

For Your **B**enefit



National Direct Deposit Available For You

Delta Dental Plans Association has enhanced direct deposit by offering a National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) through all Delta Dental plans.

Delta Dental of Kentucky and its affiliate plans implemented the National EFT enhancement in September 2017. Registering for national EFT allows your office to receive direct deposit payments from Delta Dental member companies nationwide.

To take advantage of the national EFT option, offices can update their current EFT status or register as a new EFT participant through Dental Office Toolkit (DOT). Please follow the below steps.

- Existing EFT accounts – Click on “Direct Deposit” under the Toolkit menu and select “Edit”. Complete the required fields and select “National EFT”. Your existing EFT status will stay active until the 10 day national pre-note status is met.
- New EFT accounts – Click on “Enroll in direct deposit” on DOT. Complete the required fields, select “National EFT” and submit to complete enrollment. Direct deposit is active after a 10 day pre-note status is met.

Please take note:

- Implementation of the national ERA is in process through our affiliate Delta plans. While the affiliate national ERA is in progress, you may continue to obtain your ERAs through DOT or through the Delta Dental National Portal (deltadental.com) under “Explanation of Payment Links”.
- Many Delta member companies have completed the EFT/ERA feature and the ERAs are available through the Delta Dental National Portal (deltadental.com). Select “Check National ERA” for a list of the current participating ERA Delta plans. To view/print ERAs, select “Click here to view Delta Dental ERAs”.

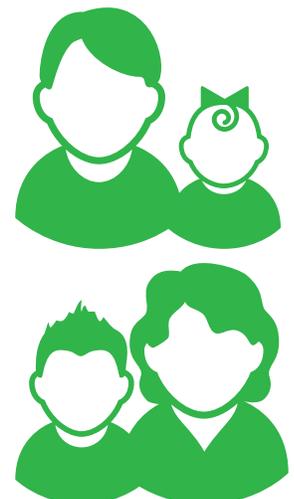
NEW Individual & Family Plans!

We appreciate all the offices that have referred patients to Delta Dental when searching for an individual dental plan. We recently introduced three new exclusive plans designed for individuals or families who do not have access to a group dental plan where they work. These plans are also available to retirees and their families who no longer have group coverage.

Enclosed is a brochure explaining the new dental plan options available to all Kentucky residents; Happy Smiles, Perfect Smiles and Bright Smiles. Individuals may enroll by phone directly through our Customer Service Department at 1-800-955-2030 or contact us at ddky.dentalforeveryone.com to request information.

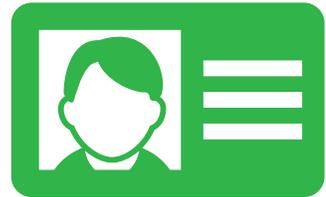
If you would like a supply of brochures to display in your office, please contact provider relations at providerrelations@deltadentalky.com.

Thank you for trusting us with your valuable patients!



New Groups Joining Delta Dental

We are excited to announce the following groups effective January 1, 2018 with dental plan benefits through Delta Dental of Kentucky. Your office may encounter new patients or you may be currently servicing existing patients with these groups. We welcome nearly 28,000 new eligible patients.



Group Name and Eligible Members

Norton Healthcare 14,234
Fruit of the Loom 3,238
Pikeville Medical Center 3,110
Marquette Transportation 1,294
Worldwide Equipment 943
Confluent Health 790
Graves Gilbert 585
Woodford County 530
Calloway County Board of Education 428
Trigg County Board of Education 320
Warren County Fiscal Court 311
Lifeskills 300
Café Press 278
Commonwealth Credit Union 276
Russell County Hospital 177
Farmers National Bank 176
Modern Distributors 161
Trimble County Board of Education 160
Kentucky Eagle 155
Houchens Insurance Group 135
Hartlage Management 121
Southern Recycling 114
Chrome Works 76
Tri State Valves & Controls 70

Holiday Schedule

Delta Dental's office will be closed for the following holidays:



December 22, 2017 Christmas Eve (observed)

December 25, 2017 Christmas Day

December 26, 2017

December 29, 2017 New Year's Eve (observed)

January 1, 2018 New Year's Day



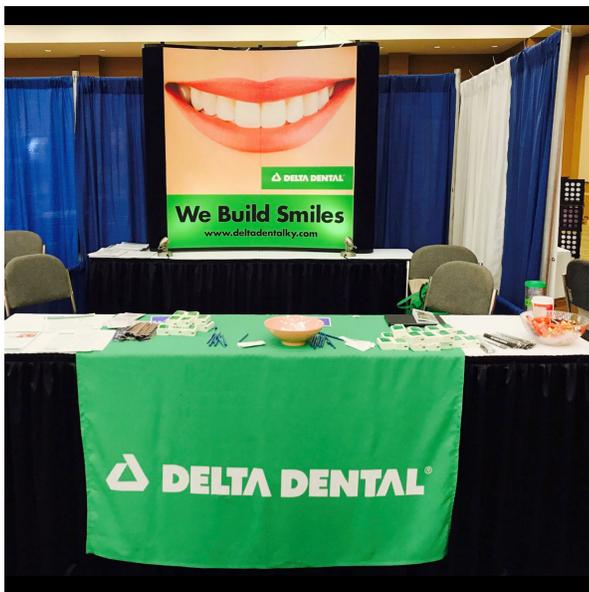


“And the Survey Says”...

Thank You! Delta Dental had a tremendous response to the W-9 Directory Accuracy Survey that was sent to offices in October. All Delta Dental of Kentucky participating providers were sent the annual survey to confirm practice information including address, phone number, network participation, and the dentists' listing in Delta Dental's online provider directory. Claim submissions with a different address or dentist not listed at your practice will 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, participating dentists and their network(s) at the practice can be searched on Delta Dental's website for current and prospective patients. By returning the survey, you are confirming 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 and fax number, and email address changes on company letterhead to 877-224-2441 or email providerrelations@deltadentalky.com. Please contact Delta Dental of Kentucky Provider Relations via email to add a dentist to your practice or add a location as it requires additional paperwork.



KDA Annual Meeting

Delta Dental of Kentucky attended the Kentucky Dental Association's Annual Meeting, August 24-27, 2017 at the French Lick Resort, French Lick, Indiana. Delta Dental interacted with attendees, discussing all things dental, and even sharing a laugh or two. Special congratulations to Van Henry, Dry Ridge and Sarah McDade, Shepherdsville, who were the lucky winners of \$50 gift cards after registering at the Delta Dental booth.

We look forward to seeing you at next year's meeting, August 23-26, 2018 at French Lick Resort!

Louisville Dental Society Mobile Smile Clinic

Delta Dental is a proud supporter of the Louisville Dental Society's Mobile Dental Van. The mobile clinic provides much needed support in the Louisville area to the underserved. They are always looking for more volunteers, if you are interested please contact Susan Lewis at LDS.

Susan Lewis

502-244-0608

lds@kyda.org



2018 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, 2018. 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.

Any dental claim submitted electronically or paper must use procedure codes from the current version of the CDT Code.

The 2018 version of the CDT Code incorporates a significant number of procedure code changes with 18 new procedure codes, 16 revised procedure codes, and 3 deleted codes.

Changes to note:

- New code D9222 - Deep sedation/general anesthesia - first 15 minutes
- Revised code D9223 - Deep sedation/general anesthesia - each subsequent 15 minutes
- New code D9239 - Intravenous moderate sedation/analgesia - first 15 minutes
- Revised code D9243 - Intravenous moderate sedation/analgesia - each subsequent 15 minutes
- New codes D5511, D5512, D5612, D5621, D5622 - Prosthodontics, repairs to complete dentures

With all new code changes, we recommend that 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.

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 1-800-947-4746, or go online at www.adacatalog.org.

Claims Corner

MEDICALLY NECESSARY ORTHODONTICS

The Affordable Care Act brought many changes to health care plans. Included under the required 10 Essential Health Benefits is coverage for medically necessary orthodontic services for patients under 21. Services must meet specific identifiable syndrome criteria for approval. For your patients covered under EHB benefit plans, please submit a claim for pre-authorization including supported documentation regarding the condition.

Criteria for medically necessary comprehensive orthodontic treatment are those instances that are an identifiable syndrome such as cleft lip and/or palate, Crozon’s syndrome, Treacher-Collins syndrome, Pierre-Robin syndrome, hemi-facial atrophy, hemi-facial hypertrophy; or other severe craniofacial deformity which result in a physically handicapping malocclusion as determined by our dental consultants. Benefits are **not** available for comprehensive orthodontic treatment for crowded dentitions (crooked teeth), excessive spacing between teeth, temporomandibular joint (TMJ) conditions and/or having horizontal/vertical (overjet/overbite) discrepancies.

