

# For Your **B**enefit

## Delta Dental Sponsors Continuing Education Course

Through our partnership with the Donated Dental Services Program, we are pleased to announce Delta Dental's sponsorship of a CE course presented by Dr. Gordon Christensen. The course will be held at the Galt House Hotel in Louisville on Friday, November 16. Dr. Christensen will be presenting "The Bottom Line 2018."

The fast moving "bottom line" course includes the areas of dentistry with the most activity and change in any given year. It is easily understood and has numerous summaries that help attendees to interpret the ongoing advancements in the profession. The course encourages audience participation, questions and answers, and is presented in an enjoyable and humorous manner.

The course provides 7 hours of lecture credits and lunch at a reduced cost of \$195. To register and obtain more information about the course, please visit [www.kyagd.org/Christensen](http://www.kyagd.org/Christensen). Don't miss this great opportunity!



## National Direct Deposit Program

Delta Dental of Kentucky has fully completed the implementation of the National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) Program. That means any office participating in Delta Dental's national direct deposit program can obtain Delta Dental of Kentucky and our affiliate plans EOB and ERA information through the Delta Dental National Portal ([www.deltadental.com](http://www.deltadental.com)) under "Explanation of Payment Links."

Offices enrolled in the Dental Office Toolkit (DOT) can continue to obtain EOB information from this site, but ERA information is only available through the Delta Dental National Portal site.

Offices can enroll in the national EFT through DOT.

- Existing EFT accounts - Click on "Direct Deposit" under the Toolkit menu and select "Edit". Complete the required fields, select "National EFT & Confirm". 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.

Other Delta Dental member companies have, or are in the process of completing the EFT/ERA feature. To find out which Delta Dental member companies are ERA participating Delta plans, select "Check National ERA" after logging into the Delta Dental National Portal. To view/print ERAs, select "Click here to view Delta Dental ERAs."

## New Individual & Family Plan Brochures Available

In the fall of 2017 Delta Dental of Kentucky introduced three new exclusive plans designed for Kentucky individuals and families who do not have access to a group dental plan through their employer. A brochure explaining the three plans, Happy Smiles, Perfect Smiles, and Bright Smiles, was included with the last newsletter.

As a current participating Delta Dental provider, no additional enrollment is needed. You can see a Delta Dental member that has any of the three plans and be considered an “in-network” provider.

New brochures are now available at no cost to your office. Please contact provider relations at [providerrelations@deltadentalky.com](mailto:providerrelations@deltadentalky.com) and Delta Dental will be happy to send you the latest brochures for your office. We appreciate your referrals!



Nobody has a smile like yours, and nobody keeps it healthy like us.

Protecting your smile and keeping up with good oral health habits has a direct impact on your overall health. Delta Dental of Kentucky offers individual and family plan options designed for every stage of your smile. Invest in your smile today and let Delta Dental keep you healthy.

**Individual & Family Plan Options**  
 We offer three plan options designed for smiles in every stage of life.  
 Happy Smiles, Delta Dental PPO Plus  
 Perfect Smiles, Delta Dental PPO Plus Preferred Plan  
 Bright Smiles, Delta Dental PPO Plus

**Plan Features:**  
 All plans offer the following benefits:  
 • Benefits and Annual Maximums increase after first year  
 • Additional Year II benefits with 12 previous months of dental benefits  
 • 100% in-network coverage for twice a year cleanings on all plans  
 • Whitening services with Happy & Bright plans  
 • Orthodontics for any age with Bright plan  
 • Impact coverage with Perfect & Bright plans  
 • Access to Delta Dental Mobile App with cost estimators and appointment scheduling

**Delta Dental Networks**  
 All our plans provide access to the largest dental network in the nation. 90% of Kentucky dentists participate in our networks and 82% participate nationwide. Our networks provide you access to discounted fees— even after each annual maximum has been met.

**PPO Network:** 64% of Kentucky dentists participate in this network. These dentists offer the lowest fees and belong to Kentucky's largest PPO network.

**Premier Network:** 88% of Kentucky dentists participate in this network. These dentists also offer reduced fees, just not as low as PPO fees.

**Easy Enrollment**  
 Enroll online 24 hours a day, 7 days a week.  
[DDV.deltadentalky.com](http://DDV.deltadentalky.com)

Delta Dental of Kentucky Customer Service  
 800-855-2030 or 502-736-5000  
[customer.service@deltadentalky.com](mailto:customer.service@deltadentalky.com)

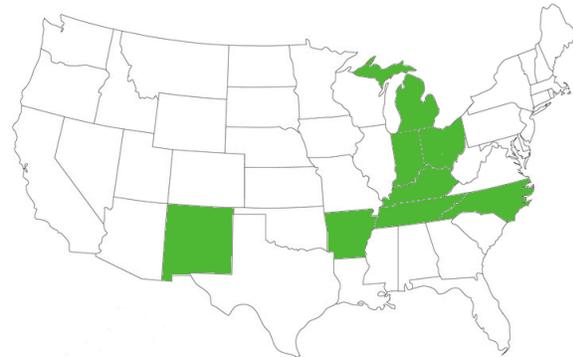
No waiting periods or enrollment fees on all plans.

## Dental Office Toolkit: 8 Delta Dentals, One Location

The Dental Office Toolkit (DOT) is Delta Dental of Kentucky’s online resource for offices to access real-time, member benefit and eligibility information, as well as claims status. Did you know that DOT is the same online platform utilized by 7 other Delta Dental member companies?

When you log into DOT, you can obtain member information for not only Delta Dental of Kentucky members, but the following affiliate Delta Dental members:

- Arkansas
- Indiana
- Michigan
- North Carolina
- New Mexico
- Ohio
- Tennessee



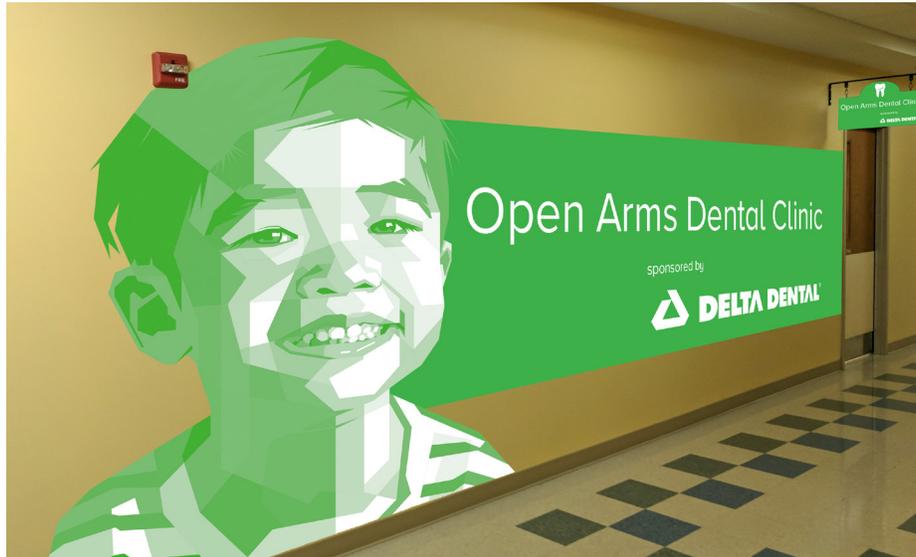
## New Groups Joining Delta Dental

We are excited to announce the following new groups 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 over 4,700 new eligible patients.

Group Name	Effective Date	Eligible Members
Metal Sales Manufacturing	4/1/2018	882
CMTA Inc.	4/1/2018	210
Neil Huffman Auto Group	4/1/2018	299
Clay Ingles Company	4/1/2018	108
ARGI Financial	4/1/2018	104
Ramey Estep Homes	5/1/2018	231
Pulaski County Board of Education	6/1/2018	1251
Material Handling Systems	6/1/2018	676
Mercer County Board of Education	6/1/2018	410
Home of the Innocents	7/1/2018	581

## Delta Dental Giving Back

The Delta Dental of Kentucky charitable initiative Making Smiles Happen® has allowed us to support groups aimed at improving oral health throughout Kentucky, as well as supporting non-profits important to the communities we serve. One main goal of Making Smiles Happen® is providing financial support in the form of a charitable donation to a variety of non-profit partners focused on ensuring children and adults in Kentucky have access to oral care and oral health education. The following are some of the organizations we support:



Open Arms Dental Clinic mural in the Open Arms Clinic  
at Home of the Innocents, Louisville, KY

**American Diabetes Association**

**American Heart Association**

**Cabbage Patch Settlement House**

**Community Dental Clinic**

**Family Community Clinic**

**Fund for the Arts**

**Home of the Innocents**

**Kosair Charities**

**Louisville Dental Society Mobile Dental Van**

**Nelson County Community Clinic**

**Plan Ahead Smiles Program**

**Red Bird Clinic**

# Claims Corner



## NPI Type I Importance

The individual dentist (Type 1) National Provider Identifier (NPI) number is required on electronic submissions or if you access Delta Dental's Dental Office Toolkit website. In order to process claims, the Type 1 NPI number submitted must match the Type 1 number on Delta Dental's provider record. If your office has both a Type 1 and a Type 2 NPI, please verify that the numbers are in the appropriate fields.

You can obtain a Type 1 or Type 2 NPI by visiting the National Plan & Provider Enumeration System's website at <https://nppes.cms.hhs.gov>.

## ADA Revision to Full Mouth Debridement

The 2018 CDT code changes that went into effect January 1, 2018 included an adjustment in nomenclature for a full mouth debridement, D4355. The CDT 2018 definition now includes "Not to be completed on the same day as a D0150, D0160, or D0180." If a D4355 is submitted on the same date of service as a D0150, D0160, or D0180, it will be disallowed.

## Processing Policy Change to Bitewings

Effective August 1, 2018, the bitewing limitation for patients under 10 will be limited to two in a benefit year. A D0273 or D0274 submitted for a patient under 10 will be processed as a D0272 and the excess fees of D0272 will be disallowed.

## General Anesthesia Reminder

A new anesthesia code, D9222, was added in 2018 for the first 15 minutes of general anesthesia. Subsequent 15 minutes of anesthesia should be submitted with the D9223 code. Providing more than one hour of deep sedation or general anesthesia for routine dental procedures is unusual and will only be considered on a 'by report' basis. In those situations, please submit both an x-ray and narrative supporting the need for more than one hour of anesthesia.

## Address Change

Delta Dental of Massachusetts has changed their mailing address. Please be sure to send general correspondence and claim submissions to the following address, effective immediately:

Delta Dental of Massachusetts

PO Box 2907

Milwaukee, WI 53201-2907