

Directory Survey: An Accurate Response

Thank You! Your response to Delta Dental's W-9 Directory Accuracy Survey mailed out in September was fantastic! The survey responses are needed to confirm our provider records are correct and up-to-date. Incorrect information may cause issues that impact your claim payments.

Current and prospective members are directed to Delta Dental's online directory to search for participating providers. Correct provider file information in our directory allows members to locate your practice. Completing the survey is beneficial to your office for potential patient growth.

Please notify us immediately with any changes to your practice. 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.



2020 CDT Code Changes

It's that time again for changes to the "Code on Dental Procedures and Nomenclature," commonly known as the CDT Code, which will take effect January 1, 2020. Any dental claim submitted electronically or on paper must use procedure codes from the current version of the CDT Code. The 2020 version of the CDT Code includes 37 new procedure codes and 6 deleted codes. With all new code changes, we recommend that dental offices verify covered services for patients before rendering treatment. Below are some of the changes to take note of when submitting claims for 2020.

New Codes

D1551 Re-cement or re-bond bilateral space maintainer-maxillary

D1552 Re-cement or re-bond bilateral space maintainer-mandibular

D1553 Re-cement or re-bond unilateral space maintainer-per quadrant

D1556 Removal of fixed unilateral space maintainer-per quadrant

D1557 Removal of fixed bilateral space maintainer-maxillary

D1558 Removal of fixed bilateral space maintainer-mandibular

All current and new Space Maintainer codes must be filed with the specified area nomenclature, not tooth numbers

D2753 Crown-porcelain fused to titanium and titanium alloys

D5284 Removable unilateral partial denture-one piece flexible base-per quadrant

D5286 Removable unilateral partial denture-one piece resin-per quadrant

D6082-D6088 Implant Supported Crowns

D6097 Abutment supported crown-porcelain fused to titanium and titanium alloys

D6098-D6123 Implant supported retainer for FPD

D6195 Abutment supported retainer-porcelain fused to titanium and titanium alloys

D6243 Pontic-porcelain fused to titanium and titanium alloys

D6753 Retainer crown-porcelain fused to titanium and titanium alloys

Deleted Codes

D1550 Re-cement or re-bond space maintainer

D1555 Removal of fixed space maintainer

D8691 Repair of orthodontic appliance

D8692 Replacement of lost or broken retainer

D8693 Re-cement or re-bond fixed retainer

D8694 Repair of fixed retainer, includes reattachment

Accurate coding promotes faster claim processing and fewer errors. To order a copy of the 2020 CDT Code, call the ADA at 1-800-947-4746, or go online at www.adacatalog.org.

For Your Benefit



A publication for Kentucky dentists and their staff

Winter Edition 2019

An Easy Way to Give Back to Someone Truly in Need

Would you like to help someone who has a disability, or who is elderly or medically compromised, and has no resource to pay for dental treatment?

Dental Lifeline Network has pre-screened patients they can match with your office through the Donated Dental Services (DDS) program. Volunteer labs also donate their time and services.

DDS asks that you see one patient per year. The DDS coordinator will provide a referral and a patient profile for your review prior to accepting the patient. The coordinator ensures the patient has reliable transportation and will show up for appointments, or the patient risks losing their place in the program.

Volunteers are needed across the state, especially in the following counties: Bell, Carroll, Clay, Graves, Green, Marion, Marshall, McCreary, Metcalfe, and Warren.

You can access more information at WillYouSeeOne.org or contact the Kentucky DDS Coordinator, Erin Kelly, 502.337.5426, ekelly@DentalLifeline.org.

New Dental Office Toolkit Rolled Out

On August 21, 2019, the Dental Office Toolkit (DOT) was updated with a fresh new look and functionality. Some of the new features on DOT include:

- Easy toggle between different offices and members.
- Set your home office as the default for each session.
- Search comprehensive family claims history across all businesses, not just yours.
- Manage user roles and permission for your office staff.
- Procedure Codes and Descriptions link on the Member Details & Benefits screen.
- Payment Details has been adjusted so when it's printed, it fits on one page easier than before.

Delta Dental acknowledges the changes to DOT, as with any technological upgrade, can cause trepidation to arise. Delta Dental appreciates your patience and



understanding in working through unforeseen hiccups. As always, Delta Dental is ready to assist you with any questions or help you may need navigating the updated web portal.

Are you looking for more information about the features of DOT? The New Dental Office Toolkit Guide is available online. Go to ky.deltadental.com, click on "Dentist" at the top of the page, click on "Learn More" under Dental Office Resources heading, and finally, click on "New Dental Office Toolkit Guide." The guide is an extensive explanation of the ins and outs of the new DOT.

Dental and Vision: Individual and Family Plans

We frequently receive calls from our network offices on behalf of their patients for individual dental plan information. We have what you are looking for!

Delta Dental of Kentucky offers four dental plans exclusive for Kentucky individuals and families: Vibrant Smiles, Happy Smiles, Bright Smiles, and Perfect Smiles. A vision plan, DeltaVision®, is now offered with the dental plan that utilizes the VSP Choice Network, a large national provider network.

Free Brochures Available

To request free brochures for display in your office, please email: providerrelations@deltadentalky.com. Patients can also access dental and vision plan information on our web site at ky.deltadental.com.



Every adult in Kentucky is a mandated reporter for suspected child abuse and neglect.



Face It Movement Survey

Delta Dental of Kentucky recently partnered with the Kosair Charities' Face It Movement to equip dental professionals with the information they need to recognize and report child abuse and neglect.

With estimations that more than 50% of injuries are on the head and neck, dental professionals have unique opportunities to observe suspected child abuse and neglect.

As part of the movement, the Kentucky Youth Advocates conducted a short survey to determine dental professionals' knowledge around child abuse and

neglect. There were 44 respondents representing 49 Kentucky counties. More than half of respondents were dental hygienists and a quarter were dentists.

KEY SURVEY FINDINGS

- Approximately 60% of respondents have had a patient they suspected was a victim of child abuse or neglect.
- 84% of those respondents reported the suspected abuse to the appropriate authorities.
- 45% of respondents did not feel very or moderately confident in their ability to report suspected child abuse/neglect.

From the survey responses, the Face It Movement will be providing targeted resources to dental professionals as educational tools.

To learn more about the Face It Movement, go to faceitabuse.org. The site provides resources, tips, warning signs, videos, and free educational brochures and posters to display in your office.

Ways EFT Fits Your Needs

Did you know Delta Dental's Electronic Funds Transfer Program (EFT) allows you to receive electronic payments from all Delta Dental member companies nationwide or only the member companies affiliated through the Dental Office Toolkit (DOT)? Offices can choose between National EFT and Non-National EFT when enrolling in EFT. Offices already participating in EFT can change from one to the other through DOT as well.

If you choose Non-National EFT, you will receive electronic deposits and EFT/EOB information on DOT for the Delta Dental plans of Arkansas, Indiana, Kentucky, Michigan, Minnesota, Nebraska, New Mexico, North Carolina, Ohio, Tennessee, Wisconsin, and Federal Government Programs.

If you choose to enroll in National EFT, all Delta Dental plans across the U.S. will issue EFT payments. You can continue to view



electronic EFT/EOB information through DOT for the member companies previously listed, however, for all other states, access electronic EFT/EOB information by logging into www.deltadental.com.



Holiday Schedule

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

December 24, 2019
Christmas Eve

December 25, 2019
Christmas Day

December 31, 2019
New Year's Eve

January 1, 2020
New Year's Day

KDA Annual Meeting

Delta Dental of Kentucky attended the 2019 Kentucky Dental Association's Annual Meeting. We enjoyed talking to dentists and office staff that visited our booth. Special congratulations to **Dr. Michelle Beeler, Liberty**, and **Dr. Kathrine Greene, Lexington**, 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 27-30, 2020 at the French Lick Resort, French Lick, IN.

New Groups Joining Delta Dental

The following groups have selected their dental plan benefits through Delta Dental of Kentucky. Since our Spring 2019 Newsletter publication, we are excited to welcome over 17,100 new eligible members.

GROUP NAME	EFFECTIVE DATE	ELIGIBLE MEMBERS
Frontier Nursing University	5/1/2019	230
Paducah Bank	6/1/2019	122
Wesley Manor	6/1/2019	102
The Housing Partnership	6/1/2019	63
The Jockeys' Guild	7/1/2019	995
Pain Management Centers of America	7/1/2019	215
Pike County Fiscal Court	7/1/2019	200
Commonwealth Pain & Spine Management	7/1/2019	181
Burkman Industries	7/1/2019	103
Simpson County Fiscal Court	7/1/2019	90
Lincoln County Fiscal Court	7/1/2019	67
City of Carrollton & Carrollton Utilities	7/1/2019	58
Bluegrass Community Health Center	7/1/2019	51
Outdoor Venture	8/1/2019	233
Breckinridge County Board of Education	10/1/2019	412
Graceland Management Services	10/1/2019	133
Tri-Generations, LLC	10/1/2019	129
Eminence Independent Schools	10/1/2019	117
City of Pikeville	10/1/2019	99
The Mane Group dba Great Clips	10/1/2019	98
Apellis Pharmaceuticals	10/1/2019	76
Health Systems of Kentucky	10/1/2019	67
Cloverport Independent Schools	10/1/2019	54
Prysmian	1/1/2020	4,500
Brown-Forman	1/1/2020	2,429
Bullitt County Board of Education	1/1/2020	1,703
Maxim Crane Works	1/1/2020	818
Carter County Board of Education	1/1/2020	667
Harrison Memorial Hospital	1/1/2020	480
Verst Group Logistics	1/1/2020	461
Cox Interiors	1/1/2020	416
Crouse Corporation	1/1/2020	316
Ball Homes	1/1/2020	227
Heritage Bank	1/1/2020	192
Bluegrass Community Action Partnership	1/1/2020	186
Integrated Medicine and Chiropractic	1/1/2020	127
Piramal Pharma Solutions	1/1/2020	124
Parallel Environmental Services	1/1/2020	108
Davis & Plomin	1/1/2020	102
United Cumberland Bank	1/1/2020	87
Red Bird Clinic	1/1/2020	86
Anchorage Public Schools	1/1/2020	75
Aristech Surfaces	1/1/2020	67
St. Anthony's Hospice	1/1/2020	52