

## Tooth Numbers and Surfaces Are More Important Than Ever

Specific designations are identified within the Current Dental Terminology (CDT) Code provided by the American Dental Association. This relates to many of the CDT restoration procedure codes.

To ensure we are applying the appropriate procedure benefit and processing the claim correctly, restoration procedures must be filed with the correct CDT code. The effected codes are specific to the tooth number, anterior/posterior, primary/permanent, and surfaces.

**Please refer to the following procedure codes for submission guidelines.**

### Resin Codes:

D2330, D2331, D2332, D2335, D2390, D2391, D2392, D2393, D2394

(Anterior updated to only accept anterior teeth; posterior updated to only accept posterior teeth)

(Anterior updated to accept anterior specific surfaces (M, I, L, D, F); posterior updated to only accept posterior specific surfaces (M, D, L, B, O))

### Stainless Steel Crown Codes:

D2930, D2931, D2934

(Primary updated to only accept primary teeth; permanent updated to only accept permanent teeth)



## Submission Guidelines for Scaling and Root Planing

Scaling and root planing services performed on more than two quadrants on the same date of service are subject to review for appropriate benefit determination. When submitting a claim for completed services 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.

When submitting a pre-treatment estimate on more than two quadrants, the estimate is processed according to the patient's benefit plan. Because dates of service are not included, the number of quadrants performed on the same date of service is unknown. Once the pre-treatment estimate is submitted with completion dates, and if there are *more than two quadrants performed on the same date*, the required documentation as noted above is necessary to determine benefits.

Please note: Pre-treatment estimates are only estimates of benefits available at the time the submission is received. It is not a guarantee of benefits once services are performed.

## “Not Billable to the Patient” to Replace “Disallow” Terminology Change Coming by January, 2020

Delta Dental Plans Association (DDPA) recently met with the American Dental Association (ADA) to discuss a range of topics. As a result of the meeting, both agreed a terminology change was needed for the terms “disallow” and “disallowed.” Those terms will be replaced with “not billable to the patient.”

The terminology change will be reflected in all Delta Dental documents including Explanation of Benefits, notice of payment documents, and electronic remittance advice language. It will be implemented no later than January 1, 2020.

While the terminology change does not represent a change to the Delta Dental policies, the new terminology provides more clarity to members and dentists, and better aligns with the industry and the needs of dentists.

DDPA will continue dialogue with the ADA to collaborate on communication and education.

# For Your Benefit

A publication for Kentucky Dentists  
and their staff

Spring Edition 2019

## Face It and Delta Dental of Kentucky Partner

“Delta Dental of Kentucky is excited to announce our partnership with the Kosair Charities’ Face It Movement, which will equip the dental community of the Commonwealth with the needed tools to recognize and report child abuse. Keeping kids safe from abuse and neglect is up to all of us, and dental professionals can play a key role in helping build a safe Kentucky for kids.”

-J. Jude Thompson  
President & CEO of Delta Dental of Kentucky



The Face It Movement launched in 2013 as an initiative led by Kosair Charities® in response to the number of child abuse deaths in the Commonwealth.

Face It focuses on a three pronged approach to addressing child abuse and neglect:

- Promote best practices in child abuse prevention and intervention,
- Build awareness and engage the community,
- Advocate for effective policies to improve the child welfare system.



It's estimated that over 50 percent of injuries from child abuse are on the head and neck. That means there are warning signs of abuse front and center for dentists, dental hygienists, and other dental professionals who see patients twice annually. This sector of professionals has unique opportunities to ask important questions, provide key information, and observe both parents and children for warning signs of abuse and neglect.



## Individual & Family Plans: Dental and Vision

Does your office have patients without access to dental or vision insurance through their employer? Delta Dental can help!

Delta Dental of Kentucky offers four dental plans exclusive for Kentucky individuals and families: Happy Smiles, Perfect Smiles, Bright Smiles, & Shiny Smiles. As a current participating Delta Dental provider, no additional enrollment is needed. You can see a Delta Dental member that has any of the four plans and be considered an “in-network” provider.

### Features of Delta Dental affordable Individual & Family Dental Plans

- No enrollment fees or waiting periods
- Benefits increase after first year
- Annual maximums increase after first year
- Easy online enrollment
- Delta Dental Mobile App comes with cost estimators and appointment scheduling features

### Free Brochures Available

If you would like free brochures for the Individual & Family Dental Plans and DeltaVision sent to your office, please email: [providerrelations@deltadentalky.com](mailto:providerrelations@deltadentalky.com). Dental and vision plan information is also available at [www.deltadentalky.com](http://www.deltadentalky.com).

## New Groups Joining Delta Dental

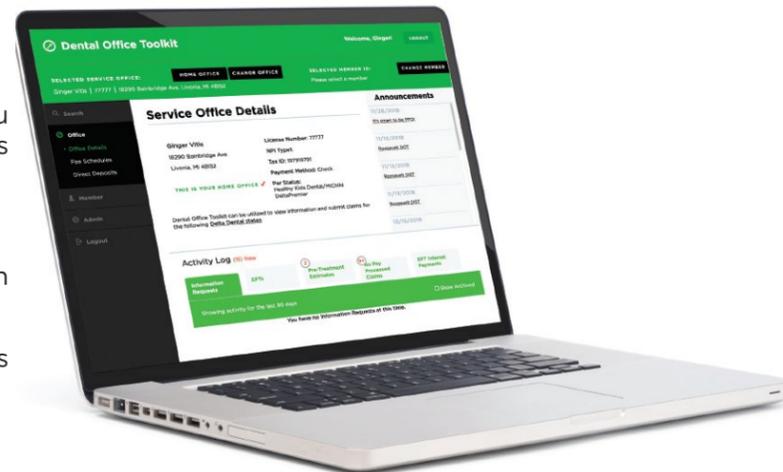
As of January, 2019, the following groups have selected their dental plan benefits through Delta Dental of Kentucky. The group effective dates are listed below. We are excited to welcome over 3,700 new eligible members!



GROUP NAME	EFFECTIVE DATE	ELIGIBLE MEMBERS
C&I Engineering	2/1/2019	274
Kids Care Child Development Centers	2/1/2019	66
Warren County Schools	4/1/2019	2,091
Sheet Metal Workers Local 110	4/1/2019	912
Hinkle Holding Company	4/1/2019	94
ColorPrint	4/1/2019	225
Metro United Way	5/1/2019	76

## COMING SOON: A New Dental Office Toolkit

With a fresh look and streamlined functionality, the Dental Office Toolkit® (DOT) will change how you run day-to-day office operations. The new DOT hits provider offices this summer!



Some new DOT features include the ability to:

- Set your home office as the default for each session
- Toggle between different offices and members
- Search comprehensive family claims history across all businesses
- Manage user roles and permissions for your office staff

### Why Use DOT?

Delta Dental's Dental Office Toolkit is an online tool that empowers provider offices to perform day-to-day tasks such as submitting claims, looking up member benefits and updating office information – all without having to call customer service. That saves you valuable time and allows you to address needs faster.

Now is a great time to get started in DOT – we're creating training videos, how-to guides and other resources to help your office get set up for success. Be on the lookout for those resources in the coming months.

### Where can I learn more?

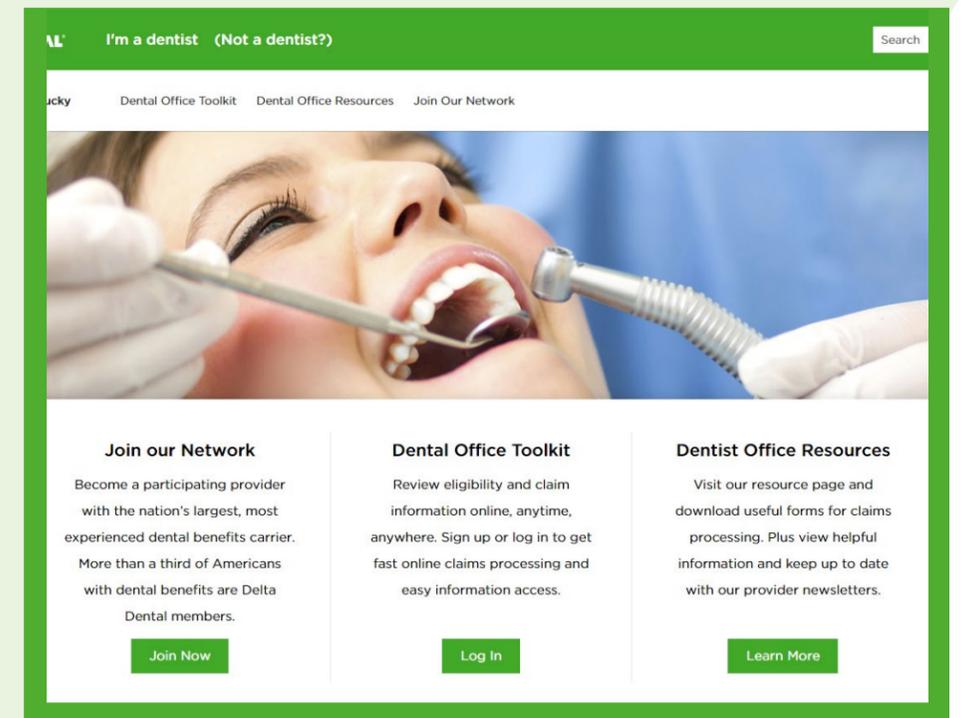
Whether you're a longtime user or new to DOT, we're here to help! Check out the promo located on Delta Dental's website to see what's in store. Simply go to [www.deltadentalky.com](http://www.deltadentalky.com), click on 'Dentist' then click on 'Learn More' under the Dentist Office Resources header. Lastly, click on 'New Dental Office Toolkit Movie Trailer.'

## Delta Dental's Improved Website

Delta Dental of Kentucky recently updated our website, [www.deltadentalky.com](http://www.deltadentalky.com).

Improvements to the website include a new modern look and feel and an improved shopping experience for individuals looking to purchase both dental and vision insurance on their own.

After clicking on "Dentist" at the top of the home page, offices have one click options to the Dental Office Toolkit, updated CDT information, and previous provider newsletters. The one-click options have removed the need for you to "drill down" through multiple links to get to the information. The updated website is now quicker and easier than ever!



## Recredentialing: Why It's Important For Your Office

Delta Dental of Kentucky recredentials every participating provider every three years. This process provides your patients with the best possible service, and it is vital that we maintain accurate records about our network providers.

Our credentialing and recredentialing process serves many purposes:

- It enhances Delta Dental of Kentucky's commitment to long-term partnerships with highly qualified providers and organizations that share Delta Dental's commitment to oral health.
- It assures Delta Dental of Kentucky's members that network providers are current with the standards set for the dental community.
- It ensures that our network providers' claims are paid properly by maintaining records with current updated information.

For questions concerning the recredentialing documents, please contact us at: [providerrelations@deltadentalky.com](mailto:providerrelations@deltadentalky.com).

# FAST CASH to You!

Now get EFT Payments from every Delta Dental!

- EFT is FREE to participate in!
- No more waiting for paper payments
- Sign-up for National EFT through the Dental Office Toolkit

After enrolling through DOT, create username and login at Delta Dental National Portal, [www.deltadental.com](http://www.deltadental.com). Go to Delta Dental National Portal to obtain EFT and EOB information from every Delta Dental member company.

