

A QUARTERLY NEWSLETTER FOR DENTISTS AND STAFF

IN THIS ISSUE

- 2 Board of Trustees Elects New Chair
- 4 Provider Spotlight
- 5 Helpful Hints for Claim Submission
- 6 Policy Spotlight
- 7 Delta Dental's Networks Keep Growing!

Update



Enhancements to our website and other tools coming soon!

Delta Dental of Colorado has been working to simplify the tools and access to information you need for your practice. In April, you will begin to notice improvements to our website, including an easier-to-read screen layout.

New Check Disbursement Statement

With input from the dental community we've changed the layout of our Claims Payment Statement. In April you will begin receiving an easier-to-read statement titled Check Disbursement. Adjustments and deductible amounts will be viewable on each procedure code. Additionally, the "not chargeable to patient" amount will be shown for each procedure rather than summed at the bottom of the statement.

continued on back cover



Board of Trustees Elects New Chair Cynthia A. Evans

Cynthia A. Evans, an executive professor of management at the Monfort College of Business at the University of Northern Colorado, was elected chair of the board at the annual meeting in January. Ms. Evans opened the meeting with the following remarks:

The opportunity to serve the mission of improved oral health as a trustee of Delta Dental was a great honor, and that certainly would have been enough. For the past four years, it has become clear to me that Delta Dental, its employees and its board, are devoted to and are passionate about finding ways to advance that mission—to see to it that more Coloradans find their way to a dental home. AND that those who already have insurance receive the best possible care from the best network of dental providers. I am honored to take over as chair. I pledge to work with the board and the company's leadership to keep the company moving in the right direction.

We will have to wade through these tough times, just like any other company, but please know that Delta Dental of Colorado is strong financially and well led. The smart businesses are the ones who will come out the other side of this

crisis in a position to move forward. The smart companies find opportunity in times like these. Delta Dental will be on the “smart” path.

Staying on that path means staying focused on treating and preventing oral disease. The best model we know of to accomplish this is dental insurance. So it's imperative that we do business in a way that will keep people going to the dentist. We take that obligation very seriously and I can tell you that the board spends most of its time on just that topic. Our mission doesn't just cover those with insurance— we owe all the citizens of Colorado our best efforts, which is why our community benefit program through the Delta Dental Foundation is so important.

I can speak for the entire board when I say we are on the case and plan to work hard on this vast responsibility. Thank you for giving us the opportunity to do so. We treat that trust with great care.

“...So it's imperative that we do business in a way that will keep people going to the dentist. We take that obligation very seriously and I can tell you that the board spends most of its time on just that topic... “



Do You Have Uninsured Patients?

Delta Dental for Individuals and Families

Delta Dental now offers dental insurance to individuals and families. The program, called Delta Dental for Individuals and Families, offers three different options: a discount plan and two PPO plans. Please refer your uninsured patients to our website at www.deltadentalco.com or contact us at 1-800-496-6902 if you would like brochures explaining the individual and family dental plans.

People with dental insurance are more than twice as likely to visit their dentist regularly. Now you can help your patients get the dental care they need.

A special thank you goes out to all the dental offices that have recommended and referred patients to Delta Dental's individual plan options. Together, we can improve the oral health of all Coloradans!

People with dental insurance are more than twice as likely to visit their dentist regularly. Now you can help your patients get the dental care they need.



We understand that the best way to move towards our mission of improving oral health is to provide as many people as possible with dental insurance.

Invest Program for Uninsured Adults

A few months ago we provided you information about a new program for uninsured adults meeting certain financial criteria. Called Invest, the program provides twelve months (or \$1,000) of free dental insurance to underserved adults. There are no cost share amounts, so Invest patients have no barriers to getting the care they need. The Delta Dental of Colorado Foundation sponsors Invest and has committed \$1.4 million to the program.

We still have room for additional members! If you have uninsured patients who need care but can't afford it, they may qualify for membership in Invest. Refer them to www.deltadentalco.com to apply for Invest membership.

We understand that the best way to move towards our mission of improving oral health is to provide as many people as possible with dental insurance. People with dental insurance see their dentists regularly, leading to better oral health. You can contact Barbara Springer at bspringer@ddpco.com if you have questions about Invest.

Dr. Michael Ford



Dr. Michael Ford and staff

Growing up in the rural town of Hayden, Colorado, Dr. Michael Ford developed a love for the outdoors at an early age.

Surrounded by rugged mountain beauty, his appreciation for Mother Nature was par for the course. Hayden, for those who do not know, is located about 30 miles outside of Steamboat Springs, Colorado.

The twist no one expected was how growing up in a rural community sparked Michael's fascination with dentistry.

"I needed braces like many kids, but there was no orthodontist in Hayden, or even Steamboat Springs for that matter. My orthodontist flew his private plane into our area every few months for check ups."

Dr. Ford recalls how the doctor's grand arrival for check-ups spurred an interest in dentistry.

"I saw this manly, rugged doctor flying his own plane into this remote area for appointments, and it really impressed me," he recalls. "It seemed very glamorous."

And the rest, as they say, is history.

Fast-forward 25 years. After graduating from the University of Colorado Dental

School and serving a two-year residency at University of Texas, Dr. Ford returned to Colorado. While he has practiced here since 1994, recently, he ventured out on his own to open a private practice near E-470 and Gartrell Road. Dr. Ford sees a wide variety of patients, from the retiree population to young families with children.

"Just based on the location of my office, I see an interesting demographic. We have retirees from the Heritage Eagle Bend development, but we also see many young families."

Dr. Ford opted for a career in general dentistry, as opposed to orthodontia, because he likes to see results—quickly.

"I want to be able to help patients now. I see so many people who are in pain. One of my biggest professional joys is being able to take immediate action to help people feel better," he said. "Taking someone out of pain is a noble thing."

The result? "I do a lot of root canals," he laughs.

The doctor also feels compelled to help people who suffer from addictions. As a volunteer and chair of the Concerned Colorado Dentists (CCD), Dr. Ford leads a group of dentists who are committed to helping their colleagues.

"When we see a dentist suffering from addiction, we work to educate them. We help them get the treatment that they need. Bottom line: I believe in helping people. Whether it is a patient suffering from oral pain, or a colleague struggling with substance abuse, no one should be left to suffer."

Dr. Ford sums up his career choice, simply by saying, "In short, I am a pretty simple guy. I enjoy nature and the outdoors, but I also enjoy helping people. That's what makes dentistry the perfect career for me. I am my own boss, I set my own rules, and there's tons of opportunity for personal growth. I absolutely love what I do."

CPR Classes

Delta Dental offers CPR classes to participating dentists and office staff at no cost. Registration is required at least 10 days prior to class date. Space is limited. Reserve your spot by calling 303.889.8677.

All CPR classes are held at 4582 S. Ulster Street, 12th Floor, Denver.

DATE	DAY	TIME
March 20, 2009	Friday	1:00-4:00 p.m.
June 26, 2009	Friday	1:00-4:00 p.m.
September 11, 2009	Friday	1:00-4:00 p.m.
November 13, 2009	Friday	1:00-4:00 p.m.

2009 Delta Dental Dentist and Staff Seminars

Delta Dental is committed to offering educational seminars at no cost to participating dental offices. Our goal is to provide a forum through which the Professional Services staff can address your questions. Seminar dates include:

- **May 01, 2009** Colorado Springs 1:00-4:00 p.m. (location to be announced)
- **May 22, 2009** Grand Junction 1:00-4:00 p.m. (location to be announced)
- **June 05, 2009** Ft. Collins 1:00-4:00 p.m. (location to be announced)
- **August 07, 2009** Denver 1:00-4:00 p.m. (focus on orthodontics)
- **August 14, 2009** Denver 1:00-4:00 p.m.

Please RSVP at least 14 days prior to the seminar date by calling 303.889.8677. Changes or additions to seminar dates, times, and locations will be posted on our website at www.deltadentalco.com. The Denver seminars will be held at 4582 S. Ulster Street, 12th Floor, Denver, CO 80237.

Helpful Hints for Claim Submission

Please refer to the Delta Dental National Processing Policies found on Delta Dental of Colorado's website. Click on Dentists and login to the CPSA site to view the complete document.

Implants and Implant Restorations: Benefits for the placement of implants, abutments (custom and prefabricated), and implant restorations may be available for your patients. Be certain to submit all treatment you complete for implant cases. Use the applicable CDT codes for the implants, any supporting structures (abutments or connecting bars), and crowns (abutment supported or implant supported) for benefit determination.

Endodontic retreatment, D3346 – D3348, may include the removal of a post, pin(s), old root canal filling material, and the procedures necessary to prepare the canals and place the canal filling. Separate fees for these procedures by the same dentist/dental office are included in the fees for the retreatment and are disallowed, and not chargeable to the patient nor payable by Delta Dental.

Also, the fee for retreatment of the root canal therapy by the same dentist/dental office within twenty-four (24) months of initial treatment is considered a component of the fee for the original procedure. A separate fee for the retreatment is disallowed, and not chargeable to the patient nor payable by Delta Dental.



We Value Your Opinion This newsletter is meant to be an informative and useful publication for participating dentists and staff. Email your ideas, suggestions and any comments to the Delta Dental editorial team at updatenewsletter@ddpco.com.

Important Information about Dental Benefits

Your patient's Delta Dental benefits are determined by the patient's employer. Dental treatment performed should be based on dentist/patient mutual agreement and be completed with the best interests of the patient in mind. Your claims will be processed in accordance with the employer group contract and the Delta Dental National Processing Policies that you have contractually agreed to follow.

NPI Requirements

Effective August 31, 2009, if you have not filed your NPI with Delta Dental, you will not have access to claims status or eligibility through our web-based applications. If you have not submitted your National Provider Identification number to us, we encourage you to do so. Fax your NPI number to our Provider Records Department, at 303.741.2230.

Each edition of the Update highlights a different policy statement. We hope this spotlight helps you become more familiar with policy requirements. The complete list of Policy Statements is located in the Delta Dental Dentist Handbook accessible through the CPSA site in the Dentist section of our website at www.deltadentalco.com.



Policy Statement 4:

Dentist shall accept paper checks or electronic remittances, as payment for benefits covered by Delta Dental programs. Dentist shall not charge or attempt to charge at any time an amount greater than the patient's share of the cost of the treatment, as determined by Delta Dental.

Delta Dental's Networks Keep Growing!

Delta Dental of Colorado welcomes the following new dentists to its network (*specialties are noted 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 PPOSM networks.

Arvada

Dr. Noah Ariola-Tirella Prem/PPO
Dr. Kevin Cahoon Prem
Dr. Rossynet Jimenez Prem/PPO
Dr. Stephen Taylor PPO
Dr. Scott Tidwell PPO

Aurora

Dr. Darren Bennett Prem/PPO
Dr. Dallas Brimhall PPO
Dr. Brandy Burgess (Ortho) Prem/PPO
Dr. Sheryl Clear Prem
Dr. Kristina Harvan Prem/PPO
Dr. Wade Hirshman Prem/PPO
Dr. Jamin Houser PPO
Dr. Traver Maxwell Prem/PPO
Dr. Bill Miller (Ortho) PPO
Dr. Brian Ozenbaugh Prem/PPO

Boulder

Dr. Dyeus Chung (Perio) Prem

Dr. Christopher Frederick Prem/PPO
Dr. Clayton Harper (Oral) Prem/PPO

Breckenridge

Dr. Sabrina Goff Prem/PPO

Broomfield

Dr. Dawne Adams Prem/PPO

Burlington

Dr. Brandt Jones PPO

Carbondale

Dr. Mark Cook Prem

Castle Rock

Dr. Noah Ariola-Tirella Prem/PPO
Dr. Jamin Houser PPO
Dr. Brandt Jones PPO
Dr. Sara Logan Prem/PPO
Dr. Theodore Struhs (Ortho) Prem/PPO

Centennial

Dr. Margarita Aleksanyan Prem/PPO
Dr. Brittany Bevis PPO
Dr. Mark Cassidy (Ortho) PPO
Dr. Michael Franquemont PPO
Dr. Sara Logan PPO
Dr. Timothy Masterson PPO
Dr. Yolanda Short Prem/PPO

Colorado Springs

Dr. Larry Adams Prem
Dr. John Bailey (Ortho) PPO
Dr. Michael Beasley PPO
Dr. Chiyon Choe Prem/PPO
Dr. Kristi Davies Prem/PPO
Dr. Robert Drury Prem/PPO
Dr. Mark George Prem/PPO
Dr. Ruxandra Georgescu Prem
Dr. Steven Gould Prem/PPO
Dr. Daniel Kingsford Prem/PPO
Dr. Tara Khalil Prem/PPO
Dr. Christopher Liontas PPO
Dr. Jon Matthes PPO
Dr. Navid Rahimpour PPO

Cheyenne Wells

Dr. Paul Yoon Prem

Commerce City

Dr. Homer Warner Prem/PPO
Dr. Nicolas Porter Prem/PPO

Denver

Dr. Kathleen Baltz (Endo) Prem/PPO
Dr. Richard Barecki Prem/PPO
Dr. David Koo Prem/PPO
Dr. Yun Kyoung Kwon Prem/PPO
Dr. Kareen McIntosh Prem/PPO
Dr. Bill Miller (Ortho) PPO
Dr. Santiago Moncayo Prem/PPO
Dr. Justin Owens (Ortho) Prem/PPO

Englewood

Dr. Sheila Hartle Prem/PPO

Estes Park

Dr. Gregg Peterson (Oral) PPO

Fairplay

Dr. Arthur Langereis Prem

Falcon

Dr. Kristi Davies Prem/PPO
Dr. Jamin Houser PPO
Dr. Kraig Kenny Prem/PPO
Dr. John Waite PPO

Firestone

Dr. Renee Shepherd Prem/PPO

Fort Collins

Dr. Jeffrey Kramer Prem/PPO
Dr. Jennifer Merritt (Perio) Prem/PPO
Dr. Laura Milnor (Ortho) PPO

Fountain

Dr. Eric Mediavilla PPO

Glenwood Springs

Dr. Christopher Beal Prem/PPO
Dr. Jay Heim Prem
Dr. Corey Johnson Prem
Dr. Paul Pantleo Prem/PPO

Grand Junction

Dr. Matthew Bryner Prem/PPO
Dr. Derek Lowe Prem
Dr. Scott Stoddard Prem/PPO

Greeley

Dr. Rabi Altatri Prem/PPO

Greenwood Village

Dr. Thomas Hein Prem
Dr. Kathleen Baltz (Endo) Prem/PPO

Haxtun

Dr. Steven Blohm Prem/PPO

Highlands Ranch

Dr. William McNeely PPO

Lakewood

Dr. Nolan Brotherton PPO
Dr. Brain Furgason PPO
Dr. Kristina Harvan Prem/PPO
Dr. Drew Richards Prem

Lamar

Dr. Paul Yoon Prem

Leadville

Dr. Sabrina Goff Prem/PPO

Limon

Dr. David Thurman PPO

Littleton

Dr. Robert Deloian Prem
Dr. Michael Franquemont PPO
Dr. Larry Gitlin PPO

Lone Tree

Dr. Sandra Ambida PPO

Longmont

Dr. Stephen Sidwell Prem/PPO

Louisville

Dr. Joseph Bentley Prem/PPO
Dr. Douglas Duey Prem/PPO
Dr. Abraham Miller Prem/PPO
Dr. Stephen Spencer Prem/PPO

Montrose

Dr. Kenneth Cory PPO
Dr. Kenneth Knott Prem
Dr. Derren Tippets (Pedo) Prem

Monument

Dr. Victoria Driskill Prem/PPO
Dr. Joshua Smith Prem/PPO

Parker

Dr. Kathleen Cortese Prem
Dr. Yun Kyoung Kwon Prem/PPO

Peyton

Dr. Chad Murdock Prem/PPO

Pueblo

Dr. Prathima Rasamsetty Prem/PPO
Dr. Reginald Westphal (Endo) PPO

Sheridan

Dr. Wade Hirshman Prem/PPO

Sterling

Dr. Randall Jones Prem/PPO

Steamboat Springs

Dr. John Lupori (Oral) Prem/PPO

Strasburg

Dr. David Thurman PPO

Thornton

Dr. Andre Gillespie Prem/PPO
Dr. Martin Gossenauer III Prem/PPO

Trinidad

Dr. Amy Polk Prem

Wheat Ridge

Dr. Anastasia Dodson Prem/PPO

Windsor

Dr. Michael Bruhin PPO

welcome

continued from cover

Important Dates and Reminders

March 1, 2009:

Dentist Connection tutorial available on our website

If you need further assistance with Dentist Connection, please call Professional Services at 303-889-8654.

March 25, 2009:

No longer able to submit claims using Dental Office Toolkit® (DOT)

In order to complete enhancements to our website and associated tools we will be experiencing some downtime from March 25th through April 5th. Dental offices will be able to check eligibility and benefits on DOT; however, the ability to submit claims through the website will be down during this period. We apologize for any inconvenience this may cause you.

April 6, 2009:

Dentist Connection becomes available

On April 6th you may visit our website at www.deltadentalco.com and log in to Dentist Connection. This will replace DOT and offer a more user friendly screen layout and enhanced eligibility/benefit information.

Still receiving claims payment checks by mail?

Sign up for direct deposit to increase timeliness of payment. Beginning April 6, 2009, paper checks will change from being distributed daily, to weekly, based on provider zip code. Only dental offices enrolled in direct deposit will receive payments on a daily basis.



Delta Dental of Colorado
P.O. Box 5468
Denver, Colorado 80217-5468

PRSR STD U.S. Postage PAID Denver, CO Permit No. 336
--