

The Delta Dental of Colorado

# UPDATE

A quarterly newsletter for providers



FALL 2016

## NEW NAME FOR PROFESSIONAL SERVICES

Change Emphasizes Value and Depth of this Department

The broader professional services function at Delta Dental of Colorado, which includes our provider relations team and dental review group, has changed its name to **Network and Clinical Management**. The new name helps to highlight the value of this combined and enhanced function. The prior name put the emphasis on the term "services" and, therefore, understated the depth of the resources and expertise within the function.

This change means that the provider relations team that you currently work with will now be known as network management, and the dental review group will be clinical management. The individual job titles within these respective departments will also be updated to align with the new department names.

## DENTALYTICS WEBPAGE & CONTEST LAUNCHED

Sign Up Today and Get Entered to Win Great Prizes

WhiteCloud™ Dentytics™, our Web-based tool that helps you track the preventive care of your patients (based on the Dental Quality Alliance measures of the American Dental Association), is available to you at no cost. Use Dentytics increase visits to your practice and improve the oral health of your patients. This tool can help you track the preventive care of your patients, so you can get them into your office for necessary ADA-recommended care.

We have created a website that has all the info you need to sign up for the tool and start using it. Go to our new webpage at [www.deltadentalco.com/Dentytics.aspx](http://www.deltadentalco.com/Dentytics.aspx) and check out the new video overviews and other information. If you have questions about Dentytics or need help getting set up, contact your network management representative or call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

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[deltadentalco.com](http://deltadentalco.com)



## NEW & DELETED CDT CODES FOR 2017

### What Codes Are In and What Codes Are Out for the Year Ahead

Effective January 1, 2017, the American Dental Association (ADA) has added 11 new codes and deleted one code in the Code on Dental Procedures and Nomenclature (CDT). The changes are outlined below.

#### NEW CODES

Code	Description
D0414	Laboratory processing of microbial specimen to include culture and sensitivity studies, preparation and transmission or written report
D0600	Non-ionizing diagnostic procedure capable of quantifying, monitoring and recording changes in structure of enamel, dentin and cementum
D1575	Distal shoe space maintainer - fixed - unilateral
D4346	Scaling in the presence of generalized moderate or severe gingival inflammation - full mouth, after oral evaluation
D6081	Scaling and debridement in the presence of inflammation or mucositis of a single implant, including cleaning of the implant surfaces, without flap entry and closure
D6085	Provisional implant crown
D9311	Consultation with medical health care professional
D9991	Dental case management - addressing appointment compliance barriers
D9992	Dental case management - care coordination
D9993	Dental case management - motivational interviewing
D9994	Dental case management - patient education to improve oral health literacy

#### DELETED CODE

Code	Description
D0290	Posterior-anterior or lateral skull and facial bone survey radiographic image

Please make note of these additions and deletions to ensure timely processing of claims. Not all of these codes are covered services, depending on the patient's plan. Please use the website, [www.deltadentalco.com](http://www.deltadentalco.com), to search for codes through the Web Procedure Code Search. You can also see any relevant codes as benefits on a patient's plan.

## REMINDER: CHP+ PROVIDERS MUST REVALIDATE

### Claims Will Not Be Processed for Providers Who Do Not Revalidate

If you do not revalidate with State of Colorado Department of Health Care Policy & Financing by November 1, 2016, Delta Dental of Colorado will not be able to process and pay claims submitted for children in the Child Health Plan *Plus* program. The federal government requires all providers who treat CHP+ children be actively enrolled with the state in order to receive payment. Your agreement with DDCO is still the governing contract that manages your claims and payments for services. The enrollment process requires complete information to be submitted in the online tool and takes approximately four to six weeks to complete. The state's online provider enrollment tool can be accessed from both of these webpages:

- <https://www.colorado.gov/hcpf/provider-resources>
- <https://www.colorado.gov/hcpf/provider-enrollment>

If you have any questions, call the state's help desk at **1-800-237-0757**.

## LANGUAGE LINE

### Added Benefit to Providers

Effective January 1, 2017, one of the provisions of Section 1557 requires that dentists provide language assistance at no cost to certain patients with limited English proficiency. Delta Dental also requires that our network dentists provide information regarding treatment options in a "culturally competent manner" and ensure effective communications in making decisions regarding treatment options. Delta Dental of Colorado has a free language-translation service for our participating providers.

An interpreter service, Language Line offers services in more than 150 different languages representing approximately 98% of all customer requests. Language Line Services can assist in establishing effective communications with your limited English-speaking patients, at no charge to you.

You can access the Language Line Services Quick Reference Guide and Language Line Services Tutorial through Delta Dental's secure provider web portal under the Documents tab. For more information, contact your network management representative or call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

## SPRINGROCK DENTAL

### Co-Location at Kaiser Permanente Medical Office Successful



There are currently 1.1 million Medicaid enrollees in Colorado, but only a third of the state's dentists accept the public health insurance program. Adult Medicaid patients in particular have a difficult time finding access.

This oral health care gap is an issue that Delta Dental of Colorado has been invested in for more than a decade, supporting initiatives to broaden access to quality oral health care for all Coloradans. Most recently, Delta Dental of Colorado Foundation implemented the Colorado Medical Dental Integration program, which funds dental care in 16 medical clinics across the state and is now serving more than 12,000 patients.

In the fall of 2015, Delta Dental of Colorado created SpringRock Dental as an additional access point for quality dental care. For the past year, SpringRock has partnered with Kaiser Permanente to co-locate a dental hygienist at the Aurora Centrepoint medical building. This location was chosen because of the pronounced gap in oral health care for adult Medicaid recipients and a high number of Medicaid enrollees in the immediate area. The hygienist offers services such as oral examinations and cleanings, risk assessments and education, fluoride varnish, sealants, and X-rays.

The [video above](#) features the patients who have received services from SpringRock Dental. Clearly, the need for access to dental services for adult Medicaid is enormous, and we will continue to expand this project to help meet the needs of the underserved.

Nearly six in 10 patients who have been seen at SpringRock are Medicaid recipients, and the majority of those were adults. For 16% of those patients, it was their first-ever visit to a dental hygienist or dentist. The chart to the right shows the length of time patients went between dental visits. Those statistics clearly show how great the need is for dental services for adult Medicaid patients.

#### TIME SINCE LAST VISIT



First Time:	16%
1 Year:	28%
2-3 Years:	34%
4-6 Years:	13%
7-10 Years:	4%
10+ Years:	5%

We will continue to share our progress in this area with you as we look to expand the program into areas where there is the greatest need.

## MEDICARE OPT-IN REMINDER

### Ensure Payments and Patient Relationships Continue

In the fall, we told you about the **Medicare Opt In/Out rule** that the Centers for Medicare and Medicaid Services (CMS) published in May 2014 that requires all physicians and eligible health care professionals — including dentists — to either opt in or out of the Medicare program to see Medicare members and receive payment. Even if your patient is not covered by a Medicare dental plan, CMS requires all Medicare Part D prescribers, including dentists, to enroll (opt in) or opt out as a Medicare provider so that prescriptions they write will be covered.

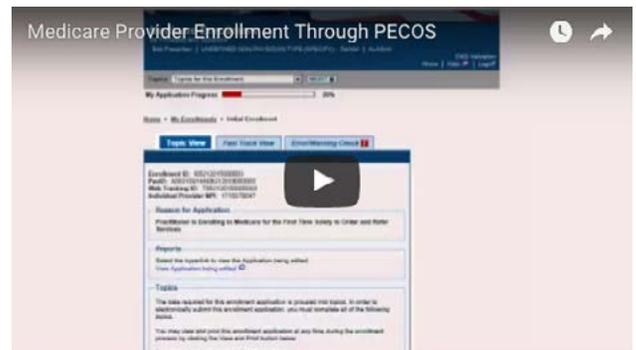
If you opt in, you are still under the DDCO agreement and paid per our fee schedule. Opting in does not contract you with CMS. **Delta Dental of Colorado covers members who are eligible for services under Medicare Advantage Plans and, therefore, must comply.** If you opt out, you cannot see these members, and you will be included in the **opt-out directory on our website**. Please note that the federal compliance date for dentists who have not yet made a decision has been extended to February 2017. If you have already made your decision, it is effective for two years.

Advantages of opting in:

- You'll ensure payment as an in-network dentist for treatment you provide Medicare Advantage patients with plans offered through the Delta Dental network.
- Your prescriptions for Medicare patients will be covered by the Medicare Advantage plan.

By opting out, you'll be excluded from participation in Delta Dental's Medicare Advantage network for two years under present Medicare regulations. If you do nothing (neither opt in nor opt out), your Part D prescriptions will not be covered. Opt in to help build your practice and keep your current Medicare Advantage patients coming to you.

[Link to CMS](#) for more information, the enrollment form to opt in, and a helpful video.



## ANNUAL MEETING RECAP

### Quick Update on the Issues Discussed

Our first of two Annual Meetings was held on Monday, September 19. The new format was a call-in question-and-answer session to allow us to address more of your specific concerns. Dr. Cheryl Lerner, vice president of network and clinical management at Delta Dental of Colorado started the call with opening statements, followed by several questions from participating dentists about upcoming fee schedules, translation services, and bundling. Our next Annual Meeting call will be held in February, and we encourage you to join us. More information will be provided as we approach the date, which has not been determined yet. Thanks to everyone who participated and helped to facilitate an open discussion.

## 2017 FEE SCHEDULES AVAILABLE SOON

Fee Schedules Will be Posted Online in November

The 2017 fee schedules will be available online in November. You can view the schedules by visiting our website, [deltadentalco.com](http://deltadentalco.com). Click on the **Providers** link, log in to your account, and click on the Documents tab for PPO and MPA fees.

## COMPLIANCE CORNER by Matt Cassady, Director of Compliance

### Using Shared Claims Data to Better Inform Our Work

At Delta Dental of Colorado, as you might imagine, we have quite a bit of claims data on hand. We use it for a variety of reasons. It informs our opinions, individual decisions, and, oftentimes, policies.

One of the ways in which we use claims data is to analyze practice patterns. We can see who performs the most radiographs per patient. We can look at who does more three-surface fillings than any of his or her peers. The numbers can help us understand whether a provider may be having trouble determining appropriate coding between adult prophylaxis, full-mouth debridement, and scaling and root planing based on his or her proportionate utilization of those codes compared to his or her peers.

Historically, we've used our data to analyze practice patterns to determine which providers we ought to visit to perform Participating Agreement compliance reviews. Using claims data in this way has one notable drawback, though: Only those offices we visit ever find out that they are outliers for a given metric. In years past, for instance, a provider might have taken the fifth most radiographs out of the 3,000+ dentists in our network and never even known about it because we only visited the top four radiographers in the network. Furthermore, one of those top four may have had a perfectly reasonable explanation for his abundance of X-rays, while the fifth-highest utilizer had engaged in some nefarious behavior. The dentist never learns how close he came to having a visit from DDCO, and DDCO may waste its time talking to a provider who is not overutilizing at all.

This year, we hope to utilize our data in a manner more beneficial to both DDCO and to you, our network providers. During the fourth quarter, we will be sending letters to providers whose practice patterns appear to be unique in a variety of different procedure codes and other metrics. We will not undertake compliance reviews with every office that receives a letter, but each office that receives a letter will know its ranking for the given metric. Providers will have the opportunity to respond and provide context. Such responses could lead to conversations about the nuances of a provider's practice and a greater understanding by DDCO of the complexities and issues facing our network providers.

Regardless of whether you receive a letter or respond to it, we believe this new compliance initiative will breed more communication between DDCO and our network providers, increase understanding between you and DDCO, and allow you the opportunity to leverage the big data available to DDCO. We hope you will find that our shared data can help foster understanding, cooperation, and the most positive outcomes possible for our mutual members and patients. Thanks for being a part of our dental provider network!

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## WHO'S NEW TO THE NETWORK?

### Our Provider Networks Keep Growing

Take a look to see the new providers in your area who have joined the Delta Dental of Colorado network recently. There is a [list of new providers](#) on our website on the Providers page under Resources. If you have any patients who are looking for a specialist (or a general dentist in another city), please refer them to a PPO provider to keep their out-of-pocket costs as low as possible and help them get the most out of their annual maximum.

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## ADA CONFERENCE

The ADA annual conference will be in Denver, Colorado, this year, and Delta Dental of Colorado is gearing up for it! Please stop by the exhibition hall to visit our booth. We will be joined by representatives from Delta Dental Plans Association, TRDP, and DeltaCare USA.

## 2016 CLASSES & SEMINARS

### Check the New Schedule and Sign Up Today

Delta Dental of Colorado offers free educational seminars and CPR classes to participating dentists and their office staff. Space is limited and registration is required. RSVP for classes and seminars at least ten days prior by calling 303-889-8677 or by completing the [Provider Seminars Registration Form](#). You may also print the form, complete it, and fax it to 303-741-2230, ATTN: Provider Records.

- Dental office staff seminars provide timely and relevant information on what's new at Delta Dental of Colorado. All informational seminars take place on Fridays from 9 a.m. to noon.
- Orthodontic seminars provide relevant, ortho-focused information from Delta Dental of Colorado. This seminar takes place from 9 a.m. to noon.
- Delta Dental of Colorado also offers free CPR courses. These classes are held on Fridays from 1 to 4 p.m.

Check out the class schedule online at [deltadentalco.com/events.aspx](http://deltadentalco.com/events.aspx). New classes have been added. If you have any questions, please call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).



## NATIONAL EFT REMINDER

### Enroll in National EFT to Make Payments Across the Delta Dental System Easier

As we told you in last quarter's issue, Delta Dental Plans Association has implemented a national solution for direct deposit.

If you originally signed up for direct deposit with Delta Dental of Colorado, this only applied to claims processed by us for patients enrolled through DDCO. In order to receive benefit payments from other Delta Dental member companies via direct deposit (EFT), you were required to contact that respective member company and sign up for direct deposit for that specific state.

Effective immediately, DDCO will be the only Delta Dental member company that has access to add and/or maintain the direct deposit (banking) information for providers located in Colorado. Therefore, your action is required. If you are currently on direct deposit with DDCO, you will have a choice of the following options:

1. **National Delta Dental Direct Deposit** — Direct deposit of payments will extend to all of your claims processed by *all* Delta Dental member companies. **If you have been receiving direct deposit payments from other member company states, you will receive paper checks unless you choose this option;** or
2. **Local Delta Dental Direct Deposit (DDCO only)** — Your direct deposit payments are limited to only those claims processed by DDCO for members enrolled through DDCO. No other Delta Dental member company will have access to your banking information, and they will issue paper checks for any claim payments issued to your office/business.

If you have questions regarding this initiative, please contact your network management representative at 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

## INNOVATION GRANTS

Winners to be Announced Later in October

The company and foundation have teamed up to award funding to Colorado-based organizations, entrepreneurs, researchers or individuals that are developing creative ideas and approaches to improve the state's oral health. Winners of the funding are located in Colorado, have demonstrated innovation in the industry and will advance the field of oral health in a meaningful way.

Twenty-five applicants submitted requests for \$871,801 in funding. The submissions ranged from ideas that directly impacted community outreach and health literacy to oral health integration, dental practice efficiencies and new technologies.

**Delta Dental of Colorado Foundation will award up to \$200,000** to implement innovation projects. Grant awards will range from \$5,000 to \$50,000. We will announce winners on October 17, 2016.



## BEHIND THE LABEL

Revealing the Amount of Sugar in Popular Beverages



Almost 50% of added sugar in the American diet comes from sugary drinks. **Delta Dental of Colorado wanted to expose the sugar in drinks** as a way to help improve oral health and overall wellness in our communities.

The company and foundation partnered to bring an interactive display to life. Amelie Company helped us develop life-size vending machine and mini-fridge displays that include popular drink choices. Using a lenticular design, the image shifts as people approach the display. The packaged drinks change to reveal the amount of sugar content inside.

These resources will be used at a variety of events. An accompanying handout describes the health effects of added sugar. If you are interested in seeing a display in person or using it at an event, please let us know.

## VOICE OF THE CUSTOMER SURVEYS

Thanks to those of you who have participated in our Voice of the Customer surveys in the past several months. We have been working hard to understand the challenges faced by our providers, and these surveys are giving us great insight. Over the next few months, we will be analyzing responses and developing action plans to address the overarching themes we uncover. We look forward to sharing our findings with you in the next newsletter.

## HOW ARE WE DOING?

The *Delta Dental Update* is designed to provide useful information for providers and staff. We would love to hear your ideas, suggestions, and comments. Simply email us at [communications@ddpco.com](mailto:communications@ddpco.com).