

The Delta Dental of Colorado

# UPDATE

Quarterly newsletter for providers

SUMMER 2017

## DENTAL ADMINISTRATOR ADVISORY GROUP

### DAAG Holds Initial Meeting

The Delta Dental of Colorado Dental Administrator Advisory Group (DAAG) held its first meeting on June 30. DAAG is a voluntary group of 10-15 office administrators who provide input to DDCO management on the viability and popularity of innovative operational, marketing, and other concepts. The goal is to foster highly effective communication between DDCO and our member providers' office management teams and make recommendations that will be considered by DDCO when making business decisions that impact the member and provider experience in the dental office. The following DDCO staff members were also in attendance:

- Helen Drexler, CEO and president
- Dr. Cheryl Lerner, vice president of network and clinical management
- Brooke Bodart, director of clinical management
- LeAnna Stortz, director of network management
- Kathy Jacoby, director of marketing
- Gina Fielder, product development manager

The DAAG learned about our Voice of the Customer initiatives and new product developments, received network development and clinical management updates, and heard about potential value-added services DDCO is considering. The meetings will be held quarterly, and we will continue to update you on developments from the meetings.

## NEW ORAL HEALTH FACT SHEET

### Helping People Understand the Value of Good Oral Health Care

Check out our newest fact sheet, [The Importance of Oral Health](#), to help your patients understand why regular dental care is so critical. Feel free to link to this page from your website or print it off and share it with your patients. Delta Dental of Colorado's mission is to improve the oral health in the communities we serve, and the first step is helping people understand why their oral health is important!

### IN THIS ISSUE

2 | Brighter Schedule  
2 | Dentalytics  
3 | Plan Benefit Reports  
3 | Ortho Treatment Codes  
3 | Codes Needing Attachments

4 | 2017 Classes & Seminars  
4 | National EFT Reminder  
4 | Volunteer for COMOM  
5 | Heart Disease & Oral Health  
5 | Insurance Literacy Video

5 | New to the Network  
6 | Cooking for Wellness  
6 | Fruit Juice Warning

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

# SIGN UP FOR OUR FREE ONLINE & MOBILE SCHEDULING TOOL

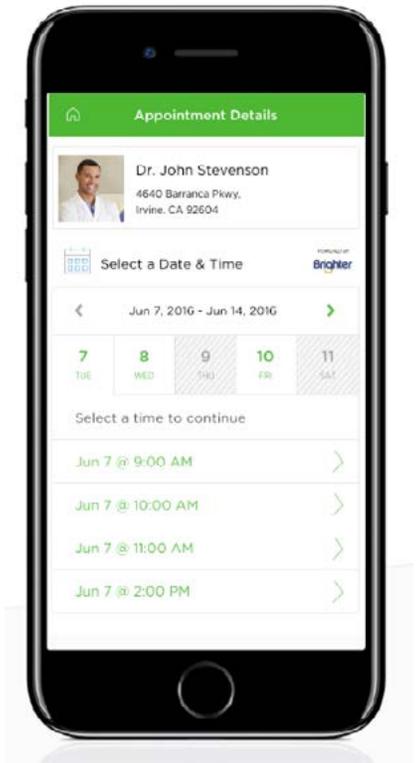
Brighter Brings Delta Dental Patients an Easier Way to Make Appointments

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](http://brighter.com/deltadental) or call 1-888-300-4742 to get up and running!



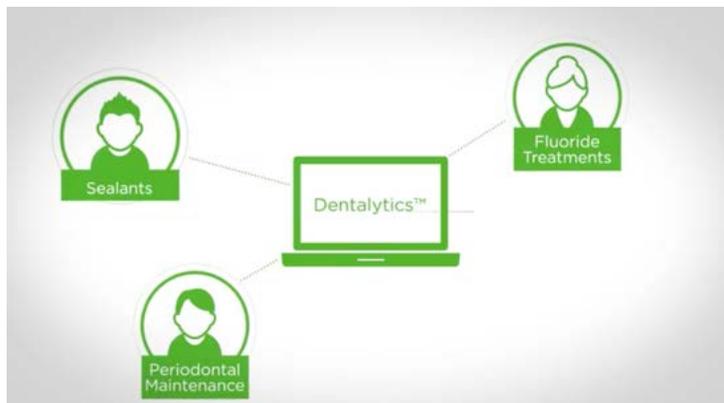
Our **2016 Annual Report** is online now. Check it out on our website to learn more about our subscriber numbers, oral health and insurance literacy programs, internal staff developments, and more. Go to: [www.deltadentalco.com/2016annrpt.aspx](http://www.deltadentalco.com/2016annrpt.aspx).

## GET THE POWER OF DENTALYTICS TODAY

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

WhiteCloud™ Dentytics™, 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.

Dentytics 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 left** has more information about how Dentytics 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](mailto:profservices677@ddpco.com) or call 303-889-8677.

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

## BE SURE TO CHECK PLAN BENEFIT REPORTS ONLINE

### Several Groups Begin New Plan Year with New Benefits July 1

Some of our larger group clients like the University of Colorado Health Plan (CUHP), UC Health, and the State of Colorado have plan benefit cycles that begin on July 1, and some have implemented new benefits in their plans. Be sure to check your patients' plan benefit report through your secure provider account on our website.

One new benefit that both CUHP and UC Health have is our Right Start 4 Kids product, which covers children's dental services 100% (up to the annual maximum and subject to frequency and age limitations and does not include ortho), and they are not subject to a deductible. Please note that these services must be delivered by an in-network provider or the service will not be covered by the plan. Several large groups have chosen to implement this benefit. This will be a standard offering for small groups effective 1/1/2018, and we will be expanding to more groups throughout the year. We will share more details with you as soon as they are available.

If you have pediatric patients, we have a [children's oral health flyer](#) on our website that you can print out for them. In addition, we have a Life Stages of Oral Health series on our [Oral Health & Wellness page](#) of our website that may be helpful to parents as well.

## ORTHODONTIC TREATMENT CODES

### When and How to Use Certain Ortho Codes

ADA codes D8210/8220 are defined as treatment to control harmful habits. If these codes, for treatment of harmful habits, do not adequately describe the selected appliance therapy, DDCO will recognize a first course of appliance therapy as codes D8999, with a description of the appliance. This would be utilized for appliances such as rapid palatal expanders.

Orthodontic treatment codes may be used more than once for the treatment of a particular patient depending on the circumstance. A patient may require more than one interceptive procedure or more than one limited procedure depending on their specific problem.

ADA defines D8210 and D8220 as removable or fixed appliances for harmful habits, which includes appliances for thumb sucking and tongue thrusting.

Any treatment is still subject to frequency, maximums, and group coverage.

## CDT CODES REQUIRING ATTACHMENTS

### Using the Attached List can Help Reduce Additional Information Requests

In an effort to reduce the number of information requests that are sent out, we are working with electronic submission clearinghouses—including Tesia, DentalXChange, and Change Healthcare (Emdeon)—to require certain attachments for [the CDT codes listed here](#). These requirements will go into effect on July 1, 2017. In addition, for any offices that submit paper claims, we are now able to accept paper copies of X-rays on the first submission.

X-rays need to be printed on 8.5"x11" paper and be of diagnostic quality. At this time, we are still not able to scan physical films but we are working on a solution for that as well.

Please refer to the [attachment requirement for details on which items to submit for specific codes](#). This will help us receive the necessary information to better review and process claims on the first pass. Thank you for your participation with us and your cooperation on this new attachment policy.

## 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](http://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](mailto:profservices677@ddpco.com).

## REMINDER: ELECTRONIC FUNDS TRANSFER

National EFT Now Available

Delta Dental is continually looking for opportunities to enhance and support our network providers' participation with us. Please don't forget we have local and national EFT available so you can receive your payments quickly, safely, and securely! Please visit our [provider page at delatadentalco.com](#) or contact your network management specialist for additional information or questions.

## INDIVIDUALS ACROSS THE STATE NEED YOUR HELP

Volunteer for the Colorado Mission of Mercy Today

The Colorado Mission of Mercy (COMOM) is a two-day dental clinic open to the Colorado community. Often adults without insurance and who cannot afford dental treatment go without services. For years, COMOM has helped this situation. Held annually in a large facility, dental services are provided to any person who cannot afford care. Patients are evaluated and treated based on their most urgent dental needs. Treatments include cleanings, fillings, root canals, extractions, and—as time permits—preparation of interim partial appliances.

The best part is that professionals donate the quality treatment. This year, COMOM needs 200 dentists to provide treatment at the October 13-14 event. They're also looking for dental hygienists, assistants, front desk staff, dental lab technicians, and other community volunteers. If you are interested in volunteering, [sign up here](#).



## HEART DISEASE AND ORAL HEALTH

### Delta Dental of Colorado Supports the American Heart Association

On Saturday, June 10, nearly 90 Delta Dental of Colorado employees took part in the American Heart Association's Heart Walk, raising almost \$15,000 in the process. According to the American Heart Association, heart disease is the number one killer in the United States, regardless of gender. DDCO supports the AHA because of the strong connection between oral health and heart disease.

Gum disease is a bacterial infection. A person with gum disease has roughly double the risk of developing heart disease, as compared to a person without gum disease. Bacteria in the mouth can migrate into the blood stream and form small blood clots. The clots can contribute to the clogging of arteries. Inflammation from gum disease can also lead to the buildup of fatty deposits inside the heart arteries. The connection can also go the other way. Certain drugs used to treat heart disease can cause dry mouth, increased plaque or enlarged gum tissue. These conditions can lead to gum infections which makes heart disease and gum disease a two-way street.

As part of our effort to increase awareness of the connection between oral and overall health—especially heart disease—we have instituted a pilot program with the University of Colorado Health Plan to track and educate CUHP members with high blood pressure. High blood pressure (hypertension) is one of the most prevalent—but frequently undiagnosed—conditions in the United States today. High blood pressure can put individuals at higher risk for heart attack, stroke, heart failure, and other serious health issues. Because high blood pressure is largely symptom-less, many people may not even be aware that they have it. We encourage all of our dental providers to take blood pressure readings during patient appointments to help make more people aware of a potentially dangerous condition.



## INSURANCE LITERACY VIDEO

### Helping People Understand the Real Costs of Poor Dental Health

Only 4% of Americans are able to define coinsurance, deductible, maximum, and copay. That means that they are less able to understand how their dental benefits work. Delta Dental of Colorado recently created a video that we released on our social media pages where we took to the streets to see if Coloradans have insurance literacy. **Check it out** and don't miss our other insurance literacy videos and blogs.

## 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.

## COOKING FOR WELLNESS

### CU Dental & Medical Students Learn Recipes to Support Overall Health

Twenty University of Colorado dental and medical students joined nutrition chefs for a **course on culinary medicine**. Hosted at Johnson & Wales University's production kitchen, the course taught students to develop and produce recipes from scratch. Participants also learned how to counsel patients on nutrition based on case studies assigned for their discipline. You can read more about it in [this article from \*The Denver Post\*](#).



The course was offered through the **Frontier Center** at the University of Colorado School of Dental Medicine. The Frontier Center trains medical, dental, nursing, pharmacy, and other students in health-related courses of study to understand and increase awareness of the connection between oral health and physical health. Delta Dental of Colorado Foundation funds the center, which has provided hands-on, interprofessional learning opportunities for more than 3,500 students since 2005.

## NO FRUIT JUICE UNDER AGE 1

### American Academy of Pediatrics Releases New Recommendations

The American Academy of Pediatrics (AAP) released new recommendations for juice in late May, citing concerns about childhood tooth decay and obesity. The Delta Dental of Colorado Foundation's work through our Cavities Get Around campaign supports this message as well.

Fruit juice is marketed as a healthy, natural source of vitamins and, in some instances, calcium. Although juice has some benefits, high sugar content contributes to increased calorie consumption and the risk of dental caries. The AAP now recommends:

- No juice before 12 months of age, unless clinically indicated.
- Limit juice to four ounces a day for toddlers and four to six ounces a day for children ages four to six.
- For children seven to 18 years of age, juice should be limited to one cup of the recommended two and a half cups of fruit servings per day.

Further news coverage can be found in [The New York Times](#) and [CBS News](#).

Right: Dr. Patty Braun, a physician at Denver Health and University of Colorado Hospital, talks about juice. [Watch now](#).



## 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).