

# Update

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## Public Education Campaign Encourages New Mothers to Prevent Early Childhood Dental Disease



A public education program, run by Delta Dental of Colorado Foundation, continues to raise awareness of how mothers can pass oral disease to their young children.

In just the first two years, this campaign has had encouraging success.

- Awareness of the mother-infant oral health connection rose from 26 percent to 69 percent in telephone surveys of 300 randomly selected new mothers in the Denver-metro area.
- Of those who heard or saw the message, 58 percent said they changed their behavior in some way, including seeing a dentist, no longer orally sharing items with their infant or talking to others about the issue.
- Other community organizations have partnered with the Delta Dental of Colorado Foundation on this initiative, such as Bright Beginnings, Denver Health, Tri-County Health WIC clinics, University Hospital, Exempla Lutheran Medical Center, Boulder Medical Center and Rose Hospital.
- Lt. Governor Barbara O'Brien and Kate Paul, President, Delta Dental of Colorado, appeared on local television news programs to discuss the importance of children's oral health as part of National Children's Dental Health month.

The Foundation will continue to work with providers to spread the word to patients about children's oral health. It will also expand its partnerships with other members of the medical community including pediatricians, family physicians, ob/gyns, nurses and others. Advertising and publicity efforts remain ongoing, along with other efforts to reach new and expectant mothers.



If you would like to order free patient education materials on infant oral health or oral health during pregnancy, please contact Tracy Boyle at 303-825-6100.



## PROVIDER SPOTLIGHT

# Metro-Community Provider Network (MCPN).

Anna, a young, married mother of eight, lives with her husband and children in the Denver-metro area. She works hard to provide for her family. Her husband, David, is also strongly committed to their family's well being. But like many, Anna and David are working through tough times. Frequently, they must make choices between their needs, and those of their children. With eight children and no dental insurance, Anna and David cannot afford to seek their own dental treatments. At least they couldn't until they found out about Metro-Community Provider Network (MCPN).

MCPN has a well-defined mission, built on 20 years of service in Colorado: to provide excellent health-related services, focusing on the underserved. With 12 locations across the metro area and thousands of patients, MCPN keeps growing. MCPN is a saving grace for people like Anna and David, who have no where else to turn.

Almost six years ago, MCPN opened its first dental clinic. It was planned as a place that the less fortunate could come to receive dental treatments, regardless of income. As soon as the clinic opened, it had no shortage of patrons.

"There are so many people in the Denver-metro area who need dental treatment, but cannot afford it," said MCPN practice manager, Lili Carrillo. "Unfortunately, since this is a clinic catering to low-income populations, a lot of times we see our

patients only in crisis situations." When patients cannot pay for care, they tend not to seek it, she explained. "Patients will put off treatments until they are in the midst of a dire medical emergency. It is at this point that many are referred to us from emergency medical facilities across Denver."

The MCPN dental clinic is a busy place. In 2008, the clinic saw 2,650 patients for a services ranging from routine cleanings and exams, to root canals and extractions. "We see a variety of patients, with a variety of income levels, for a variety of services. But the majority comes to us with no insurance. They pay what they can on a sliding scale," Carrillo elaborated.

"We recently began accepting Delta Dental insurance. We have not only received new patients through Delta Dental insurance, but we have also gotten very involved with their Invest program."

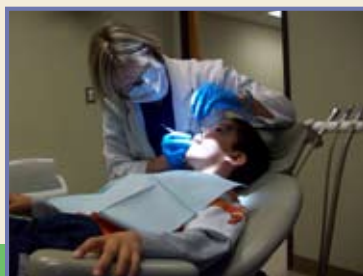
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*"There are so many people in the Denver-metro area who need dental treatment, but cannot afford it..."*

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A program that provides one year of free dental insurance to income-qualified adults, Delta Dental's Invest program has been a perfect fit for many of MCPN's lower-income patients.

With Invest, we have seen a transformation in patient behavior—they are so much more likely to follow through with treatment plans on Invest. When we remove the cost barrier, these folks are motivated to take action and improve their oral health," said Carrillo.



# Dentists: Make sure you've got the right connection

## Helpful hints for Dentist Connection:

- Write down your login and password for future reference
- Enter the authorization code that you receive via US mail within 14 days of initial log in.
- Initially, you may log in without your authorization code. Simply leave the field blank and hit "continue" when prompted to enter the code.
- Authorization codes may contain zeros and/or the letter "O". If you're not sure, try one and if that does not work, try the other.
- Due to HIPAA laws, you must enter a patient's name, patient's date of birth, and subscriber ID to get eligibility and benefit information.

Dentist Connection has replaced Dental Office Toolkit® (DOT) for eligibility, benefits and claims. Below, we've noted several items that may need further explanation.

### How do I access Dentist Connection?

You must obtain a user name and password specifically for Dentist Connection. Your DOT user name and password will not work.

A user name and password is required to access Dentist Connection, both at a local level through the Delta Dental of Colorado website at [www.deltadentalco.com](http://www.deltadentalco.com) and at a national level through [www.deltadental.com](http://www.deltadental.com).

### Can I still use my old Dentist Connection user name and password?

If you have previously registered and already have a user name and password for the national Delta Dental website, those same login credentials must be used for the Delta Dental of Colorado website.

### How do I get a user name and password?

If you are a new user, you will need to complete the registration process to establish a user name and password. The process is easy:

1. Go to [www.deltadentalco.com](http://www.deltadentalco.com)
2. Click on "Dentist" on the left-hand side of the page

3. Find the "New user? Need to register?" link on the main page
4. Follow the links on the next pages to enter all required information

Once the registration process is successful, make note of your user name and password for future use.

Close your internet browser and re-open a new session before your first attempt at logging in from the Delta Dental of Colorado website ([www.deltadentalco.com](http://www.deltadentalco.com)).

### I've completed the registration process, now what?

That's all there is to it. Once registered, you will have immediate access to Dentist Connection (just click the Continue button when prompted for the authorization code)

You will receive your authorization code for Dentist Connection via US mail. You must enter your authorization code within 14 day of initial registration to guarantee future access to the site.

### What if I have questions while using Dentist Connection?

A tutorial that demonstrates the uses and features of Dentist Connection is available on the Dentist page of our website. You may also find the Frequently Asked Questions document to be helpful.

*The main thing you need to know is that Dentist Connection has replaced Dental Office Toolkit® (DOT) as the source for information regarding eligibility, benefits and claims.*

# 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. We have received many Type 1 (Individual) NPI numbers. However, if you have not submitted your Type 1 (Rendering) and/or Type 2 (Billing) National Provider Identification number to us, we encourage you to do so immediately!

How do you know what NPI we have on file for your office? Log in to Dentist Connection at [www.deltadentalco.com](http://www.deltadentalco.com) and click on the Practice Information link from the Dentist Menu page:

- If a Type 2 (Billing) NPI is on file, it will display in the Billing Provider NPI field at the top of the page.
- If a Type 1 NPI is on file, it will display in the Rendering Provider NPI field for each Provider in your office.

*Don't delay - verify your NPI status today!*

## Get FAST claims payment

Have you ever noticed how much faster you receive e-mail, as compared to standard US mail? Funny how that works. You can think of direct deposit as the “e-mail” of claims payment. When you choose direct deposit, you are electing to receive your payments as timely as possible.

*For example:* Clara visits the dentist on Monday. Delta Dental receives her claim on Thursday. With direct deposit, Clara’s dentist is paid electronically within a few days of the claim submission.

Jake also saw the dentist on Monday. Delta Dental also received his claim on Thursday. However, since Jake’s dentist does not use direct deposit, payments are processed differently. Delta Dental mails hard copy claim payments weekly, based on the

provider’s zip code — so Jake’s dentist will have to wait up to a week for the claim check to be cut once Delta Dental processes the claim. Then, his dentist will have to wait for the check to make its way through the mail.

**The result:** Clara’s dentist receives payment about a week after Clara’s treatment. Jake’s dentist is still waiting for the check, more than two weeks after Jake’s procedure.

Want to move into the 21st century and receive payment faster? It’s easy – sign up for direct deposit today!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Jake goes to his dentist Clara goes to her dentist	2	3	4 DDCO receives Jake's claim DDCO receives Clara's claim	5	6
7	8	9 DDCO processes Jake's claim DDCO processes Clara's claim	10	11 Clara's dentist receives payment via direct deposit	12	13
14	15 Zip code of dentist gets paid, printed and mailed that night	16	17	18 Jake's dentist receives paper check in the mail	19	20

# Policy Spotlight

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](http://www.deltadentalco.com).



## Policy Statement 16 :

The date of service as defined by Delta Dental's Board of Trustees is the date the treatment is completed. For multiple appointment procedures, the completion date of the procedure is the date that must be submitted on claims for payment. Completion for crowns, cast restorations and fixed bridges is the cementation date; for removable full and partial dentures it is the insertion date; and for root canal therapy it is the final fill date.

Per Policy Statement 16, Delta Dental benefits only completed treatment. Therefore, when submitting claims for multi-appointment procedures, the date of service you should report is the date the treatment was completed. For crowns and bridges, it is the seat date. For root canals, it is the final fill date. For dentures and partials, it is the delivery date.

For example, in most instances, offices do not seat a crown or bridge on the same date a build-up procedure is completed. Yet, claims are often submitted with the same date of service for both treatment codes. When claims are submitted in this way, Delta Dental will process as follows:

- The claim will be split
  - One claim for dated, completed treatment
  - One claim for treatment not yet completed
- The build-up and any other dated treatment will be processed
- The date of service will be removed from the crown or bridge code and a pre-treatment estimate will be issued
- Once your office receives the pre-treatment estimate and the crown or bridge has been seated, return the pre-treatment estimate form with the appropriate date of service entered (do not submit a new claim form)
- Delta Dental will then process the crown or bridge as completed treatment



## 2008 ANNUAL REPORT

DELTA DENTAL OF COLORADO'S 2008

ANNUAL REPORT IS COMING SOON. CHECK

THE HOME PAGE OF OUR WEBSITE, [WWW.DELTADENTALCO.COM](http://WWW.DELTADENTALCO.COM), THIS SUMMER.

DELTA DENTAL OF COLORADO'S 2008



**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](mailto:updatenewsletter@ddpco.com).

## 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 classes are held at 4582 S. Ulster St., 12th Floor, Denver.

DATE	DAY	TIME
September 10, 2009	Wednesday	1:00 pm – 4:00 pm
November 13, 2009	Friday	1:00 pm – 4:00 pm

## 2009 Delta Dental Dentist and Staff Seminars

Delta Dental is committed to offering educational seminars at no cost to participating dental offices and to provide a forum for the Professional Services staff to address your questions.

The seminars are listed below:

August 07, 2009 Denver 1:00 p.m. – 4:00 p.m.  
*(focus on orthodontics)*

August 14, 2009 Denver 1:00 p.m. – 4:00 p.m.

Please RSVP least 14 days prior to the seminar date by calling Delta Dental at 303.889.8677.

Continue to check our website for changes or additions in seminar dates, times, and locations. The Denver seminars will be held at 4582 S. Ulster Street, 12th Floor, Denver.

## 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.

### Space Maintainers

When submitting a claim for a space maintainer (D1510 – D1525), please use the tooth number of the missing tooth, rather than the number of the erupting tooth. Space maintainers submitted for missing primary anterior teeth, missing permanent teeth, or for patients over the contract age limit are denied and chargeable to the patient.

### Inlay Restorations

Inlay restorations (D2510 – D2530, D2610 – D2630, and D2650 – D2652) are considered optional treatment. When the patient's dental plan permits, an alternate benefit for an amalgam or resin restoration is applied. The difference between the allowance for the amalgam or resin restoration and the approved amount for the inlay restoration is chargeable to the patient.

# 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 PPO network.

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

## Arvada

Dr. Larisa Khmil Prem/PPO  
Dr. Kelsey Majors Prem/PPO  
Dr. John Wallace Prem/PPO

## Aurora

Dr. Jeffrey Astroth (Prosthodontics) PPO  
Dr. Michelle Brichacek PPO  
Dr. Sheryl Clear PPO  
Dr. Ricardo Dasilva Prem/PPO  
Dr. Jayme Glamm Prem/PPO  
Dr. Lonnie Johnson PPO  
Dr. Aradavan Karami Prem/PPO  
Dr. Larisa Khmil Prem/PPO  
Dr. Rebecca Loewen Prem/PPO  
Dr. Michael Logelin Prem/PPO  
Dr. Kimberly Marshall PPO  
Dr. Linda Murzyn-Dantzer (Pediatrics) Prem  
Dr. Lawrence Musanje Prem/PPO  
Dr. Donald Nelson Prem/PPO  
Dr. Margarita Ochoa Prem/PPO  
Dr. J Craig Passon PPO  
Dr. John Quigley Prem/PPO  
Dr. Sayed Razaei Prem/PPO  
Dr. Katie Tiao Prem/PPO  
Dr. Daniel Wilson PPO

## Boulder

Dr. Aaron DeGarmo Prem/PPO

## Castle Rock

Dr. Corey Hasenauer Prem  
Dr. Walt Vogl PPO

## Colorado Springs

Dr. Benjamin Bullen Prem/PPO  
Dr. Robert Corr (Endodontics) Prem/PPO  
Dr. Ricardo Dasilva Prem/PPO  
Dr. Steven Enea PPO  
Dr. Dayle Hartgerink (Orthodontics) PPO  
Dr. Gary Hickenlooper PPO  
Dr. Dennis Levasseur PPO  
Dr. Rebecca Loewen Prem/PPO  
Dr. Michael Logelin Prem/PPO  
Dr. Britny Massey PPO  
Dr. Michael Morrison (Orthodontics) PPO  
Dr. Joseph Rota Prem  
Dr. Larry Rush Prem/PPO  
Dr. Paul Rygg PPO  
Dr. J Edwin Lucas Prem  
Dr. Katie Tiao Prem/PPO

## Denver

Dr. Ricardo Dasilva Prem/PPO  
Dr. Alfaiyaz Ibrahim (Pediatrics) Prem/PPO

Dr. Nataliya Ignatieff Prem/PPO  
Dr. Rebecca Loewen Prem/PPO  
Dr. Michael Logelin Prem/PPO  
Dr. Scott Lowry (Endodontics) PPO  
Dr. Lawrence Musanje Prem/PPO  
Dr. John Quigley Prem/PPO  
Dr. Danielle Schwartzenberger Prem/PPO  
Dr. Buhm Sohn Prem  
Dr. Katie Tiao Prem/PPO

## Englewood

Dr. Ian Ferguson Prem/PPO  
Dr. Corey Hasenauer Prem  
Dr. Joshua Zenon Prem/PPO

## Fruita

Dr. Carol Lybrook Prem  
Dr. Scott Lybrook Prem

## Glenwood Springs

Dr. George Haltom (Oral Surgery) Prem  
Dr. Brian Talley Prem/PPO

## Grand Junction

Dr. Eric Barnhurst (Endodontics) Prem  
Dr. Tyson Black Prem/PPO  
Dr. Caroline Carruth Prem  
Dr. Robert Chavez (Endodontics) Prem  
Dr. Philip Latteier PPO  
Dr. Paul Northup (Endodontics) Prem

## Greeley

Dr. Patricia Bratulescu Prem/PPO  
Dr. Ricardo Dasilva Prem/PPO  
Dr. Rebecca Loewen Prem/PPO  
Dr. Michael Logelin Prem/PPO  
Dr. Lawrence Musanje Prem/PPO  
Dr. Katie Tiao Prem/PPO  
Dr. John Wallace Prem/PPO

## Highlands Ranch

Dr. Brent Bailey Prem

## Lafayette

Dr. Steven Eurich PPO  
Dr. Victor Raposo (Oral Surgery) Prem  
Dr. Gary Sellers Prem

## Lakewood

Dr. Margarita Ochoa Prem/PPO  
Dr. Sayed Razaei Prem/PPO

## Limon

Dr. George Krieger PPO

## Littleton

Dr. Frederic Thrash PPO

## Longmont

Dr. Azadeh Soltani Prem/PPO

## Louisville

Dr. Damen Caraway (Orthodontics) PPO  
Dr. Rebecca Stranahan Prem

## Montrose

Dr. Eric Barnhurst (Endodontics) Prem  
Dr. Robert Chavez (Endodontics) Prem  
Dr. Paul Northup (Endodontics) Prem

## Norwood

Dr. John Quigley Prem

## Parker

Dr. Sheryl Clear PPO  
Dr. Kathleen Cortese PPO  
Dr. Pamela Daiss Ehrhard PPO  
Dr. Keira Greene Prem

## Pueblo

Dr. Ricardo Dasilva Prem/PPO  
Dr. Rebecca Loewen Prem/PPO  
Dr. Michael Logelin Prem/PPO  
Dr. Katie Tiao Prem/PPO

## Sheridan

Dr. Joanne Bancroft Prem/PPO

## Strasburg

Dr. George Krieger PPO

## Superior

Dr. Philip Walter (Pediatrics) PPO

## Telluride

Dr. John Quigley Prem

## Thornton

Dr. Ricardo Dasilva Prem/PPO  
Dr. Rebecca Loewen Prem/PPO  
Dr. Michael Logelin Prem/PPO  
Dr. Lawrence Musanje Prem/PPO  
Dr. Katie Tiao Prem/PPO

## Westminster

Dr. Constanza Cubillos Prem/PPO  
Dr. Ian Ferguson Prem/PPO  
Dr. Malgorzata Korosciel Prem/PPO  
Dr. David Zeitlin Prem/PPO

## Wheat Ridge

Dr. Patricia Bratulescu Prem/PPO

## Woodland Park

Dr. Paul Rygg PPO

welcome

## Solving the Dentist Connection issues

At Delta Dental, we recognize that our recent systems upgrade was not perfect. We understand that there have been issues with system functionality that have affected you. We know that our hold times for customer service have not been great. We apologize for any inconvenience that you experienced. Every successful company has growing pains as it evolves – Delta Dental of Colorado is no exception.

Based on your feedback, the benefit display in Dentist Connection now includes:

- Frequencies & age limitations and next available service date for most common procedures
- Coverage Levels (based upon participation)
  - \* Group waiting periods
  - \* Individual/late enrollee waiting periods (by benefit class)
- Eligibility
  - \* Patient's first and last name
  - \* Member's effective date
- Maximums & Deductibles
  - \* Individual use of maximums and deductibles
- Coordination of Benefits (COB) information
- Missing Tooth Clause
- Posterior Composites, Occlusal Guards and Implant Coverage information



*Thank you for your patience as we worked our way through this process.*



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Denver, Colorado 80217-5468

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