

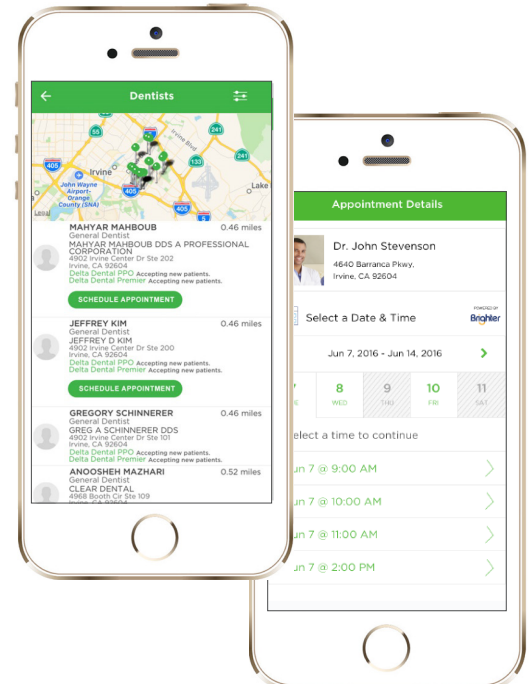
For Your **B**enefit

Delta Dental & Brighter Announce Partnership Making it Easier for Patients to Schedule Appointments

In March 2017, Delta Dental launched a partnership with Brighter to make it easier for you to attract Delta Dental patients to your practice. Brighter is a consumer technology company that specializes in connecting Delta Dental members with participating providers.

You have **two free services** available through Delta Dental's partnership with Brighter:

1. **Brighter Verification™**: Quickly verify the accuracy of your practice information to be displayed on Delta Dental's mobile and online directory listing.
2. **Brighter Schedule™**: An easy-to-use service that works with your practice management system so Delta Dental members can easily make appointments online using the Delta Dental's website or mobile application. Your office sets the open appointment times, Delta Dental members send you a request for an open time from Delta Dental's online or mobile provider directories, and your office confirms the appointment request.



Brighter Schedule™ works with more than 25 different practice management software versions including Dentimax, Dentrix, Eaglesoft, and PracticeWorks to name a few. You only need internet access (to determine available appointment times) and an email address to receive appointment notifications.

To see if your practice management system is compatible with Brighter Schedule™ or to get your practice started with free services, visit www.brighter.com/deltadental or call Brighter at 888-300-4742.

Are Patients Seeing Accurate Information About You and Your Practice?

Delta Dental members can search for participating providers through Delta Dental's online directory. The online directory not only lists providers' names, participating networks, address, phone numbers, and email addresses, it provides additional practice information like office hours, foreign languages spoken at office, access to public transportation, and treats disabled children and adults.

Now that Delta Dental is working with Brighter to allow Delta Dental members to search providers, making sure your practice information is accurate has never been more important.

Is the information listed on the online directory for your practice accurate? You can check to make sure the most current information is listed by visiting www.deltadental.com, and look for "Find a Dentist" along the right side of the page. Complete the requested information and search for your practice.

If your information isn't correct, let the Delta Dental of Kentucky's Provider Relations team know. Notifications can be emailed to providerrelations@deltadentalky.com.



Fast Benefit Verification with Automated Services

Your office needs benefit information in a timely fashion. Delta Dental has three electronic methods for quickly accessing the most frequently requested information and all are available 24 hours a day, seven days a week. To request eligibility, benefit verifications, and routine claim status, callers must use the following automated methods.

Website/Dental Office Toolkit (DOT)

This free online tool accesses our database and you can quickly verify eligibility, benefits, frequency limitations, patient claim history, print EOBs, and check claim status.

If you're not currently enrolled in DOT, you can sign up for free in two ways:

1. Go to www.toolkitsonline.com, click on "Dental Office Toolkit," then click on hyperlink next to "Not yet registered?"
2. Go to www.deltadentalky.com, look for "Toolkits & Resources" in the lower left. Change the drop down menu to "Dental Office Toolkit," and click on "New User."

FaxBack

With a simple phone call to Delta Dental's Automated Service Inquiry (DASI), you can receive a fax document within minutes. The faxback will provide eligibility, benefits, maximum used-to-date, and any non-standard policies.

DASI

Our automated information service has both voice and touch-tone abilities. In addition to basic benefit information, DASI also provides time limitations for prophylaxis, exams and x-rays, maximum and deductibles used-to-date, and claim status.

Here are some DASI quick tips to help your interaction with DASI go more smoothly:

- Use your telephone keypad to enter information instead of speaking.
- Put your phone on mute as DASI is very sensitive and can pick up your office background noise.

We do understand there are instances that assistance from our Customer Service Representatives is needed. The following are some examples of those instances:

- Periodontal frequency
- Anesthesia guidelines
- Effective date verification
- Problem focused evaluation (D0140) frequency
- Limitation guidelines between Prophylaxis (D1110) and Periodontal Maintenance (D4910)
- Palliative treatment (D9110) policy guidelines

DASI Reference Card and Shortcuts

An updated DASI reference card and new conversational shortcuts (see next page) are available through Delta Dental of Kentucky's website, www.deltadentalky.com. Go to header marked "Dentist" and click on drop down menu "Dental Office Resources." Then simply click on "DASI Easy Reference Guide." The PDF is available for print or download.


One Equals Eight

In addition to receiving patient information for Delta Dental of Kentucky members through the above automated methods, you also have access to information for our affiliate plans Arkansas, Indiana, Michigan, New Mexico, North Carolina, Ohio, and Tennessee members. That's one location for EIGHT Delta Dental affiliates.

We are continually reviewing enhancements to ensure necessary information is readily available to participating offices.

DASI Shortcuts for Dental Offices

This guide will help you navigate DASI (Delta Dental’s Automated Service Inquiry), our automated telephone system. You do not need to listen to the entire menu. Instead, use these shortcuts to get the information you need quickly and efficiently.

At the greeting, press ; enter the dentist’s tax identification number (TIN)

Eligibility:

Press 

Benefits:

Press 

Claims:

Press 

Something Else:

Press 

Enter the subscriber’s member number (usually the Social Security number)
 Confirm the first 3 letters of the subscriber’s last name:

 Yes  No

Choose subscriber, spouse or dependent:

 Subscriber  Spouse  Dependent

Enter the patient’s date of birth (MM/DD/YYYY)


Press  Toolkit support


Press  Mailing address

Press  Payer ID information

Benefits:

Do you want the benefit information faxed to your office?

 Yes, please fax the benefit information to my office

 No, I want to listen to the benefit information

Enter your 10-digit fax number

Confirm the fax number:

- Press **1** Yes
- Press **2** No

Once confirmed:

- Press **1** if you wish to add additional procedure codes to the FaxBack or **2** if you do not need to add additional codes

Enter 4-digit procedure code

- After confirmation, enter each additional procedure code or press **0000** if you are finished

The system will say your fax has been requested

- Press **1** to add an additional patient or **2** if you are finished

If asked, “Does dentist participate in Delta Dental ____ program?:”

- Press **1** Yes
- Press **2** No
- Press **1** All benefits
- Press **2** List benefit categories
 - Press **1** Preventive
 - Press **2** Radiographs
 - Press **3** Endodontics
 - Press **4** Periodontics
 - Press **5** Oral surgery
 - Press **6** Restorative services
 - Press **7** Bridges and dentures
 - Press **8** Orthodontic services
- Press **3** Maximums and deductibles
- Press **4** Procedure codes

Eligibility:

The following options are available after listening to eligibility information

- Press **1** Fax
- Press **2** New patient
- Press **3** ID card
- Press **4** Benefits
- Press **5** Maximums and deductibles
- Press **6** Finished

Claims:

- Press **1** Recent claims
- Press **2** Claims by date
- Press **3** Pre-treatment estimates

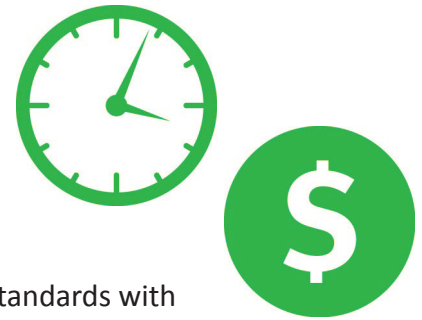
Direct Deposit: The Fastest Way to Get Paid

Providers who participate in Delta Dental of Kentucky's Electronic Funds Transfer (EFT) program receive daily payments. EFT is a free service for our participating offices, as well as being safe, convenient, and dependable.

Other advantages to EFT are:

- 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
- EFT registration allows you to receive 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 contact Professional Services at providerrelations@deltadentalky.com.



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 on more than two quadrants, 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.

Timely Filing of Claims

Timely filing of claims is determined by the date of service. Claims must be filed within 12 months of the date of service to receive benefits.

Submit Completion Dates When Filing Claims

Multistage procedures are reported and benefitted upon the completion date. Please refer to the following procedure guidelines to determine the completion date.

- Removable Prosthetic Appliances – the date of insertion
- Immediate Dentures – the date that the remaining teeth are removed and the denture is inserted
- Fixed Partial Dentures, Crowns, Onlays and Inlays – the cementation date of the final restoration regardless of the type of cement utilized
- Endodontic Treatment - the date the canals are permanently filled

Guidelines for Restoration Benefits

Crown and indirectly fabricated restorations are covered benefits only for extensive loss of tooth structure due to caries and/or fracture under the terms of the Delta Dental of Kentucky member's certificate of coverage.