

The Delta Dental of Colorado

UPDATE

Quarterly newsletter for providers



FALL 2017

NEW NETWORK MANAGEMENT STRUCTURE

Restructuring and Strengthening our Network and Clinical Management Teams

Delta Dental of Colorado is excited to introduce additional expertise and assistance in the network and clinical management teams as we continue to enhance the provider experience. On our network management side, we have five dedicated individuals to assist you with any issues you might have that cannot be taken care of by our customer service team. Three provider network advocates will be available every work day by phone or email: Nic Krueger, Nicole Miller, and Jennifer Labishak. All three have been with DDCO for several years and are well-versed in how to best serve your needs. You can reach the team directly at 720-489-4777 or via email at ProviderAdvocate@ddpco.com. Two provider network managers are out and about, visiting offices to train your administrative staff on our various tools and policies, as well as get to know you—the providers who take care of our members. Jeri Steen (jsteen@ddpco.com) and Danette Goldhammer (dgoldhammer@ddpco.com) are each assigned half of the state, and they can be reached via their emails and cell phones. If you'd like to have them visit your office, please reach out to them directly.

Our clinical management team has a new leader. Emilee Langer, MPH (elanger@ddpco.com), comes to DDCO with more than 25 years of experience in the dental industry. Her prior positions ranged from provider relations to operations, with account management, management of dental clinics, and health care insurance in between! We are excited to have her lead this team of clinically focused people. We have a staff of three registered dental hygienists: Irina Nekhenzon, Dorothy Velasquez, and our new addition, Sharon Smith. Jim Hill is here to help you navigate the credentialing maze, which we're making easier with our new online tool, **DDS Enroll**. And we have two new network administration specialists, Rachelle Row and Janicia Sanchez.

Finally, we are building a robust team of dentist reviewers who will be available to speak to clinicians regarding claims review determinations. We are planning to have all specialties represented by actively licensed dentists to allow you the opportunity for peer-to-peer conversations.

We look forward to feedback from you on these new and exciting additions to our department! Please let us know how we can further assist you and, as always, we want to express our gratitude for your participation in the Delta Dental network.

IN THIS ISSUE

2 | Word of Mouth
2 | New & Deleted CDT Codes
3 | Brighter Online Scheduling
3 | DAAG Update

3 | Dentalytics
4 | Online Credentialing
4 | Right Start 4 Kids
5 | Classes & Seminars

5 | The Cost of Poor Oral Health
6 | Foundation Programs
6 | Land of Smiles

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WORD OF MOUTH

As a nonprofit with a mission to improve the oral health of the communities we serve, Delta Dental of Colorado is committed to helping people understand the importance of oral health. In our work with oral health partners in the community, our Delta Dental network providers, our subscribers, and even our Delta Dental employees, we have heard and collected several stories that highlight the real-life connection between oral and overall health. On our **Word of Mouth** page on our website, we are sharing those stories. One of the highlights is an amazing video from our CEO Helen Drexler, sharing the story of her son's kidney transplant. Do you have a story you would like to tell? Email us: communications@ddpco.com.

NEW & DELETED CDT CODES FOR 2018

What Codes Are In & What Codes Are Out for the Year Ahead

Effective January 1, 2018, the American Dental Association (ADA) has added 18 new codes and deleted three codes in the Code on Dental Procedures and Nomenclature (CDT). The changes are outlined below.

NEW CODES

Code	Description
D0411	HbA1c in-office point of service testing
D5511	Repair broken complete denture base, mandibular
D5512	Repair broken complete denture base, maxillary
D5611	Repair resin partial denture base, mandibular
D5612	Repair resin partial denture base, maxillary
D5621	Repair cast partial framework, mandibular
D5622	Repair cast partial framework, maxillary
D6096	Remove broken implant retaining screw
D6118	Implant/abutment supported interim fixed denture for edentulous arch - mandibular
D6119	Implant/abutment supported interim fixed denture for edentulous arch - maxillary
D7296	Corticotomy - one to three teeth or tooth spaces, per quadrant
D7297	Corticotomy - four or more teeth or tooth spaces, per quadrant
D7979	Non-surgical silaolithotomy
D8695	Removal of fixed orthodontic appliance(s) - other than at conclusion of treatment
D9222	Deep sedation/general anesthesia - first 15 minutes
D9239	Intravenous moderate (conscious) sedation/analgesia - first 15 minutes
D9995	Teledentistry - synchronous: real-time encounter
D9996	Teledentistry - asynchronous: information stored and forwarded to dentist for subsequent review

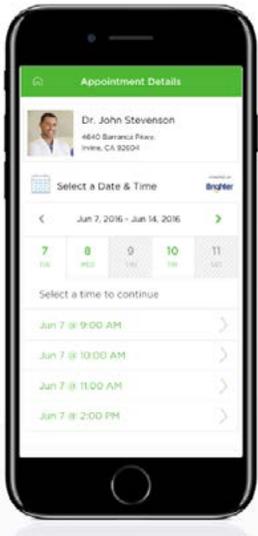
DELETED CODES

Code	Description
D5510	Repair broken complete denture base
D5610	Repair resin denture base
D5620	Repair cast framework

Please make note of these additions and deletions to ensure timely processing of claims. Not all of these codes are covered services; that depends on the patient's plan. Please access your account on the website, 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.

SIGN UP FOR OUR FREE ONLINE & MOBILE SCHEDULING TOOL

Brighter Brings Delta Dental Patients an Easier Way to Make Appointments



Don't miss out on an easy new way for your patients to make appointments with you! Delta Dental and Brighter are working together to connect patients and participating providers through the Delta Dental online and mobile directories. According to a recent Accenture study, **two out of three patients plan to schedule their appointments online**. Activate Brighter Schedule today **for free** and grow your practice!

An online scheduling tool like Brighter can:

- Increase the likelihood of being selected by new patients.
- Decrease no-shows and last-minute cancellations.
- Give patients the ability to request appointments 24/7.
- Reduce marketing and administrative costs.

It takes less than five minutes to activate Brighter Schedule. This tool is already available to our patients on our mobile app—which currently has more than 485,000 downloads—and we are currently in the process of making it available on **our website**. Simply visit brighter.com/deltadental or call 1-888-300-4742 to get up and running!

DENTAL ADMINISTRATOR ADVISORY GROUP

Helping Us Improve the Provider Experience

Delta Dental of Colorado is thrilled to be working with such a wonderful group of interactive and vocal office administrators who are learning about the ins and outs of Delta Dental. They've offered up insights into how our policies and programs impact the average practice, and we are working closely with them to fine tune our operations wherever possible to improve your experience with us! If you have additional suggestions on how our company can serve your office better or if you have ideas on innovative benefit designs that might help your patients, please send them to us at profservices677@ddpco.com. Our next meeting is mid-November, and we will provide updates in the winter newsletter.

GET THE POWER OF DENTALYTICS TODAY

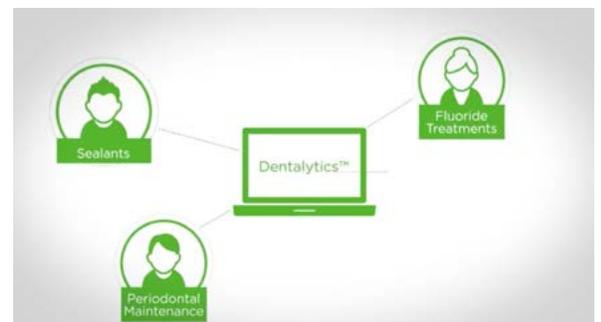
Don't Miss Your Chance to Use this Free Tool to Elevate Your Practice

WhiteCloud™ Dentalytics™, our Delta Dental proprietary Web-based tool that can help you track the preventive care of your patients (based on the Dental Quality Alliance of the American Dental Association), is available to you at no cost.

Dentalytics may assist in increasing visits to your practice and improve the oral health of your patients. This tool can enhance how you track the preventive care of your patients, so you can get them into your office for necessary ADA-recommended care. **The video to the right** has more information about how Dentalytics can work for you and your practice.

If you have any questions, contact your network management representative. You can also email us at profservices677@ddpco.com or call 303-889-8677.

Once you're ready to start using Dentalytics, just contact network management to register.



NEW ONLINE CREDENTIALING PROCESS

DDS Enroll by DentalXChange is Making Credentialing Easier for You

Delta Dental of Colorado is changing how we credential providers. The basic process and timeline are the same, but you will be completing it online through a vendor partner. We are collaborating with **DDS Enroll by DentalXChange** to allow you to submit all of your credentialing documentation online. This helps ensure that we are completing this process in a timely, effective manner, and that our network management team at Delta Dental of Colorado has more time to spend with providers on other strategic initiatives.

When you near your re-credentialing date, you will receive a letter from DDCO just as you have in the past. You will also receive a reminder email. All of the necessary documents and forms will be available at DDS Enroll, and their dedicated credentialing team will be available to answer all of your credentialing questions.

DentalXChange will integrate a series of digital features into the co-branded DDS Enroll platform, including:

- **Auto-Populating Fields:** After forms are initially completed through DDS Enroll, the Question Wizard will save user information and autofill fields on any additional applications thereafter.
- **Document Repository:** DentalXChange supports the ability to upload required documentation or certifications needed to submit or renew credentials.
- **E-Signature:** Users will have the option to electronically sign credentialing applications.
- **Tracking Progress:** Providers can view submitted credentialing applications and check the status of their credential renewals through DDS Enroll.
- **Virtual Reminders:** The program will send virtual reminders to users along with document expiration reminders to reduce the potential gap in renewal time or risk of termination from the network.
- **Free Training and Troubleshooting:** Users will have access to training, including live chat for quick questions as well as walk-throughs. Training will be provided directly from the credentialing team at DentalXChange, eliminating the need to contact insurance companies.

Watch your mailbox and inbox for your credentialing information!

RIGHT START 4 KIDS

New Benefit Enhancement Focuses on the Importance of Early Dental Care

We know that cavities are the most chronic childhood disease and that they are five times more common than asthma. Children with pain from tooth decay typically miss more school and have lower grades than their peers, not to mention the missed school and work hours. But cavities are nearly 100% preventable, and it's easy to protect children's oral health and ensure better overall health.

That's why Delta Dental of Colorado is introducing **RIGHT START 4 KIDSSM**, an innovative plan design enhancement that removes most of the cost barriers to dental care by providing coverage for children up to their 13th birthday at 100%, with no deductible, when in-network providers are seen.* If an out-of-network provider is seen, the adult coinsurance levels will apply. Orthodontic services are available on some plans but are not eligible for the RS4K 100% coverage level.

We are making Right Start 4 Kids available on most small group (2-100) plans (not including customized plans), as of 1/1/18. Current groups will receive this benefit enhancement as part of their renewal. New small groups will have it automatically as a part of their plan. If you have any questions about Right Start 4 Kids, please contact your network management representative.

* Right Start 4 Kids is subject to limitations, exclusions, and annual maximum.

2017 CLASSES & SEMINARS

Check the New Schedule & 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 new [Educational Seminar and CPR Class Registration form](#).

- 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. These seminars take 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. New classes are always being added. If you have any questions, please call 303-889-8677 or email profservices677@ddpco.com.

THE FINANCIAL IMPACTS OF POOR ORAL HEALTH

Raising the Volume on Oral and Overall Health

At Delta Dental of Colorado, we are working with partners across the state to better inform businesses, health professionals, and the public about how closely connected oral health is to overall health. We are trying to educate people that by taking care of their oral health, they can help prevent or better manage many serious chronic health conditions. And they can increase their chances of living a long, healthy, and productive life.

Oral health isn't just a personal concern. The societal cost of poor oral health is staggering. At Children's Hospital Colorado, four of nine surgical rooms are devoted to dental procedures. An average of ten dental operations are performed there each day—more than 3,500 in a year—that are almost entirely preventable with better oral health habits. Nationally, the number of hospital emergency room visits related to oral health more than doubled since 2000, costing the health care system \$1.6 billion each year.

Through our oral health communications campaign, #WordofMouth, we hope to encourage Coloradans to make regular visits to their dental provider and to raise awareness and understanding of the importance of oral health to us as individuals and as a society. Our coalition includes dentists, family physicians, the University of Colorado School of Dental Medicine, health foundations, business groups, and many more. Encourage your patients to learn about the importance of oral health and overall health and to get the most out of their dental benefits by using them. Our new flyer, [The Importance of Oral Health](#), shines a spotlight on the costs of poor oral health.

For more information, visit www.deltadentalco.com/wellness.aspx.

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 out-of-pocket costs as low as possible and help them get the most out of their annual max.

MISSION CRITICAL

Programs that Improve Oral Health in Vulnerable Communities



Giving back impacts the oral health of Colorado's underserved populations the most. That's because dental disease is a chronic problem among vulnerable populations. Many advances have contributed to improved oral health in our underserved Colorado communities:

-**Community water fluoridation reduces the gap** in decay rates of Americans. The CDC says it's the most cost-effective method of prevention for people, regardless of age, education, or income level.

-Sealants, thin plastic coatings on molars, can reduce childhood tooth decay by more than 70%. They are one-third the cost of a

filling. **Sealant programs in schools** help reach kids from low-income families who are less likely to access dental care.

-**Colorado's Child Health Plan Plus (CHP+)** provides **affordable health coverage** for families who earn too much to qualify for Medicaid but find it difficult to afford private health insurance.

Delta Dental of Colorado Foundation supports the company's nonprofit mission to improve the oral health of the communities we serve. More than half of what the company earns goes back to local Colorado communities through the foundation and the company's community benefit group. We work to create health-positive changes in our public system by improving access to care, providing oral health education, and empowering communities. We do this so kids like Tyrone can reach their true potential. **Watch this video** to learn more about how strong overall health starts with a smile. We are always looking for ways to eradicate childhood tooth decay. Let us know how we can help support a program in your community. **Email us** at the Delta Dental of Colorado Foundation.

MAKING ORAL HEALTH FUN(NY) FOR KIDS

Engaging and Educating Children Through Live Theater

Land of Smiles is a live performance that teaches children in kindergarten through third grade about good oral health care. It features the Tooth Wizard and Plaque Man, who use humor to demonstrate the importance of caring for your teeth. The program started in Colorado in 2014. Each year, we've expanded our outreach further across the state to include Pueblo and Ft. Collins. The fourth year of performances wrapped in October, including a week of shows in Fairplay, Salida, and Summit county.

2017 Results

- Schools visited: 156
- Students visited: 43,414

Schools interested in the free show and materials we provide, including toothbrushes for the students, can **sign up here to schedule a performance** or call 1-888-383-0008.



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.