

For Your **B**enefit

Directory Accuracy Survey a Success... Again!

Thank You! Delta Dental had a tremendous response to the Directory Accuracy Survey that was sent to offices in September. All Delta Dental of Kentucky participating providers were sent the annual survey to confirm practice information including address, phone and fax numbers, email address, and dentists at your location. Claim submissions with a different address or dentist not listed at your practice can cause the claim to be disallowed or delayed in processing if the information does not match Delta Dental's provider files.

Making sure Delta Dental has the correct information not only ensures claims and payments are processed, but your location, phone number, and dentists at the practice can be searched on Delta Dental's website for current and prospective patients. By returning the survey, you are ensuring Delta Dental has accurate information which is beneficial to your practice and to your patients.

You don't have to wait for the survey to update your practice information. Fax your practice address, phone or fax number changes on company letterhead to 877-224-2441 or email providerrelations@deltadentalky.com. Contact Delta Dental of Kentucky Provider Relations via email to add a dentist to your practice as it requires additional paperwork.



Dental Office Deals Offers Free CE Courses for Our PPO Offices

Dental offices participating in our PPO network may take free continuing education courses when they enroll in Dental Office Deals. Offices may choose from more than 100 free continuing dental education courses, a library of courses provided exclusively by Proctor & Gamble's Crest Oral-B. Courses are available to providers, dental assistants, hygienists, and front office staff.

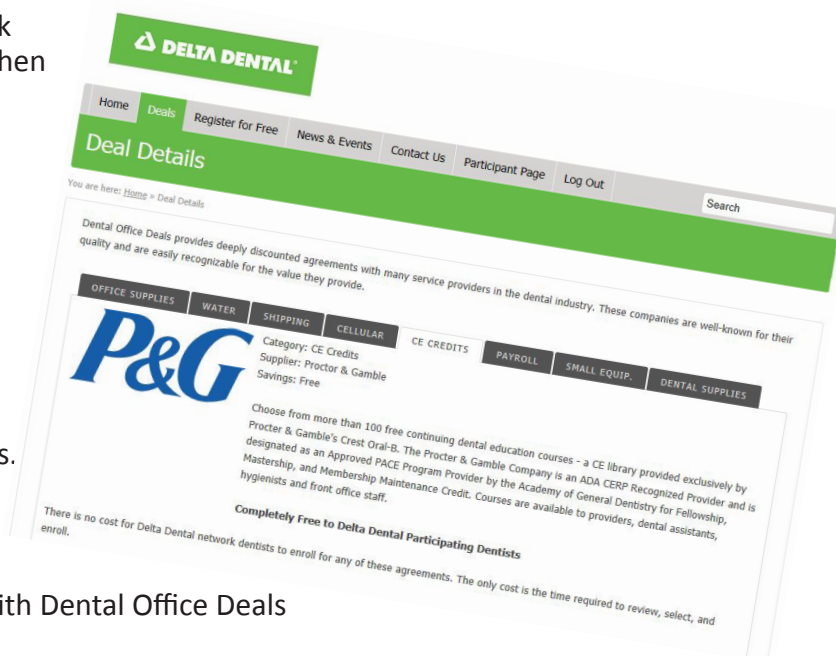
Dental Office Deals also offers discounts up to 60% on supplies and services including office supplies, dental supplies, commercial drinking water service, cell phones, or shipping services.

How can you start saving?

- Go to www.deltadental.com and login
- Click on Dental Office Deals tab
- Review the 18 companies partnered with Dental Office Deals
- Enroll for free in Dental Office Deals
- Choose the companies you want to work with
- Start saving!

While enrollment processes and activation times vary, all Dental Office Deal companies offer discounts to our PPO participating offices. And there's no additional cost!

If you have any questions, contact the Dental Office Deals program directly at 800-768-2715. They can answer questions about the registration process or the discount programs.



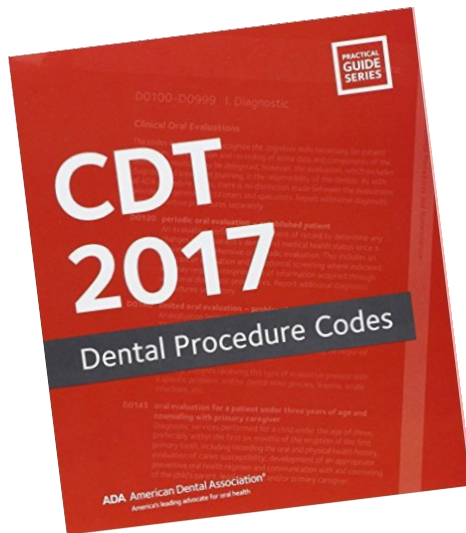
2017 CDT Code Changes

Changes to the “Code on Dental Procedures and Nomenclature,” commonly known as the CDT Code, are effective for services provided on or after January 1, 2017.

The CDT Code is the current HIPAA-designated code set used in electronic dental data interchanges. It is the national standard for reporting dental services and is the principal means of communication between dentists and dental benefits payers.

Any dental claim submitted electronically on a HIPAA standard electronic dental claim must use procedure codes from the current version of the CDT Code. This is also true for dental claims submitted on paper.

The CDT Code is reviewed annually by the American Dental Association (ADA) and updated to reflect changes in dental procedures accepted by the dental community. Each revised version takes effect January 1 of each year.



The 2017 version of the CDT Code incorporates a significant number of procedure code changes with 11 new procedure codes, 37 revised procedure codes and one deleted code. The 2017 CDT Code also includes new subcategory and revised subcategory changes.

With all new code changes, we recommend that dentists and dental offices verify covered services for patients before rendering treatment. Details of individual coverage can be verified by calling our customer service department or by going online through the Dental Office Toolkit (DOT).

Accurate coding promotes faster claim processing and fewer errors. Delta Dental recommends that each dental office have a current copy of the CDT Code. To order a copy of the CDT Code, call the ADA at 800-947-4746, or go online at www.adacatalog.org.

Claims Corner

Submission Guidelines for Scaling and Root Planing

Scaling and root planing services on more than two quadrants on the same date of service are subject to review for appropriate benefit determination. When submitting a claim or preauthorization, please include the patient's treatment records/clinical notes, periodontal charting, radiographs of the treated areas, and the amount of time required to complete the scaling and root planing. Claims received that do not include all documentation necessary to review the services will disallow, requesting a new submission with the required information.

Please Note: If a preauthorization is requested, it is important to complete the dates of services on the pre-treatment estimate form provided to your office.

Date of Birth Verification

To avoid claims being paid on incorrect members, we require the date of birth to match exactly with our enrollment records. This requirement is necessary to eliminate possible HIPPA violations that may occur due to mismatches. Claims will deny if submitted with a date of birth other than what is in our claim system. We recommend that you verify the patient's date of birth on Dental Office Toolkit or through our interactive phone system prior to submitting claims. If the date of birth does not match, please refer the patient to their employer for correction of the patient's record.

Real-Time Benefits of Dental Office Toolkit

Delta Dental's Dental Office Toolkit (DOT) provides dentists and their staff the ability to get real-time benefit and eligibility information. The online resource allows your office numerous capabilities, including submitting and editing claims, as well as submitting pre-treatment estimates.

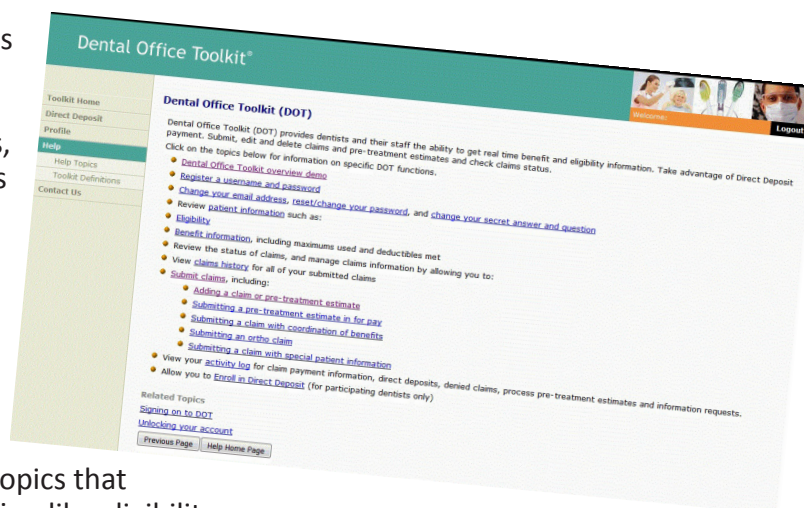
Not sure how to view patient eligibility, submit a claim, complete a pre-treatment estimate with dates of service, or view claims history for all of your submitted claims? DOT gives you step-by-step directions.

Click on the "Help" link under Toolkit Home to access "Help Topics." There you will find a list of topics that give you directions on reviewing patient information like eligibility, benefit information including maximums used, deductibles met, and much more.

If you prefer, you can view an online demonstration on submitting a claim or using the activity log feature. From the same "Help Topics" page, click on "Dental Office Toolkit overview demo" and select the demonstration you'd like to view.

You can access DOT two ways:

1. www.toolkitsonline.com
2. Go to www.deltadentalky.com, look for "Toolkits & Resources" in the lower left. Change the drop-down menu to "Dental Office Toolkit." If you're already a registered user, you can log in. If you're a new user, click on "New User" and follow the prompts for free registration.



Delta Dental's Handbook Available Online

Delta Dental's Dentist National Processing Policies Handbook is available online and easy to download. The Dentist Handbook includes each category of procedure codes, the general policies applied to each category in addition to specific procedure code policies. It's a great office resource for you to have at your fingertips.

Please note that the Dentist Handbook is a general guideline of the national processing policies. Group or individual specific contract benefits and Delta Plan policies take precedence over these guidelines.

Go to www.deltadentalky.com, hover over "Dentists" in the header and wait for the dropdown menu to appear, click on Dental Office Resources, and then click on Dentist Handbook. You can print, save it to your computer, and search for key words or CDT codes.

Show Me the Money!

Waiting to be paid for your work twice a month can be a thing of the past! Enroll in Delta Dental's Electronic Funds Transfer (EFT) program to receive daily electronic payments.

Advantages to EFT include:

- Free to enroll and participate
- Improves your cash flow
- Safe, convenient, and dependable payment method
- Eliminate risk of lost or stolen paper checks
- Dental Office Toolkit (DOT) meets and exceeds all privacy and security standards with password encrypted account entry only
- Individual EOBs are available through DOT to view, print, or download as a PDF file
- One time registration to receive EFT payments from our Delta Dental affiliates: Arkansas, Indiana, Michigan, New Mexico, North Carolina, Ohio, Tennessee, and Federal Services (to access Federal Services patient information, you must register at www.ddfgptoolkits.com)



EFT enrollment is available on DOT or contacting Professional Services at providerrelations@deltadentalky.com.

You Can Help Neighbors in Need

The Delta Dental *Making Smiles Happen*® Initiative is already sparking smiles across the commonwealth through Dental Lifeline Network • Kentucky and the Donated Dental Services (DDS) program. Generous practitioners like Dr. Greg Cecil in Louisville are jumping on board to help our most vulnerable neighbors.

One of our neighbors, Mattie, is 66 years old and lives in Louisville. When applying to the program, she told the DDS coordinator that she is afraid of going to dentists. Not only does she have a degenerative disc and a bone spur in her back that causes pain, but she also had a heart attack in 2011 that forced her to retire. She was missing three teeth, and the remaining teeth were in very poor condition.

Dr. Cecil signed up through the Kentucky Dental Association to volunteer with the DDS program. After reviewing her profile, Dr. Cecil saw Mattie for a consultation in his office and agreed to donate his services to help restore her oral health. After Mattie's first visit to Dr. Cecil's office, she commented to her DDS coordinator that everyone at the office was so nice. The coordinator also worked with oral surgeon Dr. Joseph Mascaro and Derby Dental Lab to arrange donations of full upper and lower dentures, and now Mattie has a beautiful smile and can eat without pain.

Since the program started, 69 Kentuckians have received more than \$300,000 in donated treatment from 42 volunteer dentists and 25 volunteer dental labs. All thanks to members of your community.



Dr. Cecil and Mattie

Here's how to get involved

Volunteer:

www.DentalLifeline.org/Volunteer

Donate:

www.DentalLifeline.org/Donate

Connect:

www.facebook.com/dentallifeline

www.twitter.com/dentallifeline

www.linkedin.com/company/dental-lifeline-network

