

The Delta Dental of Colorado

UPDATE

Quarterly newsletter for providers

WINTER 2017-18

WELCOME, KRISTIE AND EMILEE!

New Leaders for our Network and Clinical Management Teams



Delta Dental of Colorado recently announced the restructure of our network and clinical management teams as we continue to enhance the provider experience. On our network management side, we have a new director at the helm. Kristie Richardson, MBA (krichardson@ddpco.com), has only been here a little over a month, but she and the team have already been working on enhancing the service and hospitality that DDCO is known for. Kristie is a "lifelong" provider relations person, having worked in the medical carrier world for most of her career. She recognizes that dental is different and is eager to bring her vast experience and customize it for your needs. She has a long history of helping the provider community understand how to work with the carrier while staying focused on quality care to patients. She relocated to Colorado from Alabama a couple of years ago and worked at Denver Health before we snatched her up!



Our clinical management team also has a new leader. Emilee Langer, MPH (elanger@ddpco.com), comes to us with 25 years of experience in many areas of dental insurance and delivery, with time spent in provider relations and sales/account management as well as leadership roles at the Pennsylvania Coalition of Oral Health, the Special Smiles program for dental care of the special-needs population, and setting up the dental clinics for the Salvation Army. In addition, Emilee has worked at top levels in the medical and ancillary health plan space. She's a tremendous asset to our department as well as to the entire organization! She oversees the credentialing area, clinical outreach and education, and professional reviewers. Emilee has relocated to beautiful Colorado, and she, her husband, and two sons are really enjoying being here.

Be sure to meet both Kristie and Emilee at the **Rocky Mountain Dental Convention January 18-20!** If you want to read more about the restructure, see the **fall issue**. 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.

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60th

1958 Anniversary 2018

DELTA DENTAL

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TACKLING OPIOID ABUSE

DDCO Partnering with CDPHE to Create Education Campaign

Drug overdose is the leading cause of accidental deaths in the United State, contributing to more than 50,000 deaths in 2015. Prescription opioid overdose was linked to more than 20,000 of the total overdose deaths, and another 13,000 deaths were related to heroin abuse in that same year. Three out of four people who use heroin became dependent on opioid pain relief after receiving a prescription from their doctor following an injury or surgery.

State and federal agencies like the Centers for Disease Control (CDC) and the American Dental Association (ADA) are hard at work on new guidelines for prescribing pain medication following surgery. Forty-nine states already have prescription drug monitoring (PMP) databases that help physicians track prescription drug activity in an effort to curb "doctor shopping." Some state dental associations now require continuing education for providers as a part of license renewal. No matter the level of involvement, all agree that increased education of providers and consumers alike will reduce the number of prescriptions written and the volume of medication distributed at any one time.

In 2018, Delta Dental of Colorado's clinical management team will be partnering with the Colorado Department of Health and the Environment (CDPHE) to develop an education campaign for participating dentists about the facts and guidelines for prescribing pain medication following dental procedures. Improving the health of the communities we serve is part of our mission, and preventing addiction is an important component of that.

2018 FEE SCHEDULES AVAILABLE ONLINE

Fee Schedules Now Posted on Secure Site

The 2018 fee schedules are available online. You can view the schedules by visiting our website at deltadentalco.com. Click on the [Providers link](#), log in to your account, and click on the Documents tab for PPO and MPA fees.

CHANGE TO ORTHO PAYMENT PROCESS

New Policy Will Help to Streamline the Administrative Burden of Monthly Payments

Delta Dental of Colorado recently updated our payment policy for orthodontia benefits. The new policy includes the following provisions:

- Instead of monthly payments, we will pay the benefit out in two payments over the treatment plan with one payment at banding for 50% of the plan's ortho max (or the submitted fee, if it is less) and a second 50% payment one year later (if the employee is still eligible at that time).
 - The final payment will not pay more than the allowed amount of the treatment plan.
 - The final payment will also be reduced by any ortho payments previously issued.
- Any ortho cases of 12 months or less will be paid out in one payment.

This policy change went into effect for risk groups on 11/1/2017. For self-funded (ASC) groups, this will go into effect on 2/1/2018. If you have any questions regarding this new payment policy, please contact your provider advocate.

On Friday, January 12, 2018, Delta Dental of Colorado will be closed starting at 11:30 a.m. (MST) so that we can acknowledge and celebrate our 60th anniversary. Our employees are proud of all we have contributed to the oral health of Coloradans over the past 60 years, and we thank you for being a part of it. DDCO will also be closed on Monday, January 15, to honor the legacy and hope of Dr. Martin Luther King Jr.

HYPERTENSION IDENTIFICATION PROGRAM

Understanding the American Heart Association's New Baseline for Hypertension

Blood Pressure Categories



BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (upper number)		DIASTOLIC mm Hg (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 - 129	and	LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1	130 - 139	or	80 - 89
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2	140 OR HIGHER	or	90 OR HIGHER
HYPERTENSIVE CRISIS (consult your doctor immediately)	HIGHER THAN 180	and/or	HIGHER THAN 120

Did you know that the **American Heart Association** recently **published new guidelines** for determining hypertension? This new baseline defines Hypertension—Stage I as a diastolic reading between 130 and 139, and a systolic reading between 80 and 89. This change impacts millions of Americans who previously thought their blood pressure was “safe.” Simple estimates of the total population served by Delta Dental of Colorado (approximately 1.3 million members) indicate that as many as 6,000 people may be impacted by this baseline change.

Our clinical management team is working to increase awareness of the importance of a blood pressure screening as part of a comprehensive health history. As part of our effort to increase awareness of the connection between oral and overall health—especially heart disease—we **instituted a program with the University of Colorado Health Plan (CUHP) in July 2017 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 and 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. Claims data submitted for CUHP members through early December indicate that at least two people were in hypertensive crisis during their dental visits.

In 2018, Delta Dental of Colorado will embark on an effort to increase the Hypertension Identification Program (HIP) to our general population as an important initiative that fits our mission of improving the oral health of the communities we serve and continue to educate people about the connection between oral and overall health.

CHP+ UPDATES

What is Going on with Federal Funding of the CHP+ Benefit

On December 21, 2017, the Joint Budget Committee approved Governor John Hickenlooper's request for one-time, short-term funding to extend funding of CHP+ through February 28, 2018, if Congress does not act to renew federal funding. The Colorado Department of Health Care Policy and Financing (HCPF) is currently analyzing whether the recent federal Continuing Resolution will have any impact on the possible end date of the CHP+ program in Colorado. **As of today, there are no changes to CHP+ benefits, eligibility, or enrollment.** We suggest following **The Future of CHP+ website** created by HCPF to stay up to date on the latest developments.

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.

Check out our **Word of Mouth campaign online** and download our fact sheet, **The Importance of Oral Health.** Feel free to share this on your website or with your patients to spread the word about the connections between oral and overall health.

REMINDER ABOUT 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

Benefit Enhancement Focuses on the Importance of Early Dental Care

Cavities are the most chronic childhood disease—five times more common than asthma. 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 created 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 not eligible for the RS4K 100% coverage level.

Right Start 4 Kids is now available on most small group (2-100) plans (not including customized plans). 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.

NEW ROUND OF CO MDI FUNDING

New Funding Helping to Address Access Barriers



Two of three low-income Coloradans have dental insurance because of Medicaid expansion and the addition of a dental benefit. In Colorado, almost one of five adults has Medicaid coverage. Coloradans with dental insurance *are* more likely to get care, but access to a dentist can still be hard. According to the Colorado Health Institute, Federally Qualified Health Centers (FQHCs) increased dental providers by 53% between 2013 and 2016. Still, seven counties in Colorado have no dental providers, and then have limited services. FQHCs accept Medicaid and offer sliding fee scales for people without insurance.

clinics are imperative. Charlene Pariera is a registered dental hygienist at La Junta Clinic, Valley Wide Health Systems, Inc. in Otero County. As part of the **Colorado Medical-Dental Integration (CO MDI)** project, registered dental hygienists coordinate care as part of a medical team. This means patients coming to clinics for medical visits can receive preventive dental care. **Every CO MDI hygienist works with at least one dentist or one dental clinic to link patients to restorative dental care.** As of June 2017, 65% of patients who were referred for restorative care attended those care visits.

According to the Colorado Health Institute, in underserved areas like Otero County, these

The CO MDI program breaks down access to care challenges that vulnerable Colorado communities face every day. Current grantees have provided more than 36,000 patient visits. The population is 70% Medicaid. Funding for a new round of CO MDI will support up to ten more Colorado clinics to adopt the model. The request for applications closes on January 23, 2018. Please let us know if you are interested in being a referral dentist for our clinics by **emailing us at Delta Dental of Colorado Foundation.**

DENTAL ADMINISTRATOR ADVISORY GROUP

Feedback from Business Staff Vital

On November 10, 2017, our Dental Administrator Advisory Group (DAAG) met for the second time. The group was established with about a dozen representatives from the front desk of practices of various sizes, specialties, and areas of the state. The purpose of the group is to be the voice for the business side of the provider community to bring a practical perspective to Delta Dental of Colorado (DDCO) to help us see where we may be able to modify our programs, processes, tools, as well as troubleshoot problems that are trending throughout the network.

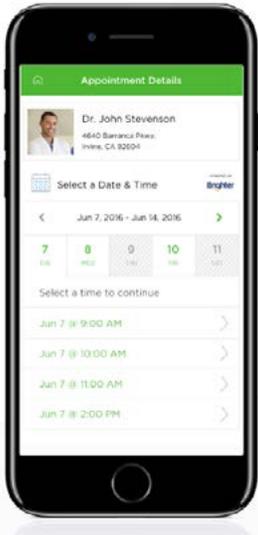
This feedback from the business staff is vital to DDCO as we partner with your practices to optimize the experience you have with DDCO and our other member companies across the country. For example, we talked about the information that shows up on EOBs and where we may be able to make improvements. We showcased the upgrades to our Dentalytics tool and our new DDS Enroll online credentialing portal. It's clear that the administrators and DDCO both appreciate these candid presentations and feedback opportunities.

We are open to hearing from any and all of our dental provider office administrators, so please share your feedback—the positives as well as the challenges—with us at profserv677@ddpco.com. Our next meeting of DAAG will be held on Friday, April 13, 2018, at 11 a.m. at the DDCO corporate location. If you are interested in joining this group and can commit to three hours, three to four times a year on a Friday, please reach out to Kristie Richardson at krichardson@ddpco.com.

Richardson at krichardson@ddpco.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:

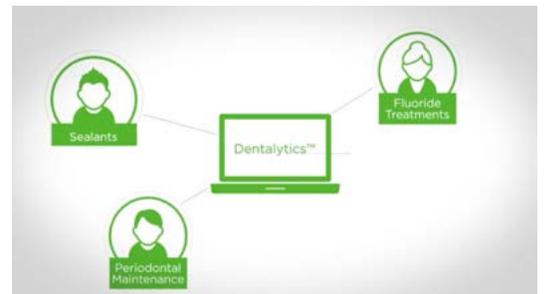
- Increase the likelihood of being selected by new patients.
- Decrease no-shows and last-minute cancellations.
- Give patients the ability to request appointments 24/7.
- Reduce marketing and administrative costs.

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 on **our website**. Simply visit brighter.com/deltadental or call 1-888-300-4742 to get up and running!

GET THE POWER OF DENTALYTICS TODAY

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

WhiteCloud™ Dentylics™, our Delta Dental proprietary, free Web-based tool, can help you track the preventive care of your patients (based on the Dental Quality Alliance of the American Dental Association). Dentylics can 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 Dentylics 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 Dentylics, just contact network management to register.

2018 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**.

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.

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.