

The Delta Dental of Colorado

UPDATE

Quarterly newsletter for providers

WINTER 2017

A MESSAGE OF THANKS TO ALL DELTA DENTAL PROVIDERS

Thank You for Giving the Gift of Healthy Smiles

As we wrap up 2016, it is impossible to imagine the lives that you—our dedicated dentists, hygienists, and staff—have touched by continuously sharing the gift of oral health with your patients who are covered by dental benefits administered through Delta Dental. We are especially grateful for the generosity of spirit in the dental community to serve those with no means to pay for care.

Our mission at Delta Dental of Colorado is to improve the oral health of the communities we collectively serve, bringing joy through the smiles that we maintain. Thank you for all you do to support our mission, as we know you share the same values in the fight against dental disease. We appreciate your partnership in the care of Coloradans and wish you the merriest of holidays and a joyous 2017!

With warm regards,
Your DDCO Network and Clinical Management Team



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MEET DELTA DENTAL OF COLORADO'S NEW CEO

Helen Drexler Assumed Leadership Role in Mid-December



The Delta Dental of Colorado Board of Directors has named Helen Drexler, an experienced health care executive with more than 30 years of experience, as our new president and CEO. She joined us in mid-December.

Helen's knowledge and experience in health care will help Delta Dental's continuing efforts to integrate oral health into overall medical care. Most recently, she served as regional vice president of national account management for Anthem Blue Cross and Blue Shield, overseeing Anthem's team that served 100 national account customers and more than 1.7 million members. She has deep experience in provider contracting, claims and billing operations, strategic planning, organizational development, and sales and account management. She also has a strong understanding of the Colorado health care market, having worked for the Anthem system in the state for 15 years.

Helen also shares a passion for our nonprofit mission and will work with the company's foundation and community partners to continue improving the oral health of all Coloradans.

We will miss Kate Paul, who has done so much for our organization and for the oral health of Colorado. We are also excited about this next phase under Helen's leadership. You can learn more about our new CEO in the [full press release](#).

ANNUAL MEMBER MEETING | January 20, 2017 | 12-1 p.m.

Our annual meeting for participating dentists is now a call-in, interactive meeting that won't require time away from the office. This—and the member updates that will occur throughout the year—will allow participating dentists and DDCO staff to have a more frequent, open dialogue. Only participating dentists (not office staff or independent hygienists) can take part. You will receive registration information in a separate letter in the next few weeks.

NEW FOUNDATION EXECUTIVE DIRECTOR

Allison Cusick Takes the Helm at the Foundation



This month, Allison Cusick, MPH, begins her role as executive director for Delta Dental of Colorado Foundation. The foundation supports many initiatives and grants. Recent successes include:

- CO MDI grantees have completed more than 16,000 patient visits.
- More than \$220,000 in funding has been given in innovation grants.
- Award recognition for the Cavities Get Around "Truth Behind the Label" spot.

Allison will be working with the board of directors and staff to move the foundation into its next chapter and aims to continue being strategically innovative. Allison brings an enormous amount of passion to the foundation's mission to eradicate tooth decay in young children.

"I'm incredibly passionate about kids and their health. If children aren't healthy, they aren't going to reach their full potential. There are so many children suffering from cavities, which are almost 100% preventable. There is still much work to be done to spread this important message. This requires a complex, multi-faceted approach to ensuring that all children have access to oral health care close to their home. I'm proud to be part of it."

For more information, see the [full press release](#).

NEW & DELETED CDT CODES FOR 2017

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

This is a reminder that effective January 1, 2017, the American Dental Association (ADA) has added 11 new codes and deleted one code in the Code on Dental Procedures and Nomenclature (CDT). The changes are outlined at deltadentalco.com/uploadedFiles/Dentists/2015CDTCodes.pdf.

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 use 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. If you have any questions, you can contact your network management specialist.

DENTAL ADVISORY COUNCIL CHANGING ITS FOCUS

Introducing the 2017 Dental Administrator Advisory Group

In 2015, Delta Dental of Colorado established a working group of participating providers to share ideas in a facilitated setting, so that the relationship and communication between dentists and DDCO could be improved. Several key issues were brought forward and changes were made as a result. In order to continue in that mode, the Dental Advisory Council (DAC) was formed in 2016 with dentist participants from the various specialties from different sections of the Front Range. The goal was to advance communication and share innovative ideas from within Delta Dental and the dental community. We discussed compensation, policies, some value-adds, changes in technology, and learned more about each other. One of the most exciting changes to come out of those meetings is that, for 2017, all regions and networks will see some increases in their fees.

For 2017, we will be taking a different tack and listening to the administrative side of the offices. We will be establishing a Dental Administrator Advisory Group (DAAG) to work on the business and operations end of the dental office world, paying close attention to the dental office experience from both the front desk and the patient perspectives. We anticipate that we will learn even more about how Delta Dental impacts the workflow of your offices—large and small—and how we can improve the experience that you and your patients have with us. If your office administrator is interested in volunteering to be a part of this exciting new group, please contact your network management specialist or email us at profservices677@ddpco.com and we'll get you more detailed information.

2017 FEE SCHEDULES AVAILABLE ONLINE

Fee Schedules Now Posted on Secure Site

The 2017 fee schedules are available online. You can view the schedules by visiting our website, deltadentalco.com. Click on the **Providers** link, log in to your account, and click on the Documents tab for PPO and MPA fees.

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

MEDICARE OPT-IN REMINDER

CMS Postpones Enforcement Until 2019

As we reported on our provider web page, CMS recently announced that full enforcement of the Medicare Part D prescriber enrollment requirement would be postponed until January 1, 2019. For more information, please visit www.cms.gov. In addition, Delta Dental of Colorado's network management specialists are available to discuss which option might be best for your practice. **Contact yours today.**

2017 ROCKY MOUNTAIN DENTAL CONVENTION

No Local Convention This Year

Because Denver was the proud host of the National American Dental Association convention in 2016, there will not be a Rocky Mountain Dental Convention again until 2018. The Delta Dental of Colorado network and clinical management team looks forward to seeing you all in 2018!

Please keep in mind we are all available for support year round. Contact your network management specialist if you have questions or need support. Need help determining who your specialist is? Check out the **territory map** online.



REMINDER: CHP+ PROVIDERS MUST REVALIDATE

Claims Will Not Be Processed for Providers Who Do Not Revalidate

As we mentioned in the Fall 2016 Addendum, the Colorado Department of Health Care Policy & Financing (HCPF) postponed the Health First Colorado (Colorado's Medicaid program) and Child Health Plan Plus (CHP+) go-live date to March 1, 2017.

Remember that if you want to see CHP+ patients after March 1, you need to revalidate with the state. If you do not revalidate with HCPF by March 1, 2017, Delta Dental of Colorado will not be able to process and pay claims submitted for children in the CHP+ 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 online tool and takes approximately four to six weeks to complete. The state's online provider enrollment tool 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 any questions about revalidation or enrollment, contact the state's helpdesk at COProviderEnrollment@HPE.com. Please note that this is a new contact and has been changed since December.

Congratulations to Dr. Kathleen Young at Young Family & Cosmetic Dentistry for winning the Dentalytics Giveaway by signing up for our free Web-based tool.

COMPLIANCE CORNER by Matt Cassady, Director of Compliance

Coordination of Benefits and Compliance with Your Participating Agreement

As you are likely aware, coordination of benefits (COB) is the practice of ensuring that insurance claims are not paid multiple times when a member is covered by two health plans at the same time. The idea behind coordination of benefits is to ensure that the payments of both plans do not exceed 100% of the covered charges.

The most common question we receive from providers related to COB is “What amount do I have to ‘write off’ when two different insurance companies—with two different allowable amounts—provide coverage?” For Delta Dental of Colorado participating providers, this is really just a contract compliance question.

When a provider signs a participating agreement with Delta Dental of Colorado, he or she “agrees to accept as payment in full for both covered services and non-covered services the lesser of (1) the [applicable DDCO fee schedule] or (2) the fees actually charged” by the provider. Given that language, if a provider accepted a higher amount, he or she would be out of compliance with the terms of the DDCO participating agreement. The Colorado Coordination of Benefits regulation supports this position when it states, “Any expense that a provider . . . in accordance with a contractual agreement is prohibited from charging a covered person is not an allowable expense.” Essentially, this means that even when a member has two policies, if one of them is with Delta Dental, the most you can collect is the amount listed on the applicable DDCO fee schedule.

Thank you for your attention to this important matter, and for your continued compliance with your DDCO participating provider agreement.

INNOVATION GRANT RECIPIENTS ANNOUNCED

Winners Creating Regenerative Materials for Teeth, Bacteria-Resistant Devices, and More

We are thrilled to announce the recipients of the 2016 Delta Dental of Colorado Foundation Innovation Grants, an initiative to develop and test new approaches to some of the state’s most pressing oral health challenges. This year’s recipients are an exciting group of researchers, nonprofits, and high-tech companies throughout the Front Range.

- Colorado School of Mines’ Krebs Research Group, based in Golden, will work to advance regenerative materials for teeth. This new approach for treating a cavity would restore a tooth to its original condition, eliminating the need for a traditional filling.
- Sharklet Technologies, a biomedical device company based on the Fitzsimons Innovation Campus in Aurora, will apply its technology to a dental setting for the first time to produce bacteria-resistant retainers and other devices.
- Quadric BioMed, a medical technology company based in Colorado Springs, will work to bring to market a new type of dental implant that could significantly reduce bacteria build-up common with traditional implant devices.
- Dental Aid, a nonprofit dental clinic serving low-income and un-insured individuals in Boulder, Longmont, and Louisville, seeks to reduce emergency department visits and the overall cost of care by directing patients to dental providers and establishing dental homes for patients.
- Clinica Family Health Services, a network of community health clinics that offers medical and dental care in Denver and Boulder counties, will develop new practice-management tools to improve dental care quality at its clinics.



The Delta Dental of Colorado Foundation, in partnership with Delta Dental of Colorado, funded a total of \$220,000 to support these projects.

To read more about the program, visit deltadentalcofoundation.org/initiatives-grants/innovation-grants/.

CHILDREN'S DENTAL HEALTH MONTH

Let Delta Dental Help You Celebrate

February is National Children's Dental Health Month, and we have plenty of ways to help you celebrate. Our website has an [oral health and wellness page](#) with plenty of childhood oral health resources, including flyers on:

- Children's Oral Health
- Sealants
- Best Foods for Your Teeth

We also have a [blog](#) with a host of resources, [crafts](#), and games to celebrate the month.



Or check out Delta Dental of Foundation's public will building campaign, Cavities Get Around. [The website](#) has great information for families about why children's baby teeth are so important and how to take care of them. So take the whole month of February to celebrate all the little smiles in your practice!

DENTAL LIFELINE OFFERING CE COURSE

Get Two Hours of Continuing Education at No Cost

Dental Lifeline Network (DLN) is offering a two-hour continuing education course at no cost to participants. On **Tuesday, February 7**, you are invited to attend "An Update on Common Medical Conditions" presented by Dr. Kevin Patterson.

Time: 5:30 p.m. cocktails and appetizers; program at 6 p.m.

Location: Mountain West Dental Institute, 925 Lincoln St., Unit B, Denver, CO 80203

Cost: FREE

Credit: 2 CDE Hours

DLN is a national charitable organization whose mission is to improve the oral health of people with disabilities or who are elderly or medically fragile and have no other way to get help. DLN accomplishes its mission by developing and coordinating collaborative relationships that provide essential resources for direct-service programs, especially charitable care. Delta Dental of Colorado is a proud supporter of DLN and has provided an unrestricted education grant to support this continuing education activity.

To register, go to dentallifeline.org.



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 deltadentalco.com](#) or contact your network management specialist for additional information or questions.

THE SILENT HERO THAT PROMOTES GOOD ORAL HEALTH

New Website Provides Facts about Fluoride

Colorado's reputation for being among the healthiest states in the nation is a point of pride. One area where we're doing quite well is water fluoridation. About 74% of our state's residents have access to water with fluoride, a naturally occurring mineral that hardens tooth enamel and protects against decay.

It's been more than 70 years since the adoption of community water fluoridation. Today, a vast majority of Americans enjoy better oral health because of their tap water.

In fact, water fluoridation was named one of the ten greatest public health achievements of the 20th century. It's right up there with seatbelts, car seats for children, and immunizations. Some of its strongest supporters are pediatricians, dentists, teachers, and school nurses.

Unfortunately, some activists are trying to mislead Coloradans about fluoridation. They misrepresent research and spread misinformation. It's important that Coloradans have the facts.

That's why our partner, Healthier Colorado, just launched **a new website about water fluoridation** in the state. Check it out!



ADA NEWS FOCUSES ON NEW SCALING PROCEDURE

ADA Provides Direction on Using D4346

As of January 1, dentists may use procedure code D4346 (scaling in the generalized presence of moderate or severe gingival inflammation — full mouth, after oral evaluation). This new code reflects the procedure for patients with gingival disease and no attachment loss. It will result in more accurate documentation and reporting by eliminating consideration of:

- D4999 as this code requires a narrative containing information that limits auto-adjudication
- “Undercoding” as a Prophylaxis procedure
- “Overcoding” as a Scaling and Root Planing procedure

The procedure is considered therapeutic for a patient in a diseased state, as noted by the following sentence in the D4346 descriptor: “It is indicated for patients who have swollen, inflamed gingiva, generalized suprabony pockets, and moderate to severe bleeding on probing.” When a patient is diagnosed with generalized gingivitis following an oral evaluation this scaling procedure treats the generalized gingival inflammation and pseudo-pockets present.

The ADA has a **free webinar** and **guide** to the D4346 scaling procedure code that will give you more insight into when to use this code. If you have any questions about how Delta Dental of Colorado is applying this new code, contact your network management specialist.

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.