

A QUARTERLY NEWSLETTER FOR DENTISTS AND STAFF

Update

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Delta Dental of Colorado Fund Because a healthy smile can change a life

Investing in dental practices and improving oral health

The Delta Dental of Colorado Fund was created in July to help low-income Colorado families get the dental care they need. This program will invest \$3 million into the communities and citizens that have been hit hardest by the economic downturn. There is no other program like this in Colorado.

At a time when dental spending has seen the first annual decline in 50 years, this initiative has never been more important. Financial uncertainty is forcing all families to make hard decisions. Many are faced with prioritizing their health needs.

We know that you are committed to improving the health of your community. The Fund is a resource that will make dental care available for everyone. This program is designed to help your patients establish a routine through regular dental visits in spite of uncertain economic times. By providing your patients with a system for ongoing care, we will build an important bridge as health care reform approaches in 2014.

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Delta Dental of Colorado Fund

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Who is Eligible?

We're offering the Fund to three groups: low-income Delta Dental of Colorado members who can't afford the care they need; CHP+ children who have exceeded their annual maximum and still have treatment needs; and low-income, uninsured Coloradans.

Low-income means:

Children from families at 300% of the Federal Poverty Level (FPL) or below

- Family of 2 earning \$44,130
- Family of 4 earning \$67,050

Adults at 250% FPL or below

- Family of 2 earning \$36,775
- Family of 4 earning \$55,875

How the Program Works for DDCO Members

Eligible patients will have a \$1,000 benefit per calendar year to pay for fillings, root canals, crowns and other covered non-diagnostic and preventive procedures. Enrollment is as easy as 1, 2, 3:

1. A Delta Dental dentist submits the one-page eligibility request on behalf of the patient.
2. The request includes income documentation and a Delta Dental pre-determination form for treatment being performed.
3. The request is reviewed, and approved or denied.

How the Program Works for the Uninsured

- The dentist submits the eligibility request on behalf of the uninsured patient.
- Once the paperwork is processed, the patient may receive care from a Delta Dental PPO or Premier provider

Like you, we believe a healthy smile can change a life. If you have a patient who might benefit from this program, please let us know by calling (720) 489-4713.

Our Mission:
To improve the
oral health of
the communities
we serve.



On a Mission to Help Children

Dr. Sean Vostatek, Simply Kids Dental

We've all seen the shocking images on television; children in third world countries living in unthinkable conditions. It pulls at our hearts and brings tears to our eyes. It's something Dr. Sean Vostatek, a pediatric dentist in Colorado Springs, Colorado has witnessed firsthand.

"I think any one of us would love to step up to help those who are less fortunate. I am just thankful that I have the expertise and training as a pediatric dentist to help impoverished children through dental missions. Many of the children have never met a dentist before," Vostatek said.

How it all began

In 2009, Vostatek took his first trip to the Big Island of Hawaii, as part of the Healthy Children, Healthy Smiles - Keiki Dental Project.



"We saw some really disadvantaged kids," he said. The mission focused on first generation immigrants from places like the Marshall Islands, Tonga and Fiji. "These are children who have been uprooted from their homes. Many do not have much more than the clothes on their back. In all, we provided about \$50,000 of free dental services," he added.

With one mission on the books, the doctor never looked back. "Once you see the sheer relief on a child's face, you know this is bigger than you. It's something that you'll do again and again."

Dental care for Vietnamese orphans

In 2010, Vostatek joined a mission group headed to a remote village of Vietnam.

The trip focused on a Catholic orphanage that housed 250 disabled children. Many were blind, deaf-mute, had Down Syndrome or other physical deformities.

"The demand was overwhelming. Children with urgent dental issues got the treatment they needed; everyone received toothbrushes and dental education," he explained. "It felt really good to make a difference—even for a short amount of time."



The group was not able to treat every child during the 10-day trip. A follow up mission is set for March of 2012. "We left with the promise we'd be back," he concluded.

Life's harsh realities

Earlier this year, Dr. Vostatek traveled to a remote area of Kenya with Mission of Mercy, an organization that helps children in poverty-stricken areas of the world. Patients seeking help traveled hundreds of miles in search of relief.

"We had to bring everything to this remote area, including all our dental equipment and dental chairs. Working without electricity, potable water, air conditioning or restrooms, we set up a large tent to provide care. The nomadic African tribes in this area still live as their ancestors did—meaning they've never had access to any dental care before."

While they strive to teach good dental habits, the realities of life in very poor nations limits their ability to educate.

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*"Once you see the sheer relief on a child's face, you know this is bigger than you. It's something that you'll do again and again."
--Dr. Sean Vostatek*



Dr. Sean Vostatek,
Simply Kids Dental

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“We’re constantly trying to balance the importance of a healthy mouth with the realities of a very hard life. If you’re worried about finding clean water or your next meal, oral hygiene is probably not even on your radar. Our goal is to teach the best oral hygiene possible, given the circumstances.”



Inspiring others

Prior to the trip, the Vostatek family decided to sponsor three Kenyan children.

“By far the highlight of the trip was the opportunity to meet and play with the children we sponsor and their families. They are such dynamic people who deserve more. It’s important that my children grow up knowing how good we have it in this country,” Vostatek said.



“I have a young family, and although time away for missions can be challenging, I see it as an excellent opportunity to teach my children about various cultures and lifestyles in other parts of the world. I want them to feel a connection and a responsibility to help others,” he explained.

And he must be on the right track—one of his sponsor children explained through a translator that he wants to be a doctor—just like Dr. Vostatek—so that he can help people when he grows up.

“That in itself,” said Vostatek, “is reward enough.”

To learn more about mission opportunities, visit www.missionofmercy.org. Find out about Dr. Vostatek, at www.simplykidsdental.com or e-mail drsean@simplykidsdental.com.

Our goal is to teach the best oral hygiene possible, given the circumstances.

Helpful Hints for Claim Submission

Take a moment to be sure the information you provide on claims forms is correct. Doing so will send the claim through the processing system without delays.

There are three common issues that cause claims to be flagged for manual review. This can delay payment for up to a week. To avoid delays, make sure you check the following on each claim you submit:

1. License Number: We input this number based on what you write on the claim form. So, be sure you include the correct number based on the Department of Regulatory Affairs’ (DORA) records. You can check what DORA has listed by visiting www.dora.state.co.us.

2. Tax ID Number: This is the second most common reason for delays in claim payments. It’s wise to take a second to double check the Tax ID number that you provide.

3. NPI Number: Any dental office that submits electronic claims has an NPI number. If you need to submit a paper claim, be sure to include the NPI number on the claim form, for faster processing.

Classes & Seminars



Delta Dental offers educational seminars and CPR classes to participating dentists and their office staff at no cost. Space is limited and registration is required.

Our dental office staff seminars provide timely and relevant information on “what’s new” at Delta Dental of Colorado.

Please RSVP for classes and seminars at least 10 days prior by calling (303) 889-8677 or by downloading a registration form from the Dentist section of our website.

CPR Classes

October 21, 2011	Denver	1:00 – 4:00 p.m.
December 9, 2011	Denver	1:00 – 4:00 p.m.

Dental Office Staff Seminars

October 14, 2011	Denver <i>Orthodontic</i>	1:00 – 4:00 p.m.
March 9, 2012	Denver	9:00 a.m. – 12:00 p.m.

All Denver classes/seminars will be held at:

Delta Dental of Colorado
4582 S. Ulster Street, 12th Floor
Denver, CO 80237



Policy Spotlight — National Processing Policies

This quarter we are highlighting some of the general policies from the National Processing Policies section of the Dentist Handbook. These are ‘model policies’ as the terms of each group contract can vary. If in doubt, please submit a pre-determination for your patient.

Crowns – Single Restorations Only

Page 15, 2011

Crowns and indirectly fabricated restorations are optional benefits unless the tooth is damaged by decay or fracture to the point it cannot be restored by an amalgam or resin restoration. If the fee for a crown or indirectly fabricated restoration is not allowed, an alternate benefit allowance for an amalgam or resin restoration is made according to the policies for those restorations. The difference between the allowance for the amalgam or resin restoration and the approved amount for the crown, cast, or indirectly fabricated restoration is denied and collectable from the patient.

New Look for Delta Dental of Colorado's Website

We're excited about a change that is coming soon to the Delta Dental of Colorado website.

Later this fall you will notice a whole new look and feel at www.deltadentalco.com; but don't worry, none of the convenience or functionality will change. You will still be able to use the website to check on benefits and eligibility of your patients.

The Dentist section of the site will continue to provide everything you need to take a proactive approach to upcoming appointments. You'll appreciate how the information is displayed in an easier, more intuitive way.

From the patient's perspective, benefit reports will have a new layout with a clear overview and breakdown of dental benefits. Maximums remaining and used to date will also be listed. Our revamped dentist search feature provides clear, comprehensive search results that make sense.

We're testing the new site now. You can expect a fresh, simple look and feel coming soon.



Tools to save time and money

We'd like to remind you of a suite of tools created just for provider offices.

Our Automated Call Center, interactive website and direct deposit payment program form a suite of tools and services that give provider offices the freedom to gather information on demand. Prepare for each day's appointments when it's convenient for you.

Are you interested in learning more about how these tools can save you time and money?

Upon request, we'll schedule a visit from your Delta Dental Provider Relations representative for an in-depth review of our suite of tools and services. Many will save you time, money, or both – we'll show you how! You'll learn about:

Direct Deposit – You have the opportunity to enroll in direct deposit, an option that allows you to be paid faster.

Automated Call Center – Available 24 hours a day 7 days a week, call 1-800-610-0201 to access current patient benefit information. For more detailed benefit information, select the option for a fax-back patient benefit report.

Interactive Website – Delta Dental of Colorado's website, www.deltadentalco.com provides access to even more patient benefit and eligibility information 24 hours a day, 7 days a week. The site is designed to make your experience as simple as possible.

If you are interested in scheduling a visit, contact us today! Call 303-889-8677 or send an e-mail to profservices677@ddpco.com.

Our suite of tools and services will save you time and money. Contact us to find out how!

Delta Dental's Networks Keep Growing!

Delta Dental of Colorado welcomes the following new dentists to its network (*specialties are noted in parentheses when applicable*):

PREM = Dentists who have recently joined the Delta Dental Premier® network.

PPO = Dentists who have recently joined the Delta Dental PPOSM network.

PREM/PPO = Dentists who have recently joined the Delta Dental Premier and Delta Dental PPO networks.

Arvada

Dr. Nicholas Politano (Oral) Prem

Aspen

Dr. Robert Jensen Prem

Aurora

Dr. Roger Bumgarner (Ortho) Prem/PPO

Dr. Justin Evanson (Oral) Prem/PPO

Dr. Leon Greenberg Prem/PPO

Dr. Matthew Mauck Prem

Dr. Jason Price Prem/PPO

Dr. Jeffrey Young (Pedo) PPO

Boulder

Dr. David Beebe (Ortho) Prem/PPO

Dr. Geoffrey Dibert Prem/PPO

Dr. Michele Tafoya (Pedo) Prem

Broomfield

Dr. Nathan Baxter (Oral) Prem/PPO

Dr. Andrea Schmidt Prem

Canon City

Dr. Zachary Houser (Pedo) PPO

Dr. Jeffrey Kahl (Pedo) PPO

Dr. Derek Kirkham (Pedo) PPO

Castle Rock

Dr. L Scott Brody PPO

Dr. Terry Hagen Prem/PPO

Centennial

Dr. Aaron Liddell (Oral) Prem

Colorado Springs

Dr. William Allen (Perio) PPO

Dr. David Beebe (Ortho) Prem/PPO

Dr. Bradford Belt Prem/PPO

Dr. Joshua Carter Prem

Dr. Ronald Cockrell PPO

Dr. Travis Edwards Prem/PPO

Dr. Richard Ford Prem

Dr. Scott Frederick Prem/PPO

Dr. Terry Hagen Prem/PPO

Dr. Jessica Hanson Prem/PPO

Dr. Adrian LePendu Prem

Dr. Stephen Mack Prem/PPO

Dr. Edward McCulloch PPO

Dr. Kajsa Novembre Prem/PPO

Dr. Brent Paulus (Ortho) Prem

Dr. Brian Tuttle Prem/PPO

Commerce City

Dr. Lindsay Compton Prem/PPO

Dr. Katherine Johnson Prem

Denver

Dr. David Beebe (Ortho) Prem/PPO

Dr. Maria DiPasquale (Oral) PPO

Dr. Jessica Hanson Prem/PPO

Dr. Barbara Heupel-Chapman Prem

Dr. Chelsea Mayer Prem/PPO

Dr. Rajesh Patil (Ortho) Prem/PPO

Dr. Andrew Stubbs (Endo) Prem/PPO

Dr. Sarah Werner PPO

Englewood

Dr. Justin Evanson (Oral) Prem/PPO

Erie

Dr. Jason Cowden Prem/PPO

Evergreen

Dr. Robert Gordon Prem

Fort Collins

Dr. Geoffrey Dibert Prem/PPO

Dr. Lina Kulkarni (Ortho) Prem/PPO

Dr. Ryan McCall Prem

Golden

Dr. Christopher Lovell (Ortho) PPO

Greeley

Dr. David Beebe (Ortho) Prem/PPO

Dr. Jessica Hanson Prem/PPO

Dr. Gregory Obermann Prem/PPO

Greenwood Village

Dr. Michael Goldfogel PPO

Dr. Nicholas Hein Prem

Grand Junction

Dr. Grant Butler Prem/PPO

Dr. Stephen Lewis Prem

Highlands Ranch

Dr. Aaron Goodman Prem/PPO

Dr. Berween Mourady Prem/PPO

Hotchkiss

Dr. Andrew Scott Prem

Lafayette

Dr. Kari Amick PPO

Lakewood

Dr. Kevin Andrus (Endo) Prem/PPO

Dr. Beth Dorian Prem/PPO

Dr. David Mershon (Ortho) Prem/PPO

Dr. Erich Palacios Prem/PPO

Lone Tree

Dr. Maria DiPasquale (Oral) PPO

Dr. Nancy Grant (Pedo) PPO

Longmont

Dr. Ryan Bond Prem

Dr. Geoffrey Dibert Prem/PPO

Dr. Jessica Hanson Prem/PPO

Louisville

Dr. Tracey Hughes Prem

Loveland

Dr. Geoffrey Dibert Prem/PPO

Dr. Robert Stacey PPO

Montrose

Dr. Christopher Poe Prem

Dr. D Michael Tobler Prem

Monument

Dr. Michael Yurth Prem/PPO

Parker

Dr. Ashley Killin (Pedo) Prem

Pueblo

Dr. Sarah Keen Prem/PPO

Dr. Brandon Payne (Oral) Prem/PPO

Dr. Jeremy Thomas Prem/PPO

Rifle

Dr. Garry Millard (Perio) Prem/PPO

Thornton

Dr. Brian Hirsbrunner Prem/PPO

Dr. Brian Hutchison PPO

Dr. Michelle Raleigh Prem/PPO

Wellington

Dr. Shaun Rocknak PPO

Westminster

Dr. Robert Demaray PPO

Dr. Geoffrey Dibert Prem/PPO

Dr. Jeremy Rogers Prem/PPO

Windsor

Dr. Joshua Fowler Prem

Dr. William Reardon PPO

Dr. Jill Shonka (Pedo) Prem/PPO

welcome

Remind Your Patients – oral health resources are available in English and Spanish at www.MonthlyMouthfulCO.com

A lack of dental care and untreated oral disease can negatively affect an individual's ability to do basic things like speaking, smiling, kissing and chewing. In fact, national statistics show dental-related absences from work for one year totaled more than 164 million work hours for adults.

In addition, science points to important associations between periodontal disease and medical conditions like diabetes, cardiovascular disease, and the risk for premature birth.

The most common oral diseases can be prevented or eliminated almost completely if individuals have some basic knowledge on good oral health habits.

So, encourage your patients to visit
www.MonthlyMouthfulCO.com for tips and hints
that will keep their smile healthy and bright!



We Value Your Opinion

This newsletter is meant to be an informative and useful publication for participating dentists and staff. E-mail your ideas, suggestions and comments to the Delta Dental of Colorado editorial team at updatenewsletter@ddpco.com.



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