

Update

IN THIS ISSUE

- 2 Provider Spotlight
- 3 Policy Spotlight
- 4 Foundation Gift



Health Care Reform

As a leading advocate for oral health, Delta Dental Plans Association is taking an active role in the health care reform debate. The Association is advertising in Capitol Hill media, highlighting the importance of oral health and its connection to overall health. Delta Dental is also emphasizing the importance of the current tax treatment of dental benefits.

As you know, the current tax structure, specifically of dental benefits, has improved oral health and overall health in this country. Taxing those benefits will mean a step backward in reaching the goals of health care reform.

Most of the more than 170 million Americans who enjoy dental coverage today benefit from the current tax treatment. So does the American taxpayer, who avoids paying for the costly and often preventable treatment of dental disease that occurs in emergency situations for those who don't have coverage.

If health benefits were taxed or “capped,” as some in Congress propose, millions of Americans would be tempted to drop their dental coverage. This would undermine the good oral health so many Americans currently enjoy, create added barriers for those health care reform is intended to help and disrupt a system that's working well on the dental side.

Earlier this year, Delta Dental launched www.AdvanceOralHealth.com to share information, key principles and policy implications:

- Dental is an inseparable part of health and overall wellness.
- Dental benefits function far differently and far more efficiently than medical coverage; third-party dental carriers (including stand-alone dental carriers) provide added value.
- Private dental coverage creates affordable access for millions of Americans.
- Dental coverage should not be neglected in the debate over how to fix health care.

Salud Family Health Center partners with Delta Dental of Colorado Foundation to improve children's dental health

Salud Family Health Center shares the same goal as the Delta Dental of Colorado Foundation—to eradicate tooth decay in young children. Salud provides access to dental care for uninsured and under-insured patients—many of whom have children who also need dental care.

As a supplement to the full spectrum of dental services they provide, Salud's practice focuses on patient education in the prevention of dental disease. "Because dental health is such a critical component of overall health, our clinics emphasize preventative dental services," says Dr. Eva Poulson of the Salud clinic's dental practice in Commerce City.

"Because dental health is such a critical component of overall health, our clinics emphasize preventative dental services" -- Dr. Eva Poulson

The Delta Dental of Colorado Foundation is teaming up with Salud in an effort to increase awareness of the importance of oral health for pregnant women and young children. The health centers use the Foundation's no-cost, bilingual patient education materials to help parents understand dental health issues and preventive tips.

Salud recommends that parents make their child's first dental appointment within six months of the appearance of



the first tooth. This message starts during pregnancy. It is reiterated during the immunization process, using the Delta Dental of Colorado Foundation's patient education materials as a resource.

Salud sees over 65,000 patients every year. The majority have little or no access to other health care. "Getting the word out on the importance of dental health, especially to pregnant women and new mothers, is

critical to making a difference where the need for care is so great," said Paulson. "The Delta Dental of Colorado Foundation has been instrumental in helping us spread the word."

If you would like to order free patient education materials on infant oral health or oral health during pregnancy, please contact Tracy Boyle at 303-825-6100.

Tooth decay is nearly 100% preventable. Parents have the power to protect baby's health from day one. Help spread the word! Visit www.DentalHealthStartsNow.com to learn more.



Get Paid FAST

Sign up for direct deposit to increase timeliness of payment. Paper checks are distributed weekly, based on provider zip code. Dental offices enrolled in direct deposit receive claims payments on a daily—rather than weekly—basis.

Direct deposit is an easier and more convenient way for you to receive claims payment. But, we understand that it is not an option for everyone.

For dental offices that wish to continue receiving paper checks, we will continue to distribute your payment on a weekly basis, based on your zip code.

Paper Checks Mailed Based on Zip Code
Monday - All zip codes up to & including 80019
Tuesday - 80020 - 80139
Wednesday - 80140-80239
Thursday - 80240-80909
Friday - 80910- end of zip codes

Remember, if you have not signed up for direct deposit we will have to mail your checks, even if you submitted the claim electronically.

Want to sign up for direct deposit? It's easy.

Simply call 303-889-8677.

Or, go to www.deltadentalco.com and click on the “Dentist” link on the left side of the page. Look for the Direct Deposit Authorization form link on the top right of the page. Print the form, complete it and fax it back to 303-741-2230. Detailed instructions are on the form.

We run checks every evening, according to this schedule. We will mail the checks the following day, with Friday runs dropping on Monday.

We make adjustments to the zip code ranges during weeks that contain a holiday, to ensure that all zip codes are selected for payment.

Benefits of Direct Deposit:

- Secure and confidential—your information is protected
- Money exchange is one-way; it's deposited but not removed
- Reduced chance of lost or stolen mail
- Easy to use and **free** of charge
- Fast payment directly into your bank account
- 24/7 access via Internet
- Sustainable, long term savings
- Reduced risk of fraud

Helpful Hints for Claim Submission

Please refer to the Delta Dental National Processing Policies found on Delta Dental of Colorado's website. Click on “Dentists” and login to the CPSA site to view the complete document.

Implants and Implant Restorations:

Benefits for the placement of implants, abutments (custom and prefabricated), and implant restorations may be available for your patients. Be certain to submit all treatment you complete for implant cases. For instance, an abutment should be claimed separately from the implant. Use the applicable CDT codes for the implants, any supporting structures (abutments or connecting bars), and crowns (abutment supported or implant supported) for benefit determination.

CPR Classes

Delta Dental offers CPR classes to participating dentists and office staff at no cost. Registration is required at least 10 days prior to class date. Space is limited. Reserve your spot by calling 303.889.8677.

All classes are held at 4582 S. Ulster Street, 12th Floor, Denver.

Friday, November 13, 2009
1:00 pm – 4:00 pm

Policy Spotlight

Each edition of Update highlights a different policy statement. The complete list of Policy Statements is located in the Delta Dental Dentist Handbook accessible through the CPSA site in the Dentist section of our website at www.deltadentalco.com.

Policy Statement 16:

The date of service as defined by Delta Dental's Board of Trustees is the date the treatment is completed. For multiple appointment procedures, the completion date of the procedure is the date that must be submitted on claims for payment. Completion for crowns, cast restorations and fixed bridges is the cementation date; for removable full and partial dentures it is the insertion date; and for root canal therapy it is the final fill date.

Pursuant to Policy Statement 16, Delta Dental provides coverage for only completed treatment. Therefore, when submitting claims for multi-appointment procedures, the date of service you should report is the date the treatment was completed. For crowns and bridges, it is the seat date. For root canals, it is the final fill date. For dentures and partials, it is the delivery date.



Pre-treatment Estimates

Pre-treatment estimates expire 90 days from the date of issue. They cannot be extended or reactivated. Dental offices should request a new pre-treatment estimate if their current estimate has expired. Pre-treatment estimates are not required and are provided as a service to the member and dentist in order to allow for appropriate planning.

Pre-treatment estimates are recommended when the charge for the course of treatment is expected to be \$400 or more. Delta Dental will provide an estimate of the benefits payable for the planned course of treatment.

Delta Dental Foundation gift creates school's first philanthropic endowed chair

The Delta Dental of Colorado Foundation has pledged \$1.5 million to the University of Colorado School of Dental Medicine to create an endowed chair in Early Childhood Caries Research.

Denise Kassebaum, DDS, MS, dean of the University of Colorado Denver's School of Dental Medicine says that Delta Dental has always been one of the school's strongest supporters. She noted that the position funded by the Foundation's grant will have a long-term positive impact on the fight against childhood caries.

Delta Dental is also pleased with the new partnership.

"Delta Dental of Colorado has had a strong partnership with the School of Dental Medicine for a very long time," said Barbara Springer, vice president of administration for Delta Dental of Colorado and executive director of the Delta Dental of Colorado Foundation. "The Foundation's mission is to eradicate cavities in Colorado's children. The endowed chair will help the Dental School direct attention to the importance of this often devastating childhood disease. We are grateful to be able to partner with the Dental School in the important work they perform."

This is the first endowed chair in the history of the University of Colorado School of Dental Medicine.



Delta Dental of Colorado
P.O. Box 5468
Denver, Colorado 80217-5468

PRSRT STD
U.S. Postage
PAID
Denver, CO
Permit No. 336