

The Delta Dental of Colorado

# UPDATE

A quarterly newsletter for providers



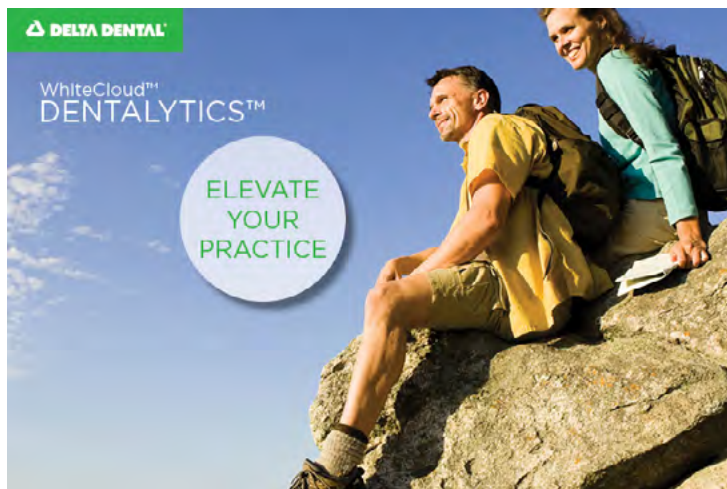
WINTER 2015

## ANNUAL MEETING DETAILS

Your Registration Letter is On Its Way

Save the date for the 2016 Annual Meeting on **Friday, February 26, 2016, from 1 to 2:30 p.m. at the Hyatt — Denver Tech Center, Mesa Verde Room.** Look for the meeting registration in the mail the week of January 18. You can attend the meeting in-person, via virtual online meeting, or via telephone. Your mail packet will include a control number, which you will need to use in order to register online for the meeting. Only participating dentists (not office staff) can get a non-transferrable ticket that you will need to enter. So watch your mail for the packet, which should be arriving soon.

You will have a chance to submit questions prior to the event. If you have any questions or need more information, please refer to the mailed packet.



## DENTALYTICS TOOL AVAILABLE

Talk To Your Provider Relations Representative Today

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.

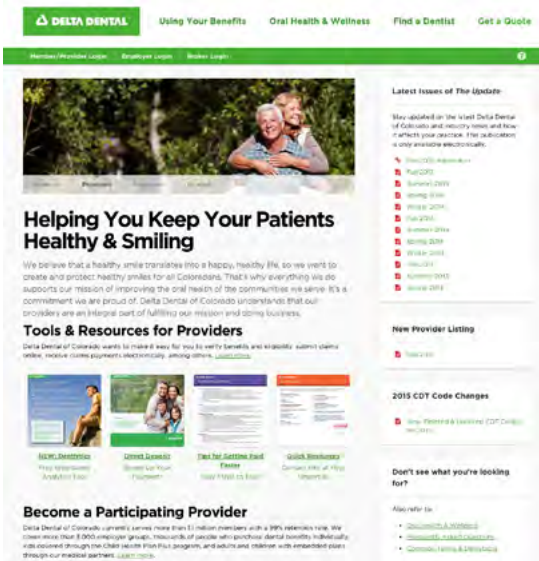
Dentalytics can help increase visits to your practice and improve the oral health of your patients. This tool can help you track the preventive care of your patients, so you can get them into your office for necessary ADA-recommended care.

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deltadentalco.com





## NEW WEBSITE OVERVIEW

### New Site, Same Old Login Credentials

Delta Dental of Colorado recently unveiled our new website, with a cleaner, more modern look and feel. You should **continue using your same username and password**. Nothing has changed once you log in to your secure account, only the public-facing pages look different. The Providers page has all the information it had before, plus some! Information that used to be on multiple pages has been consolidated, so it's like a one-stop-shop. And we will be adding new pages and new information in the coming months in response to suggestions from provider offices. We will be sure to feature these in the next issue of the *Update*.

Please make sure that when you are logging in, you are logging in under the MEMBER/PROVIDER Login. If you log in under the wrong tab, you will get an error message.

## DDCO WELCOMES NEW DENTAL REVIEW DIRECTOR

### Brooke Bodart Joins the Professional Services Team

Brooke Bodart joined Delta Dental of Colorado in December as our new dental review director. She is originally from Green Bay, Wisconsin, and moved to Denver in 2014. Brooke has a bachelor's degree in dental hygiene from St. Petersburg College and a master's in public affairs from Indiana University South Bend. As the dental review director, Brooke will be responsible for overseeing CDT code compliance, processing system maintenance, and updating policy guidelines. She will be supervising the dental review technicians and working closely with the dental director, reviewing clinical level claims.

She practiced dental hygiene for many years in a variety of dental offices and went on to teach dental hygiene at Indiana University South Bend. During that time, Brooke was awarded the American Dental Education Association/Sunstar Americas, Inc. /Harry W. Bruce, Jr. Legislative Fellowship Award, spending three months in Washington, DC, working with the ADEA policy center on issues related to the legislative agenda. Brooke then relocated to Los Angeles to work on a First Five Los Angeles access to dental care grant with Center for Oral Health and Western University of Health Sciences College of Dental Medicine. While there, she managed several school-based oral health centers and other grant-based oral health projects. She comes to DDCO from the Colorado Department of Public Health and Environment as a Health Systems Specialist and the Chronic Disease and School Health Grant Manager.

Outside of work, Brooke enjoys the outdoors and cheering on her home team, the Packers. Brooke is excited for this new opportunity with Delta Dental and looks forward to working with all of our providers.



## REMINDER ABOUT CHP+ REVALIDATION

### All CHP+ Providers Must Revalidate with the State

As a participating provider who sees CHP+ members, **you are required to enroll with the State of Colorado Department of Health Care Policy & Financing (HCPF) by March 31 in order to continue to be eligible to provide services to the CHP+ population.** 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>

New federal regulations established by the Centers for Medicare and Medicaid Services (CMS) require enhanced screening and revalidation for all existing (and newly enrolling) providers. These regulations are designed to increase compliance and quality of care. The final regulations are being implemented at a federal level.

Delta Dental of Colorado appreciates your willingness to support the underserved CHP+ population. To minimize any disruption in services or access, please complete your revalidation as soon as possible. **If you do not revalidate with HCPF, you will not be able to treat CHP+ members.** 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).

## CLAIMS CORNER

### 2016 Processing Policy Changes

Below is a list of changes that will affect the processing of claims for your practice and patients. With all of these changes, please note that any benefits are subject to contract limitations that may affect processing and payments, so be sure to verify the member's coverage. Remember that **denied** means there will be no Delta Dental payment, and the fee is chargeable to the patient; **disallowed** means there will be no Delta Dental payment, and the fee is **not** chargeable to the patient.

#### General Policy Updates:

- For code D4341, only two quadrants of periodontal scaling and root planing (four or more teeth per quadrant) may be submitted and allowed for payment on the same date of service.
- If a root canal is performed after a tooth has been crowned, a one-surface restoration for endodontic access closure of the tooth is now a benefit.
- For codes D2980, D2981, D2982, and D2983, any fees to repair a restoration on the same date of service as a new restoration will be **disallowed**. Any fees for repairs to the restoration will also be **disallowed** within 24 months of the original restoration.
- For code D4921, gingival irrigation will be DENIED when billed as a stand-alone procedure and will be **disallowed** when billed with any periodontal service.
- Fixed partial denture prosthetic procedures include routine use of temporary prosthetics during the time for normal laboratory fabrication of the completed prosthesis. It has been determined that the temporary prostheses are part of the fee for the fixed prosthetic device and will not be the patient's responsibility to pay.
- For code D7288, the requirements for clinical characteristics and historical risk behaviors documentation have been removed. Please continue to submit a pathology report for the brush biopsy code for payment.

Please carefully review the above changes and make the necessary adjustments to your insurance filing. New and deleted CDT codes for 2016 are included on the following page.

# NEW & DELETED CDT CODES FOR 2016

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

Effective January 1, 2016, the American Dental Association (ADA) has added 19 new codes and deleted 8 codes in the Code on Dental Procedures and Nomenclature (CDT). Here are the changes:

### NEW CODES

Code	Description
D0251	Extra-oral posterior dental radiographic image
D0422	Collection and preparation of genetic sample material for laboratory analysis and report
D0423	Genetic test for susceptibility to diseases - specimen analysis
D1354	Interim caries arresting medicament application
D4283	Autogenous connective tissue graft procedure (including donor and recipient surgical sites) each additional contiguous tooth, implant or edentulous tooth position in same graft site
D4285	Non-autogenous connective tissue graft (including recipient surgical site and donor material) each additional contiguous tooth, implant, or edentulous tooth position in same graft site
D5221	Immediate maxillary partial denture - resin base (including any conventional clasps, rests and teeth)
D5222	Immediate mandibular partial denture - resin base (including any conventional clasps, rests and teeth)
D5223	Immediate maxillary partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)
D5224	Immediate mandibular partial denture - cast metal framework with resin denture bases (including any conventional clasps, rests and teeth)
D7881	Occlusal orthotic device adjustment
D8681	Removable orthodontic retainer adjustment
D9223	Deep sedation/general anesthesia - each 15 minute increment
D9243	Intravenous moderate (conscious) sedation/analgesia - each 15 minute increment
D9932	Cleaning and inspection of removable complete denture, maxillary
D9933	Cleaning and inspection of removable complete denture, mandibular
D9934	Cleaning and inspection of removable partial denture, maxillary
D9935	Cleaning and inspection of removable partial denture, mandibular
D9943	Occlusal guard adjustment

### DELETED CODES

Code	Description
D0260	Extraoral - each additional radiographic image
D0421	Genetic test for susceptibility to periodontal disease
D2970	Temporary crown (fractured tooth)
D9220	Deep sedation/general anesthesia - first 30 minutes
D9221	Deep sedation/general anesthesia - each additional 15 minutes
D9241	Intravenous moderate (conscious) sedation/analgesia - first 30 minutes
D9242	Intravenous moderate (conscious) sedation/analgesia - each additional 15 minutes
D9931	Cleaning and inspection of a removable appliance

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 utilize the website [deltadentalco.com](http://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.

## DELTA DENTAL OF COLORADO COMPLIANCE

### Practice Patterns & the Frequency of Radiographs

Delta Dental of Colorado's contract compliance staff actively monitors the practice patterns of providers throughout both the Premier and PPO networks. Radiographs have emerged nationwide as a common source of fraud, waste, and abuse.

According to the ADA's *Recommendations for Prescribing Dental Radiographs*, a pattern of practice that reflects posterior bitewing radiographs more frequently than every 12 months throughout a provider's recall patient population likely constitutes overtreatment.<sup>1</sup> Generally speaking, for a recall patient with primary dentition not at increased risk of caries, posterior bitewings should only be taken once every 12 to 24 months. For adolescents with permanent dentition, the periodicity increases to taking such radiographs every 18 to 36 months. For adults with permanent dentition who have no history or heightened risk of caries, the ADA recommends posterior bitewings only once every 24 to 36 months.

Certainly, extenuating circumstances can exist that necessitate posterior bitewings more frequently. That explains why so many dental plans cover radiographs every six months. However, upon review of a patient chart where the patient has received radiographs more often than recommended by the ADA, Delta Dental of Colorado's contract compliance staff expects to see chart notes reflecting the circumstances that made the radiographs necessary. As the ADA notes, those cases are out there, and Delta Dental of Colorado understands that.

The ADA created its Recommendations for Prescribing Dental Radiographs as a tool to help providers "weigh the benefits of taking dental radiographs against the risk of exposing a patient to X-rays, the effects of which accumulate from multiple sources over time." According to the ADA, "Radiographs should be taken only when there is an expectation that the diagnostic yield will affect patient care." Delta Dental of Colorado examines providers' claim histories according to the recommendations set forth by the ADA. If providers' patient populations reflect radiographs taken significantly more often than the guidance set forth in the ADA recommendations, they may be creating two types of overexposure. Not only are the providers exposing their patients to too much radiation, they are also exposing themselves to increased scrutiny from Delta Dental of Colorado.

<sup>1</sup>[http://www.ada.org/~media/ADA/Member%20Center/Files/Dental\\_Radiographic\\_Examinations\\_2012.ashx](http://www.ada.org/~media/ADA/Member%20Center/Files/Dental_Radiographic_Examinations_2012.ashx). The ADA's recommendations are subject to clinical judgment and will not apply to every patient.

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## DENTAL ADVISORY COMMITTEE UPDATE

DAC Will Be Launching Soon

Delta Dental's professional services team is working to launch our newly created Dental Advisory Committee (DAC). Our management team is excited to be working in a collaborative environment with licensed dentists from around the state. The purpose of the DAC is to advise the management of DDCO with respect to dental policies and relationships with the dental community. The goal is to foster highly effective communication between DDCO and its member providers and make recommendations which will be utilized when making business decisions that impact the provision of dental services. Please stay tuned for further updates.

## RENEW YOUR DENTAL LICENSE

### 2016 is a Renewal Year

Colorado-licensed dentists are required to renew licensure every two years, so get ahead of the game and complete the renewal process early. Delta Dental of Colorado will be monitoring the DORA site to ensure successful renewals. Failure to renew or delay renewal resulting in a lapsed license will require monies paid to be refunded if services are completed during the non-licensed time frame for insured DDCO members.

## 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). If you have any questions, please call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

## 2016 FEE SCHEDULES AVAILABLE

Fee Schedules Now Posted Online

The 2016 Delta Dental fee schedules are now online. You can find them on our website at [deltadentalco.com](http://deltadentalco.com).

Click the Providers link, log in to your secure provider account, and click the Documents tab for PPO<sup>SM</sup> and Maximum Plan Allowance (Premier<sup>®</sup>) fees. A new approach and process was created to analyze all fees and procedures for 2016. With this new approach, fees for many procedures have been revised. If you have any questions about the fee schedule, please call 303-889-8677 or email [profservices677@ddpco.com](mailto:profservices677@ddpco.com).

## WHO'S NEW TO THE NETWORK?

Our Provider Networks Keep Growing

Check out what other providers in your area 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.

## JUICE TAKES A BIG HIT IN COLORADO . . .

### . . . But the Work is Just Beginning

The results from our statewide survey of 600 low-income families as part of the Cavities Get Around program are in and it's good news. We found that:

- Families statewide are limiting juice, a sugary drink.
- Caregivers are increasing kids' regular intake of tap water.

People are hearing the Cavities Get Around messages and acting on them. These actions are part of a comprehensive approach to protect their children's baby teeth. We're making headway in helping prevent the #1 chronic disease of childhood: tooth decay.

Though these results inspire us, this progress is just the start of more work to be done. Sugar's role in decaying baby teeth is unquestionable. But there are many other issues at play, including:

- Socio-economic status.
- Health literacy.
- Not enough exposure to fluoride.
- Lack of access to oral health care.
- Policies that foster unhealthy environments.

These are just some of the factors that have led to a disease affecting 40% of kindergartners and 55% of third-graders in Colorado.

Limiting sugary drinks and increasing water consumption are key steps in preventing tooth decay. But there's much more work we need to do. Access to care is a huge need that Delta Dental of Colorado Foundation, Caring for Colorado Foundation, and many others are working hard to address. Policy change at the institutional and public levels also needs to happen.

We're committed to this work because it's who we are and it's our mission. It's going to take a sustained effort to prevent the most common chronic disease of childhood. For more information on this public will building campaign, go to [cavitiesgetaround.com](http://cavitiesgetaround.com).



## 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).