Since participating dentists are obligated to comply with these processing policies as they relate to disallowance of charges and to fee levels, we strongly urge you to access and

carefully review the revised chapters of the handbook. We have also revised the Delta Dental of New Jersey required documentation chart to include changes in the CDT coding.

To download the Participating Dentist Handbook with the revised chapters and chart, go to

www.deltadentalnj.com, click “Dentists” and log onto Benefits Connection. Then click “Participating Handbook” on the left navigation bar.

To request a CD or hard copy of the revisions, please contact your dental network coordinator at (888) 396-6641.

In This Issue...

How to Report Bone Grafting Codes in Relation to Implants	2
Delta Dental Introduces New Pre-Treatment Estimate of Benefits Vouchers	2
Delta Dental Plans Association Establishes National Scientific Advisory Committee	3
Reach More Potential Patients; Join Delta Dental Patient Direct	4
How to Contact Us	4
CT Office Managers, Delta Dental Share Best Practices at Annual Forum	5

Delta Dental of New Jersey recently approved a variation to the Delta Dental National Account Processing Policy for D4265.

The national policy for D4265, biologic materials to aid in soft and osseous tissue generation, is:

D4265 (Emdogain only) may be eligible for stand-alone benefits when reported with periodontal flap surgery. When submitted with a D4263, D4264, D4266, D4267, D4270, D4271, D4273, D4275 or D4276 in the same surgical site, the fee for D4265 is DENIED.

The local variation for D4265 policy for groups covered by Delta Dental of New Jersey is:

D4265 (Emdogain and other scientifically acceptable biologic materials) may be eligible for stand-alone benefits when reported with periodontal flap surgery. When submitted with a D4263, D4264, D4266, D4267, D4270, D4271, D4273, D4275 or D4276 in the same surgical site, the fee for D4265 is DENIED.

We will apply the local variation for groups contracted with Delta Dental of New Jersey.



Special Olympics
New Jersey
Premier Sponsor

How to Report Bone Grafting Codes in Relation to Implants

As a reminder, the current CDT periodontal bone grafting codes D4263 (bone replacement graft – first site in quadrant) and D4264 (bone replacement graft—each additional site in quadrant) should be submitted only when used in conjunction with natural teeth. Bone grafting done as a ridge augmentation or in relation to an implant should be submitted as a D7950 (osseous, osteoperiosteal, or

cartilage graft of the mandible or maxilla—autogenous or nonautogenous, by report), or if placed in the extraction site at the time of extraction as a D7953 (bone replacement graft for ridge preservation—per site). If grafting is performed in conjunction with a sinus augmentation, the procedure should be reported with CDT code D7951 (sinus augmentation with bone or bone substitutes).

Delta Dental Introduces New Pre-Treatment Estimate of Benefits Vouchers

Delta Dental's Pre-Treatment Estimate of Benefits (PTE) vouchers have a clean, new look. They have been redesigned to look similar to the new Explanation of Benefits statements and offer more information than before.

The new PTE includes:

- The patient's benefit period
- The dentist's participating status
- The patient's plan type
- The patient's annual and individual maximums
- A section for prep date and seat date for crowns
- Submitted and paid procedure numbers to better illustrate when an alternate benefit has been applied
- Description and procedure numbers
- Description of processing policies that pertain specifically to the PTE

To see the new PTE and the location of these new features, go to www.deltadentalnj.com. Click "Dentists," then "Pre-Treatment Estimate voucher" under "Professional Services."

Help Us Speed Processing for Your Onlay Claims

Just a friendly reminder, if you are doing an onlay and want to show if the restoration hoods or covers the cusp tip on one or more cusps, please send a post-operative photo along with x-rays and a narrative. These will help our dental consultants make a determination of benefits and help ensure the timely processing of your claim.

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

Delta Dental Plans Association Establishes National Scientific Advisory Committee

Delta Dental Plans Association recently announced the formation of the National Scientific Advisory Committee, a four-member panel of nationally prominent scholars and researchers in the fields of epidemiology, dental science, health economics and the study of the associations between oral and overall health.

The committee will provide independent analysis and counsel to Delta Dental Plans Association and its various member companies, ensuring that scientific pronouncements are based on the latest, best science available.

“The National Scientific Advisory Committee is a powerful resource we can draw upon to ensure that our policies align empirical evidence, clinical efficacy and cost effectiveness to our purchasers, groups and enrollees,” said Kim Volk, president and CEO of Delta Dental Plans Association.

“It will become an important contributor to our ultimate goal of advancing solutions for oral health by providing access to dental care.”

Appointments to Delta Dental Plans Association’s National Scientific Advisory Committee include:

- Dr. Peter Jacobsen, Director of the Oral Medicine Clinic at the University of the Pacific, Arthur A. Dugoni School of Dentistry
- Dr. Margherita Fontana, Associate Professor, Department of Preventive and Community Dentistry at Indiana University School of Dentistry
- Dr. Brian Burt, Professor, Department of Epidemiology and Director, Program in Dental Public Health and Professor, School of Dentistry, University of Michigan

- Dr. Howard Bailit, Professor and Director of Health Policy in the Primary Care Research Center at the University of Connecticut School of Medicine

“The volume of research activity in oral health and advances in administrative technology are helping us create innovative ways to improve health outcomes and promote access to care,” said Volk. “We are pleased that such a distinguished group of individuals has agreed to enrich our process with their knowledge and expertise.”

Ortho Claims Now Simplified

If your practice performs orthodontic procedures, you now have one less thing to think about.

For all new orthodontic treatment plans submitted after October 1, you no longer need to submit a claim for the second payment. Delta Dental will automatically make future payments according to the terms of your patient’s benefits plan.

You only need to submit one claim.

Please note: This change applies only to new orthodontic treatment plans submitted after October 1. If you submitted an initial orthodontics claim before October 1, you must still file a claim for the follow-up payment.

Our new single-claim orthodontics process will help simplify paperwork for your office and ensure timely payment for your work.

New Tool Helps Patients Assess Their Oral Health Risks

We understand that dental health is important to your patients and their families. With that in mind, Delta Dental of New Jersey is introducing a quick, easy-to-use risk assessment tool. This tool will help patients assess their risk for dental disease and provide them an opportunity to discuss a personal treatment plan with you.

The tool consists of nine brief statements. If they answer yes to any one of these statements, they may be at an increased risk for dental disease.

The tool also explains how these risks may impact oral health, and what can be done to mitigate these risks.

To download the risk assessment tool, visit our Web site at www.deltadentalnj.com and click “risk assessment form” under “What’s new.”

Reach More Potential Patients; Join Delta Dental Patient Direct

Many New Jersey residents don't have dental insurance. Delta Dental Patient Direct (DDPD) offers them a way to manage their oral health and their wallet.

And for dentists who join our DDPD network, the program offers the chance to broaden their patient base with little effort.

DDPD is a dental membership program. For a small yearly fee, members gain access to more than 2,000 New Jersey dentists who participate in the DDPD network.

Are you one of them?

Here's why you should consider joining our DDPD network:

- **It broadens your patient base.** Members use the "Find a Dentist" feature on our Web site to find a participating DDPD dentist near them.
- **You can better accommodate patients without employer-sponsored dental coverage.** Many people without dental

The DDPD program encourages people without dental insurance to visit their dentists regularly and look after their oral health.

coverage postpone dental care. Because DDPD members know how much their treatment will cost, they can better budget for it.

- **Patients pay you directly.** Since DDPD is not insurance, there are no forms to submit, waiting

periods, annual maximums, deductibles or copayments. Patients pay you at the time of service, so there is no waiting for payment.

- **The fee schedule is win-win for you and your patients.** The DDPD fee schedule is the same as our Delta Dental PPO fee schedule. DDPD members benefit because they pay these negotiated fees. You receive the same amount as you do as a participating Delta Dental PPO dentist.
- **You're promoting better oral health to more people.** The DDPD program encourages people without dental insurance to visit their dentists regularly and look after their oral health.

The Delta Dental Patient Direct network is open to participating Delta Dental PPO dentists and Delta Dental Premier specialists in New Jersey. (There is a separate fee schedule for Delta Dental Patient Direct network specialists.) For more information on the benefits of joining the Delta Dental Patient Direct network, contact your dental network coordinator at (888) 396-6641.

Also, if you have patients without dental insurance, please let them know about Delta Dental Patient Direct. They can call (877) TOOTH-07 or visit the Delta Dental Patient Direct Web site at www.patientdirectnj.com for more information or to join.

How to Contact Us

We want participating with Delta Dental to be as easy and as satisfying as possible for your practice. As always, should you have any issues, questions or concerns, you can contact us:

- At service@deltadentalnj.com. Please do not include any protected health information (PHI) in your e-mail.
- By using the secure "Contact Customer Service" form in Benefits Connection. This form is safe for transmitting PHI to Delta Dental. (Go to www.deltadentalnj.com; log onto Benefits Connection.)
- By calling Customer Service at (800) 452-9310. Our call center hours are Monday through Thursday 8 a.m. to 6:30 p.m. and Friday 8 a.m. to 5 p.m.
- For questions about participation and our dental networks, please contact our Dental Network Coordinators at (888) 396-6641.

For a complete list of contacts, visit our Web site at www.deltadentalnj.com. Click "Dentists" and the contact link under "We're Here to Help."

CT Office Managers, Delta Dental Share Best Practices at Annual Forum

The key to a great relationship is listening. That's the reason behind our Office Managers Council, where dental office managers and our dental network coordinators meet to talk, listen and learn from each other.

Office managers from nine dental practices in Connecticut participated at our most recent Office Managers Council, held at Delta Dental's marketing office in Glastonbury, CT. Both general dental practices and specialists were represented at the meeting.

The three-and-a-half-hour session covered what's new and coming soon to Delta Dental, and how dental office managers can get the

most value from their relationship with Delta Dental. Office managers also talked about the general day-to-day challenges dental practices face each day, and shared their solutions. "It's nice to know we're not the only office with these issues," said one office manager.

"These sessions keep the lines of communication open between dental offices and Delta Dental," says Kim Alberico, dental network coordinator in Connecticut. "They give us a chance to talk about programs and features that office managers might not know about, such as our new streamlined procedures for orthodontic claims. And, it gives them a chance to tell

us about what works well and what isn't working as well as they'd like."

Participants gave the program high marks. "This was an excellent source of information," said one participant.

If you're interested in participating in an upcoming Office Managers Council, contact dental network coordinators Beth DeCapio or Susan Chase in New Jersey at (888) 396-6641, or Kim Alberico in Connecticut at (860) 635-3152. The next session in Connecticut will take place sometime next fall. Sessions are also being planned for next year in northern and southern New Jersey.

Delta Dental Foundation Announces Oral Health Education Initiative Grant Recipients

Four elementary schools in New Jersey Abbott school districts recently received the first Oral Health Education Initiative grants from the Delta Dental of New Jersey Foundation. The grants will be used to initiate oral health education programs in their third-grade classes for the 2007-2008 school year.

The schools, each from a separate district, will receive grants of up to \$5,000 each to fund the programs. They include: Jotham W. Wakeman Elementary School in Jersey City, Heywood Avenue Elementary School in Orange, Joseph C. Caruso Elementary School in Keansburg, and Redshaw and Lincoln Annex Elementary Schools in New Brunswick.

Each school developed an oral health education program made up of 10 monthly activities designed to teach students about the importance of oral health and teach them behaviors to promote good oral health.

The programs include monthly activities such as making homemade toothpaste, using disclosing tablets to distinguish plaque on students' teeth, reading and discussing stories about oral health, and playing dental trivia.

"The programs each of the schools have developed truly captured the essence of our initiative, which is to bring attention to the importance of comprehensive oral health education, and instill good oral health habits early on so that

children can take them into adulthood," said Diane Belle, vice president of the Delta Dental of New Jersey Foundation. "Each program was selected for its creativity and originality, but most importantly for its sustainability. We look forward to watching the programs unfold."

According to the American Dental Association, tooth decay is increasingly a disease of children from low- and moderate-income households. The Centers for Disease Control and Prevention (CDC) states that almost 50% of the cases of childhood tooth decay remain untreated, with the disease resulting in pain, dysfunction,

(continued on page 6)

CT Delta Dental Day Scheduled

More than 260 dentists and dental office staffers attended our Delta Dental Day September 12 in New Jersey. We hold these sessions annually in both New Jersey and Connecticut. Our next Delta Dental Day will take place April 16, 2008 in Connecticut.

Delta Dental Day is a free half-day educational workshop that covers topics important to dental offices. The program on September 12 covered:

- Helpful tips for claims submission
- News about the National Provider Identifier (NPI) number
- How to submit electronic claims
- The Delta Dental appeals process
- Preventing overbilling
- Using online Benefits Connection to check patient benefits and file claims

Details about upcoming Delta Dental Days will be posted on our Web site when they become available. Go to www.deltadentalnj.com; click “Dentists,” and “Schedule of Events.” Participants will receive CE credits.

Golf Outing Results Announced

The Seventeenth Annual Delta Dental Classic raised \$56,000 for Special Olympics New Jersey (SONJ). The Classic took place in June at Fiddler’s Elbow Country Club in Bedminster, New Jersey.

Over the past 17 years the Delta Dental Classic has raised more than \$609,000 for SONJ.

SONJ helps those with mental disabilities become physically fit, productive, and respected members of society through sports training and competition.

Special thanks to all of our participants and sponsors.

The Eighteenth Annual Delta Dental Golf Classic will take place May 28, 2008. Mark your calendar!

Delta Dental Foundation Announces Oral Health Education Initiative Grant Recipients

(continued from page 5)

being underweight, or having poor appearance—all problems that can greatly reduce a child’s capacity to thrive. The good news is that through proper oral hygiene and nutrition, childhood tooth decay can be prevented.

“Delta Dental welcomes the opportunity to further educate children, especially those who are underserved, about the importance of maintaining oral health and its close relationship to overall health and well being,” said Belle.

The Delta Dental of New Jersey Foundation plans to offer the Oral Health Education Initiative grant again for the 2008-2009 school year. For more information, contact Kimberly Elmore at (973) 944-4555 or kelmore@deltadentalnj.com.



1639 Route 10
Parsippany, NJ 07054

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