

Dental News

DECEMBER 2010



New CDT 2011 Codes Go Into Effect January 1

Make sure you're ready for CDT 2011-2012. Twenty-seven new or revised codes go into effect on January 1.

To obtain a CDT 2011 manual, please contact the American Dental Association catalog sales at 800-947-4746 or visit www.adacatalog.org.

We suggest that participating dentists update their fees for the new CDT 2011 procedure codes. An Abbreviated Confidential Survey of Fees form is available in the secure area of our website at www.deltadentalnj.com; log on to Benefits Connection. We will begin accepting this form on January 1.

Reminder—Not every new code is to be considered a Delta Dental covered benefit.

New Participating Dentist Handbook Available December 1

Participating dentists should have received a letter announcing that we're updating our Participating Dentist Handbook.

Our handbook is a valuable resource for dental offices. It explains our current processing policies as well as other policies and procedures you should know for participating with and submitting claims to Delta Dental.

Please pay particular attention to Chapter 9, which has been updated to (among other things) accommodate the ADA's 2011/2012 CDT code changes or revisions. In addition, the Required Documentation Chart (Chapter 4) has been updated, as have the participating dentist appeals rules located in Chapter 2 (Dentist Rules and Regulations).



To access the new Participating Dentist Handbook, go to www.deltadentalnj.com. Log onto Benefits Connection and click "Participating Handbook" on the left navigation bar. To request a hard copy or CD of the Participating Dentist Handbook, please call 866-328-1301.

Advantage Fee Update

Our Advantage Program fees were updated effective October 1. We recently mailed updated fee schedules to participating dentists in New Jersey, where the Advantage Program is offered. If you are a participating dentist in New Jersey and didn't receive the updated fee schedule, or would like to learn more about our Advantage Program, please contact your dental network coordinator at 888-396-6641.

Finding What You Need Online— A Quick Guide

No one has time at work to “surf” the web. You need to find what you need fast and move on. Here’s a short guide to help you find what you need on Delta Dental’s website:

- **Patient information.** You can quickly and easily access patient benefits, eligibility, claims history, procedure codes, and more from Benefits Connection. Go to www.deltadentalnj.com and log in. The home page also contains helpful links in case you’ve never registered for Benefits Connection, or forgotten your username or password.
- **Participating Dentist Handbook.** This valuable resource explains our policies and procedures for participating with and submitting claims to Delta Dental. To access the handbook, go to www.deltadentalnj.com, log in to Benefits Connection, and click “Participating Handbook.” Our new 2011/2012 Handbook is expected to be available by December 1.
- **Diagnostic requirements.** You can

save time and money by submitting only the required supporting diagnostics and/or information. Our diagnostic requirements are located at www.deltadentalnj.com. Click “Dentists.” Then, under “Professional Services,” click “Required Documentation.”

- **Submitting claims online.** Filing online claims is quick, easy, and saves paper. Go to www.deltadentalnj.com and log on to Benefits Connection. Click “Claims Submissions” and follow the online instructions.
- **Key contacts.** If you have a question, our team of professionals is ready to provide answers on topics such as network participation, credentialing requests, W-9 statements—and much more. Go to www.deltadentalnj.com and click “Dentists.” Scroll down to “We’re Here to Help” and click “Contact information.”

And remember, you can always use the Search function at the top of any page online to find what you need.

NJ Oral Health Summit January 19; Dental Director Dr. Navarro to Speak

The NJ Oral Health Coalition presents a day-long symposium on dental care access on January 19. “Access to Dental Care a Decade Later: How Far Have We Come?” takes place from 8 a.m. to 3 p.m. at the Robert Wood Johnson Center for Health and Wellness in Trenton, NJ.

Dr. Lew Lampiris, with the American Dental Association Council on Access, Prevention and Interprofessional Relations, is the keynote speaker.

Sessions will cover:

- **Improving Provider Participation—**Dental Director Dr. Scott Navarro joins other panelists to discuss why dentists don’t sign on as Medicaid or other insurance providers and how this impacts access to dental care.

- **System Utilization—**Panelists discuss the ways that practitioners and patients access and use the dental care system.
- **Access to Dental Care in New Jersey: “Where Do We Go From Here?”—**Jim Schulz, Director of Government Affairs with the New Jersey Dental Association, moderates a discussion to explore next steps for improving access to dental care.

■ Lunch ’n Learn Programs

Five CE credits will be available for dentists and dental hygienists who attend. Cost is \$75. For registration information, call 732-821-9400.

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.



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Direct Deposit Is Free, Saves Time—and Couldn't Be Easier

In less time than it takes to read this issue of *Dental News*, you could sign up for Electronic Funds Transfer (EFT), or direct deposit—and eliminate many trips to the bank.

EFT will deposit your claims payments directly into your checking or savings account. The service is free and available to all participating dentists in New Jersey and Connecticut, regardless of whether you submit claims by paper, electronically, or through Benefits Connection. This is a one-way transaction, meaning Delta Dental can only deposit money into your account.

We will still send you a detailed Explanation of Benefits (EOB) statement to help you track payments.

There are several other benefits to using EFT:

- **Increased productivity.** Your staff can spend more time with patients.

- **Reduced risk of theft or fraud.** EFT offers greater accountability for funds while ending the fear of lost or stolen checks.
- **Better managed cash flow.** Direct deposit provides immediate access to your Delta Dental of New Jersey claims payments, removing the impact created by post office mail delays.

You can sign up for EFT by visiting www.deltadentalnj.com. Just click the “Direct Deposit Authorization Agreement” link under “Attention Delta Dental of New Jersey NJ and CT Dentists! Electronic Funds Transfer (Direct Deposit) Now Available to NJ and CT Participating Dentists Only” to download instructions and an enrollment form.

If you have questions, call our Professional Services Department at 973-944-4588 or 973-285-4163, or send an e-mail to ddsrelations@deltadentalnj.com.

Reminder Regarding Practice Changes

Has your practice recently added a dentist? Has a dentist recently left your practice? It is important that you let us know. This is particularly important because of recredentialing.

Promptly notifying us of such changes and keeping information up to date will also keep our online directories as accurate as possible. This will also help with our credentialing efforts in 2011. You won't receive extra credentialing mailings that you don't need—saving time for both your office and Delta Dental.

You can let us know of any practice changes by e-mail (ddsrelations@deltadentalnj.com), fax (973-285-4192), or letter (Professional Relations, Delta Dental of New Jersey, P.O. Box 222, Parsippany, NJ 07054-0222). If you receive mailings for a dentist who no longer works at your office, please return them and let us know who left. Be sure to include the dentist's:

- name,
- license number,
- practice name and location, and
- actual or scheduled join/departure date to/from your office

Please remember that every dentist who works in a participating office needs to be credentialed.

If you have any questions about the recredentialing process, please contact our Credentialing Department at 888-203-6993.

Go Online for Claims Forms—And Even to File Claims!

Say good-bye to snail mail. The fastest and easiest way to get Delta Dental claim forms is online. You can instantly download and print Delta Dental claim forms by going to our website at www.deltadentalnj.com. Click “Forms” on the left navigation bar and then “Claim Form.”

Of course, Delta Dental advocates that you skip paper claims altogether. With online and electronic claims, there's no need for stamps, envelopes, and paper. Payment is faster, too. And, there's no per-claim cost for submitting claims through Benefits Connection—it's free.

To file an online claim, go to www.deltadentalnj.com and log on to Benefits Connection. (If you've never used Benefits Connection, click “Register Now” to get started.) After logging in, select “Claims Submissions” and follow the online prompts.

For information about electronic claims submissions, go to www.deltadentalnj.com. Click “Dentists,” and then see the section on “Electronic Claims and Electronic Attachments.”

Don't Let Your Request for Reconsideration Be Delayed

Requests for reconsideration may be delayed for simple yet preventable reasons. Among the most common: They are submitted as new claims rather than as requests for reconsideration, or they are submitted without the necessary supporting diagnostics and/or documentation.

Remember the EOB or PTE Voucher

When submitting a request for reconsideration, please be sure to include the Explanation of Benefits (EOB) or Pre-Treatment Estimate (PTE) voucher **and clearly indicate you are requesting reconsideration of the claim.**

Without the EOB or PTE voucher clearly stating that reconsideration is being requested, these submissions could be inadvertently entered in the system as new claims. They are recognized as duplicates of the original claims and are processed as duplicates without being reviewed for reconsideration.

Include Required Attachments

We also receive some requests for reconsideration without the necessary attachments. Though some procedures don't require supporting materials, many others do.

It is often assumed—incorrectly—that Delta Dental retains these materials from the original filing.

Instead, a different dental consultant, rather than the original reviewer, handles reconsiderations whenever possible. The new dental consultant needs to receive all the pertinent documentation with your request for reconsideration.

You can save time and money by ensuring you submit only what is required with your requests for reconsideration. The updated requirements are located at www.deltadentalnj.com. Then, under “Dentists” go to “Professional Services,” and click “Required Documentation.”

Please remember to send only duplicate x-rays to Delta Dental. We ask you to include a note indicating whether the x-rays should be returned or instead shredded with other protected health information.

For a quick guide of procedures for requesting reconsideration, please see the reverse side of an EOB form or PTE form. Or visit our website www.deltadentalnj.com; click “Dentists,” then the “appeals of claims” link under “Professional Services.”

Your Patients Trust You, But Can You Trust Them?

Dentists rank among the top five most popular service providers, according to the consumer review website Angie's List. About 80% of respondents to a recent Angie's List survey said they have a high level of trust in their dentist. However, that doesn't mean they always take their dentist's advice. The survey also found that nearly 25% of respondents brush only once a day, and 32% admitted to not being entirely truthful when asked about their oral hygiene practices.



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