

For Your **B**enefit

Direct Deposit From Every Delta Dental

Implementation of the National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) was completed in the spring of 2018. As a reminder, this feature allows you to obtain EFT and ERA information through the Delta Dental National Portal (www.deltadental.com) for Kentucky claims as well as other Delta Dental Plans.

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

If your office is not currently enrolled, please follow these simple steps 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.

Not all Delta Dental member companies have completed 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."

2019 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, 2019.

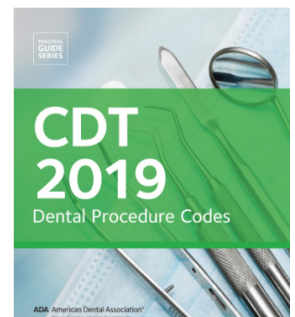
Any dental claim submitted electronically or paper must use procedure codes from the current version of the CDT Code. The 2019 version of the CDT Code includes 15 new procedure codes and 6 deleted codes.

Please take note of the following code changes.

- New Space Maintainer codes D1516 and D1517 to define each arch replaces deleted code D1515
- New Space Maintainer codes D1526 and D1527 to define each arch replaces deleted code D1525
- New Prosthodontic codes D5282 and D5283 to define each arch replaces deleted code D5281
- New Occlusal Guard codes D9944, D9945 and D9946 to define type of guard replaces deleted code D9940

With all new code changes, we recommend that dental offices verify covered services for patients before rendering treatment. Details of individual patient benefits are available online through the Dental Office Toolkit.

Accurate coding promotes faster claim processing and fewer errors. To order a copy of the 2019 CDT Code, call the ADA at 1-800-947-4746, or go online at www.adacatalog.org.





Delta Dental 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.

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.

New Groups Joining Delta Dental

We are excited to announce the following groups with dental plan benefits through Delta Dental of Kentucky. The group effective dates are listed below. Your office may encounter new patients or you may have existing patients with these groups. We welcome nearly 36,700 new eligible members.

Group Name	Effective Date	Eligible Members
Paul Burrell Management	11/1/2018	165
Butler County Board of Education	12/1/2018	298
Duplicator Sales & Service	12/1/2018	127
Camping World	1/1/2019	12,802
Appalachian Regional Health	1/1/2019	4,539
PharMerica	1/1/2019	4,237
Toyota Boshoku America	1/1/2019	3,905
University of Louisville Hospital	1/1/2019	3,231
America Air Filter	1/1/2019	2,811
Hardin County Board of Education	1/1/2019	2,176
Nelson County Schools	1/1/2019	624
Dauenhauer Plumbing	1/1/2019	470
Simpson County Schools	1/1/2019	441
Bardstown Independent	1/1/2019	406
Carroll County Schools	1/1/2019	331
Fleming County Board of Education	1/1/2019	301
Hancock County Board of Education	1/1/2019	258
Russellville Independent	1/1/2019	168
Grace Community Health Center	1/1/2019	142
Summit BioSciences	1/1/2019	75

KDA Annual Meeting

Delta Dental of Kentucky attended the 2018 Kentucky Dental Association's Annual Meeting. We enjoyed talking to dentists and office staff that visited our booth. Special congratulations to **India Winstead, Beaver Dam, and Brad Pelfrey, Mount Sterling**, 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 15-18, 2019 at the Galt House Hotel, Louisville.

Holiday Schedule

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



December 21, 2018 12pm-5pm
December 24, 2018 Christmas Eve
December 25, 2018 Christmas Day
December 31, 2018 New Year's Eve
January 1, 2019 New Year's Day



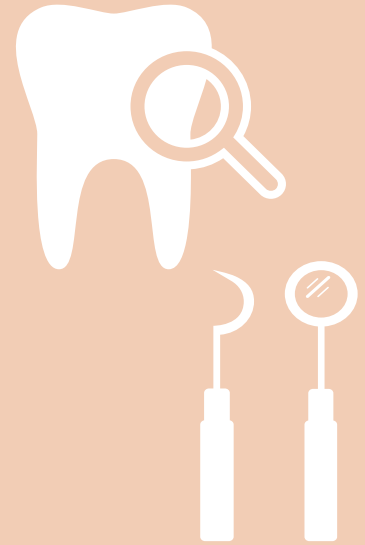
Directory Survey Response a Success!

Thank You! Delta Dental had a tremendous response to the W-9 Directory Accuracy Survey that was mailed to offices in September. 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 listed in Delta Dental's online provider directory. Claim submissions with a different address or a dentist not listed at your practice will cause the claim to be delayed in processing if the information does not match Delta Dental's provider files.

Current and prospective members are directed to Delta Dental's website provider directory to search for participating providers. Verifying Delta Dental has the correct information not only ensures claims and payments are processed, but also ensures members are able to locate your practice through our provider directory. Completing the survey is beneficial to both your office and 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.

Claims Corner



Anesthesia Submission Reminder

The CDT anesthesia codes are defined in 15 minute increments. D9222 is to be used for the first 15 minutes of general anesthesia. Subsequent 15 minutes of anesthesia should be submitted with code D9223. Each 15 minute increment needs to be submitted on claims as a separate procedure.

If your practice provides 45 minutes of anesthesia, your claim submission must list 3 procedures of anesthesia:

- 1-D9222 — First 15 minutes
- 1-D9223 — Each subsequent 15 minutes
- 1-D9223 — Each subsequent 15 minutes

Only a quantity of ‘one’ on the claim form for code D9223 per procedure line is accepted. Listing a quantity of more than one for D9223 may result in your office not being paid correctly.

All Services Performed Must Be Submitted

Any services performed by your office on a Delta Dental member must be submitted to Delta Dental. That allows your office to be paid correctly and Delta Dental to keep a record of the services performed to each member. Per the Dentist Agreement with Delta Dental, your office can collect applicable copayment, deductibles, or charges for non-covered services at the time the services are performed. You can submit a Pre-Treatment Estimate via the Dental Office Toolkit to find out what those amounts may be.

DELTA DENTAL		DELTA DENTAL PREMIER FEE COMPARISON		DELTA DENTAL PREMIER FEE COMPARISON		DELTA DENTAL PREMIER FEE COMPARISON	
Dental Fee	Delta Agreement	Dental Fee	Delta Agreement	Dental Fee	Delta Agreement	Dental Fee	Delta Agreement
8120	2331	2799	3552				
8140	2332	2910	3583				
8145	2335	2915	3410				
8160	2390	2920	3425				
8170	2391	2920	3425				
8171	2392	2930	3420				
8180	2393	2931	3430				
8190	2394	2932	3430				
8195	2402	2933	4210				
8220	2543	2934	4211				
8230	2544	2935	4210				
8240	2542	2936	4241				
8270	2643	2937	4240				
8272	2644	2938	4200				
8273	2645	2939	4201				
8274	2646	2940	4277				
8277	2647	2941	4278				
8300	2710	2980	4203				
8400	2712	2981	4205				
8710	2720	2982	4341				
8720	2721	2983	4342				
8730	2722	2984	4343				
8740	2740	3230	4910				
8750	2750	3240	5110				
8760	2760	3250	5310				
8770	2770	3260	5510				
8780	2780	3270	5710				
8790	2790	3280	5910				
8800	2791	3281	5921				
8810	2792	3282	5931				
8820	2793	3283	5941				
8830	2794	3284	5951				
8840	2795	3285	5961				
8850	2796	3286	5971				
8860	2797	3287	5981				
8870	2798	3288	5991				
8880	2799	3289	6001				

Printable Premier Fee Comparison Form Available Online

Delta Dental of Kentucky utilizes a Premier Fee Comparison Form that allows offices to submit for comparison to Delta Dental’s Premier network maximum approved amounts. The printable Premier Fee Comparison Form with instructions can be found online at www.deltadentalky.com. Hover over “Dentists” until a drop-down menu appears. Slide your cursor down to “Dental Office Resources.” Click on the link titled “Premier Fee Comparison Form.” Completed forms can be returned to Delta Dental via the fax number or email address contained in the pdf.

Does Your Office Submit Preauthorizations?

Here are a few simple tips to help us process your Preauthorizations more quickly and efficiently. Once treatment has been completed, please return the Pre-Treatment Estimate with the dates of service and a signature. Since the original filing of the treatment plan is in our claim processing system, it is not necessary to submit a new claim form with the completed dates of service. To avoid potential delays in processing, always use the Pre-Treatment Estimate to submit completed treatment.