

The Delta Dental of Colorado

# UPDATE

A quarterly newsletter for providers

SPRING 2016

## DDCO WELCOMES NEW VP OF PROFESSIONAL SERVICES

Dr. Cheryl Lerner Joins the Delta Dental of Colorado Team



Delta Dental of Colorado recently hired Dr. Cheryl Lerner to fill the newly created position of vice president of professional services. Drawing on her 30-year experience in clinical dentistry and dental insurance administration, Dr. Lerner will lead the company's provider network initiatives and support efforts to educate members about the importance of oral health. Following a 13-year career practicing general dentistry, Dr. Lerner went on to serve as vice president of professional network relations for UnitedHealthcare Dental, directing service initiatives related to the company's national provider network. She also served as dental director for Delta Dental of Pennsylvania for seven years. Most recently, she helped lead a leased dentist network, Maverest Dental Network. We recently sat down with Dr. Lerner to talk to her about her new position.

**Q: What is your role at Delta Dental?**

**A:** As the VP of professional services, I have two major roles: DDCO's clinical expert in oral health and the primary liaison with the Colorado providers. The clinical quality and network development strategy fall into my bucket.

**Q: What were you doing before you joined Delta Dental of Colorado?**

**A:** I've had multiple roles in my professional life, beginning as a general dental practice owner, an instructor in dental school, and moving to corporate roles in claims review, quality assurance, and network management.

**Q: You started as a practicing dentist. Did you always want to be a dentist?**

**A:** When I was 16, I realized that my interests were in science and math, as well as art and people. For some reason, that made me come up with dentistry as my professional goal!

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## Q & A WITH DR. LERNER (CONT.)

### Defining a New Role at DDCO

**Q: Is your current role similar to your previous role at Delta Dental of Pennsylvania?**

A: It is. In my former role, we were focused on the local and regional aspects of our contracted dentists and how we could recognize and celebrate the nuances of that to increase the value of Delta Dental to our participating providers.

**Q: What prompted you to return to the Delta Dental family?**

A: My colleague at another Delta Dental let me know about this newly created position in Colorado, and he felt that DDCO and I would be a perfect fit. He was right!

**Q: What are your priorities in this new position? What do you hope to accomplish?**

A: Overall, I want to enhance the provider experience. Some of the focused activities will include collecting feedback from the providers via the Dental Advisory Council and Voice of the Customer surveys, increasing connections with our network dentists and local organized dental societies, and finding innovative ways to bring value to our participating dentists and clients. It's also high on my priority list to advance oral health for Coloradans by getting patients into our providers' chairs for necessary preventive care.

**Q: What do you see as the biggest challenges facing dentists today?**

A: Hands down, it's the pace of changing technology balanced with the need to act like a competitive and efficient business. Patients are so much more aware because of the information available on the internet, and they are demanding value. We all have to become more customer-focused, while improving operations and delivering more quality service. It's a tough balancing act for all of us!

**Q: What is Delta Dental doing on that front?**

A: DDCO has brought a very effective tool that, right now, is just for increasing preventive care to our members. Each participating dentist has the ability to use Dentalytics to identify their patients who have not had all of the appropriate preventive care based on the ADA quality measures. Dentalytics will create a customized outreach list for the practice.

Nationally, studies and Delta Dental's own data show people are going to the dentist less and less. How troubling is this from a public health perspective? And how can we reverse this trend? Maintaining optimal oral health is so necessary for overall health and personal self-esteem. There is a good deal of evidence that inflammation in one area of the body affects us systemically. Seeing the dentist twice a year allows for regular review of the patient's overall health and the possibility identifying issues beyond the oral cavity that can be treated by a colleague in another medical specialty.

**Q: What is one thing you're excited about for 2016?**

A: I'm most looking forward to brainstorming innovative ideas to enhance provider engagement with DDCO and also to develop some new takes on benefit plans.

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## NEW PHONE SYSTEM

### Major Overhaul Brings new Functionality

In July, Delta Dental of Colorado will debut a new phone communications system that will bring new functionality for improved self-service. As a result of this upgrade, some of the phone extensions and menu items you currently use may change. We will send more information about this as we get closer to the conversion.

## ARE YOU FOLLOWING US?

Get Social with Delta Dental of Colorado

Make sure to follow Delta Dental of Colorado on social media. We have lots of tips for you as well as great content to share with patients on your social media pages! Have a topic idea for a tweet or Facebook post?

Email us at [teamsocial@ddpco.com](mailto:teamsocial@ddpco.com).

## CLAIMS CORNER by Brooke Bodart, RDH, MPA

### Frequently Asked Questions Answered by our Dental Review Director

**Q: Should I highlight important information on claim forms before sending them in?**

A: Highlighting data on the claim forms causes that information to be unreadable when the claims are scanned. Please **do not** highlight any information on them prior to submitting them. The same is true for using different colored inks (e.g., red, blue, or green) on forms. Please ensure that all forms, narratives, and charting is sent in with only black ink.

**Q: My office is interested in new products and procedures. What are the DDCO guidelines for covering such treatment?**

A: To be considered for coverage, new products and procedures must be proven and accepted as valid and effective based on the body of scientific evidence of effectiveness as reported in high quality refereed scientific literature.

**Q: When do we need to submit X-rays?**

If Delta Dental of Colorado needs to review X-rays to make a determination on your claim, we will request the them from you. If we do ask you to send in X-rays, please do not submit original X-rays if they are the only diagnostic record for your patient. Only send copies as we recycle all correspondence sent in. If you do need your X-rays sent back to you, please include a self-addressed, stamped envelope.

**Q: Does Delta Dental pay on the prep or seat date for a crown?**

A: Multi-stage procedures are reported and benefited upon completion. Please submit claims using the date treatment is **completed**. The completion date is the date of insertion for a removable prosthetic appliance. The completion date for immediate dentures is the date the remaining teeth are extracted and the denture is inserted. The completion date for fixed partial dentures and crowns, onlays and inlays is the cementation date, regardless of the type of cement used. The completion date for endodontic treatment is the date the canals are permanently filled.

**Q: What information do we need to submit with a DX999 code?**

A: When using a non-specific code such as D4999, D6999, D9999, etc., please include a detailed narrative describing the clinical reason for submission and the details of the treatment performed. This will speed up the processing of the claim.

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## ANNUAL MEETING HIGHLIGHTS

### Summary of the Past Year and Plans for Moving Ahead

Delta Dental of Colorado's annual meeting for participating providers was held on Friday, February 26, 2016, at the Hyatt DTC. The meeting was open to all participating dentists, and this year, registration was mandatory so that we could best plan for this event.

Each member of DDCO's senior leadership team gave presentations to showcase the work being done in the specific departments and how that work ties in to the focus and direction of the company as a whole. Scott Threlkeld, our interim chief operating officer, presented a summary of last year's working group that grew out of last year's annual meeting. He cited some of the **mutually positive changes** that arose out of the group's discussions and announced that, moving forward, the Dental Advisory Council (see page 4 for more information) will replace the focused working group as the entity that will provide ongoing feedback and brainstorming from the provider perspective to DDCO's management team. Summaries of the quarterly DAC meetings will be included in the newsletters.

If you have any outstanding questions, or would like to learn more about the DAC, please reach out to your **provider relations representative** or call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

## DENTAL ADVISORY COMMITTEE

### Newly Formed Committee to Help Foster Communication

Delta Dental of Colorado is pleased to announce that the newly formed Dental Advisory Council convened for its first session in mid-February. The purpose of the DAC is to advise the management of Delta Dental of Colorado with respect to our dental policies and relationship with the dental community. Our hope is that this council will foster highly effective communication between DDCO and our participating providers and make recommendations that we can use when making business decisions that impact the provider network. The DAC will be meeting quarterly to discuss current topics brought to the council by the committee members.

Current members include:

- Dr. Sean Kennelly
- Dr. Sonia Gallego-Cubillos
- Dr. Nolan Behr
- Dr. Ronald Ronco
- Dr. Angela Evanson
- Dr. Cassy Wiggins
- Dr. Janie Boyesen
- Dr. Jenn Thompson
- Dr. Barry Keogh
- **Dr. Cheryl Lerner**, vice president of professional services, Delta Dental of Colorado
- **LeAnna Stortz**, director of provider relations, Delta Dental of Colorado
- **Brooke Bodart**, dental review director, Delta Dental of Colorado

We will share information with you about valuable work that comes out of the council in the *Update* newsletter each quarter. If you have any questions, feel free to reach out to any of the DDCO management members on the council listed above.

## CHP+ PROVIDERS MUST REVALIDATE WITH THE STATE

### 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. Please keep in mind this does not mandate you to participate with Medicaid, and 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 on-line tool and takes approximately four to six weeks to complete.

If you have already revalidated or enrolled with the state, we appreciate your efforts. If not, please do so as soon as possible to ensure that there is no disruption of services to the children you see. The state has provided an online provider enrollment tool that is currently live and available to all providers. The link 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 questions, go to **Revalidation & Screening FAQs**. If you still can't find what you need or have additional questions, please email [Provider.Questions@state.co.us](mailto:Provider.Questions@state.co.us). Thank you for making the oral health of our CHP+ members a priority!



# MEDICARE OPT-IN/OPT-OUT

## What Does Your Choice Mean to You and Your Patients?

In the fall, we told you about the **Medicare Opt In/Out rule** that the Centers for Medicare and Medicaid Services 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. **Delta Dental of Colorado covers members who are eligible for services under Medicare Advantage Plans and, therefore, must comply.** Because of the federal regulation, those members are unable to receive any services from a provider who has opted out of Medicare. Please support your patient relationships and opt in to Medicare.

By opting out of the program, you will be out of Medicare for two years. Delta Dental of Colorado actively checks and maintains our participating providers' status with Medicare through our credentialing and re-credentialing process. CMS has established February 1, 2017, as the compliance deadline. As soon as you've opted out of Medicare (even if it's before the February 2017 compliance deadline), if you receive payments from DDCO on a Medicare Advantage member in error, you will be asked to reimburse those funds immediately.

We understand that many providers are frustrated and confused when it comes to making a decision about what to do with Medicare. There is information swirling around the Internet about whether to opt in or opt out. Delta Dental will support you in your decisions. In order to be in compliance with the federal ruling under the Affordable Care Act, however, DDCO must monitor and identify Medicare opt-out providers and ensure that we are not making payments for services under Medicare Advantage plans.

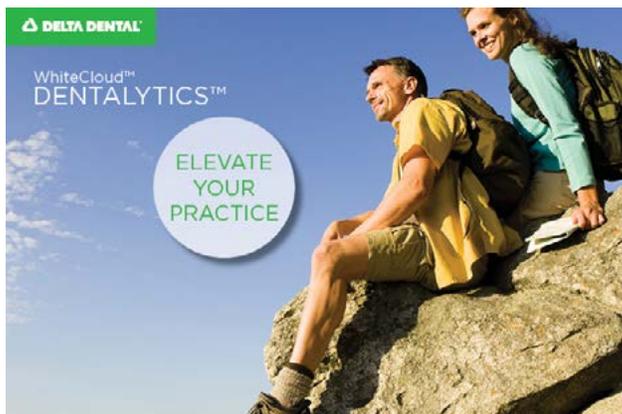
### What does this mean to you?

1. **If you opt out**, you will not receive payment for any services for Medicare Advantage members for two years. DDCO will disallow services if you see an eligible member as an opt-out dentist.
2. **If you opt in**, you will be able to see Medicare Advantage members and receive payment for services.
3. **If you opt in referring**, you will be able to see Medicare Advantage members and receive payment for services.

The **ADA Center for Professional Success has a site that you can consult for more information** on the different options. For more information, go to the **Centers for Medicare and Medicaid Services website**. If you have general questions about this, our provider relations team can help you; however, if you have specific questions related to federal requirements, you will need to work with CMS.

# DENTALYTICS REMINDER

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



WhiteCloud™ DENTALYTICS™, our new 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 now available to you.

Dentalytics can help 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.

For more information, contact your **provider relations representative** or call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

## 2016 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 [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).

## KIND'S CHOPPER TOPPER PROGRAM

CBS4 Covers this Mobile Sealant Program



The Chopper Topper program from **Kids in Need of Dentistry** helps keep kids smiling. This mobile sealant program will travel to more than 90 elementary schools in 11 districts statewide this year. It targets second graders and serves elementary schools that enroll 50 percent or more students who qualify for free or reduced lunch programs. At no cost to the child's family, students receive basic dental procedures including:

- Screenings
- Preventive sealants
- Oral health education
- Referrals

Last year, KIND placed 6,532 sealants on kids. KIND expanded Chopper Topper this school year by beginning to serve first- and third-grade students.

The Delta Dental of Colorado Foundation has provided funding support to KIND since 2005. The foundation awarded \$100,000 to KIND for the 2015-16 school year. The funding supports Chopper Topper and KIND's continued partnership with Land of Smiles. You can read more about the program in [5280 magazine](#) or watch the [news story on CBS4](#).

## WHO'S NEW TO THE NETWORK?

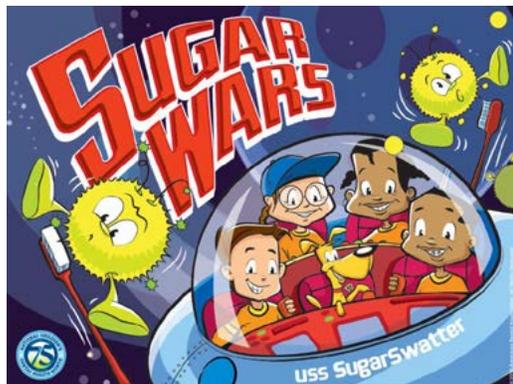
Our Provider Networks Keep Growing

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. Check it out 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.

## SUGAR WARS by Wyatt Hornsby

A Message from our Cavities Get Around Program Director



What do tooth decay, obesity, and diabetes have in common? **Each is fueled by sugar.** For tooth decay, sugar "fuels" cavity-causing bacteria. These bacteria then produce acid, which eat away at the teeth. This is a big problem in young kids for two reasons:

- The protective enamel on baby teeth is thin. Cavities can spread from baby teeth to adult teeth. It's no secret we're passionate about baby teeth. Baby teeth are really important! So you can only imagine how excited we were to learn this year's National Children's Dental Health Month theme was "Sugar Wars." We salute our friends at the American Dental Association and the ADA Foundation. They were spot on for focusing this year on sugar and its impact on kids' health.

- For almost two years, Delta Dental of Colorado Foundation and our partners have been working to limit how much juice children drink. Juice is a big source of sugar in kids' diets and can decay teeth if it's sipped continuously throughout the day. That's why kids need to drink only water between meals and at bedtime.

This message is not just for families coming from health and dental providers. As parents, policymakers, and friends, we can spread these ideas to our childcare centers, schools, community venues, youth sports leagues, etc. Remember, childhood tooth decay is preventable in almost every case. It takes our whole community working on this "winnable battle."

## LIQUID SUGAR

### Delta Dental of Colorado Foundation Speaks Out Against Sugary Drinks

Wyatt Hornsby, the Delta Dental of Colorado Foundation's public will building campaign director, was a panelist at a community event in Boulder called, "Liquid Sugar: Drinking Ourselves to Disease."

National and local experts discussed the health implications of sugary drinks. They tied the consumption issue to diabetes, heart disease, childhood obesity and dental caries.

[Watch the video and share it!](#)



## ARE YOUR RECORDS UP TO DATE?

### New Webpage Gives you the Resources to Make Those Changes Yourself

Accurate provider records help claims process quickly and correctly. Have you recently added a provider? Purchased a practice? Had any other change that may affect your provider record? On the [provider landing page](#) under Quick Links, we've added the [Provider Office Change Resource Guide](#) to walk you through you how to make these changes. This helpful resource will indicate the information we need, where to send it, and who to call for additional assistance.

## 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).