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Update

The International Dental Crisis

A Father's Love

A young Chor'ti Indian father had been walking for hours, desperate to reach a particular village and get medical attention for his very ill son. Here, he knew a team of international dental relief workers were stationed and ready to help. Unfortunately, by the time he and his son made it to the village, the workers had moved on. With quiet determination, the father lowered his head and kept walking. He had to get help.

The swelling in the two-year-old's face was quickly making him unrecognizable; his father clearly understood the gravity of the situation. With no time to spare, he rapidly crested a hill and saw a village in the distance. He sighed deeply with relief. After a night of trudging through the jungle-covered hills of Guatemala, they had finally arrived. Help for his son was near.

The swelling in the two-year-old's face was quickly making him unrecognizable; his father clearly understood the gravity of the situation.





“The question is not ‘how can I afford it,’ it is ‘how can I afford not to?’ For every dollar or minute of my time that I spend, I am receiving so much more in return.” — Dr. Rich Call



A Medical Emergency

Almost immediately, the team of volunteer dental professionals visiting this Chor’ti Indian village in the Guatemala Highlands took over. They evaluated the young child, administered anesthesia and began exploratory surgery to determine what was causing the little boy so much trouble.

“It was a tense situation. This kid was close to death. We worked fast to control the infection. After speaking with the father, we found out that the child had fallen and smacked his face on a rock.” The impact had broken two teeth, and forced his two front teeth up into the bone beneath his nasal cavity. Because the injury was not treated, infection followed. “This little guy needed immediate medical attention. I am so glad that his father kept walking. He absolutely saved his son’s life,” recounted Dr. Rich Call.

The Hirsche Smiles Foundation

Dr. Blayne Hirsche—a plastic and reconstructive surgeon, and founder of the Hirsche Smiles Foundation—and colleagues had been running medical humanitarian missions to Guatemala and Mexico for years. In 1999 they recognized the urgent need for dental care as well, and contacted Dr. Call.

“The rest is history,” said Call. “I agreed to go once – that was all it took. It is a real high to be able to help so many in such a short amount of time. This has become addictive for me.”

Dr. Call reports that his team of eight to ten dentists and dental assistants travel to Guatemala on their own time and their own dime, up to three times a year. “At \$1,500 per person just to get there, this is a high-dollar hobby. But it is much more rewarding than golf.”

Call is quick to point out that many dental professionals in Colorado are doing similar work. “Many doctors and dentists do important humanitarian work throughout the world.”

An Eye-Opening Experience

The experience is intense for those who participate in international relief programs. Some say it is life-changing.

On the day a humanitarian team visits, they set up make-shift dental clinics in local schools. While some children receive dental care, others are taught good oral hygiene habits. “We work hard and fast – in a typical 10-day mission we treat 700-800 patients, and perform (on average) 1,400 extractions and 600 fillings,” Call estimated.

For kids lucky enough not to be suffering from dental decay, the team takes preventive action, applying fluoride varnishes and sealants and demonstrating proper hygiene habits. One of the team’s main goals is education. It is imperative that everyone in the village understand how to practice good oral hygiene. As the team prepares to move on, each child receives a toothbrush. “Such a basic necessity – but many Guatemalan children do not have one,” said Call.

End Goal

Dr. Call says his ultimate goal is to get more dental professionals involved with helping underserved people. “It does not have to be with us. It’s about dental professionals using their knowledge and skills to help others. To end someone’s suffering feels good. I think many dental professionals would be amazed if they tried this, even just once.”

Some people ask Dr. Call how he and his colleagues can afford this kind of volunteer work. “The question is not ‘how can I afford it,’ it is ‘how can I afford not to?’ For every dollar or minute of my time that I spend, I am receiving so much more in return. Have you ever seen a child smile because he or she is finally free of pain? The rewards are absolutely priceless.”

Want to learn more about international dental humanitarian missions? Check out the Hirsche Smiles Foundation website at www.hirschesmiles.org, Global Dental Relief, at www.globaldentalrelief.org, or contact the Colorado Dental Association (cdaonline.org) to learn about their Mission of Mercy program.



We work hard and fast – in a typical 10-day mission we treat 700-800 patients, and perform (on average) 1,400 extractions and 600 fillings.

Important Information about Dental Benefits

Your patient's Delta Dental benefits are determined by his or her 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.



Time is Money!

The benefits of direct deposit for your office include:

- It's free and easy to use
- Daily payments directly into your account
- View your EOBs online via Dentist Connection 24/7
- A secure system that is confidential and protected

Enrollment is easy! Go to www.deltadentalco.com and click on the Dentist link on the left side of the page. From there, click on Dentist Forms – Direct Deposit Authorization Agreement. Print and complete the form, attach a voided check and fax everything to: Provider Records 303-741-2230.

Want to learn more? Send an e-mail to: profservices677@ddpco.com or call 303-741-9305 ext. 677.



2009 ANNUAL REPORT

Delta Dental of Colorado is committed to more than just the bottom line. As a non-profit, our mission is to improve the oral health of the communities we serve. Check out all that we accomplished in 2009. The Annual Report is now available on the home page of our website at deltadentalco.com.

Policy Spotlight

To help you become more familiar with policy requirements, each edition of Update highlights a different policy statement.

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 No. 3

Reimbursement for services to be performed or performed under a Delta Dental program shall not exceed Delta Dental's Maximum Plan Allowance or PPO Schedule of Allowances, whichever is applicable.



2010 Dental Staff Seminars & CPR Classes

Delta Dental is committed to offering educational classes and seminars at no cost to participating dental offices. Upcoming classes and seminars are listed below; but please continue to check our website and newsletters for future dates, times and locations.

SEMINARS

July 30, 2010	Durango	9:00 a.m. – 12:00 p.m.
August 27, 2010	Ft. Collins	9:00 a.m. – 12:00 p.m.
September 24, 2010	Grand Junction	9:00 a.m. – 12:00 p.m.
October 15, 2010	Denver <i>Orthodontic Focused</i>	1:00 p.m. – 4:00 p.m.
November 12, 2010	Colorado Springs	9:00 a.m. – 12:00 p.m.

All Denver seminars take place at:

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

Seminars in other locations will be presented in person, or via the web, based on interest. We will send you an e-mail one week prior to let you know the location, or to let you know the steps you should take to view the webinar.

CPR CLASSES

July 30, 2010	Durango	1:00 p.m. – 4:00 p.m.
August 13, 2010	Denver	1:00 p.m. – 4:00 p.m.
August 27, 2010	Ft. Collins	1:00 p.m. – 4:00 p.m.
September 24, 2010	Grand Junction	1:00 p.m. – 4:00 p.m.
December 10, 2010	Denver	1:00 p.m. – 4:00 p.m.

Call (303) 889-8677 or e-mail profservices667@ddpco.com to RSVP at least 15 days prior to the class date.



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.

Attention Dentists:

Have you recently had a change? New address, participation status, or any other changes in your practice should be reported to Delta Dental Provider Records, so that we may update our records. Please send your changes to profservices667@ddpco.com.



Delta Dental of Colorado Foundation Update

For the past three years, the Delta Dental of Colorado Foundation has promoted a public education campaign targeted at new and expectant mothers. The goal is to educate this population about preventing early childhood dental disease and the importance of oral health during pregnancy. Thank you to the nearly 200 Delta Dental network dentists who have participated by sharing campaign materials with their patients.

At the end of each year, we conduct research to measure the effectiveness of our efforts. We were thrilled to learn that:

- In the past three years, awareness that tooth decay can be passed from caregiver to child has increased from 26% to 78% of those surveyed.
- 54% of the mothers who heard our messages reported changed behavior such as seeing a dentist themselves, taking their infant to see a dentist, or stopping the sharing of utensils and other items.

In addition, a recent analysis of Delta Dental of Colorado claims showed a 27% increase in visits to the dentist by children between zero and three years of age, the overwhelming majority of which were for preventive or diagnostic care. While these results cannot be solely attributed to our efforts, they show that exciting progress is being made.

With the help of many of you, we are making great strides towards our goal of eradicating dental disease in children. That's why we are excited to tell you that the Delta Dental of Colorado Foundation is continuing the infant oral health public education campaign in 2010.

Thanks for all your help, and we look forward to continuing our partnership to work towards eradicating dental disease in Colorado's children.



New Monthly Mouthful Website

Delta Dental of Colorado has launched the Monthly Mouthful, a website created to promote overall wellness. The new website—www.monthlymouthfulco.com—is dedicated to providing information to help improve oral health. Each month, it will feature fun oral health information specific to the time of year.



For instance, the Monthly Mouthful content for June focuses on maintaining a bright smile and good oral hygiene throughout the busy summer travel months.

Encourage your patients to visit the website regularly to find fun facts on oral health.



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.

Aurora

Dr. Raed Ammari	Prem/PPO
Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Joseph Bailey	Prem/PPO
Dr. Brodie Bowman (Ortho)	Prem
Dr. Chelsea Deutscher	Prem/PPO
Dr. Jamie Drowley (Ortho)	Prem/PPO
Dr. Timothy Hinde	Prem/PPO
Dr. Monica Kahl	Prem/PPO
Dr. Michael Mingle	PPO
Dr. Pallavi Parashar (Oral Path)	PPO
Dr. Manisha Patil	Prem
Dr. Brad Potter	PPO
Dr. Boriana Pumalova	Prem/PPO
Dr. Jana Rausa	PPO
Dr. Tariq Sawaqed	Prem/PPO
Dr. Matthew Tobkin	Prem/PPO
Dr. Pinelopi Xenoudi (Perio)	Prem/PPO

Boulder

Dr. Raed Ammari	Prem/PPO
Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Darren Rennaker	Prem/PPO

Brighton

Dr. John Schmidt	PPO
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Castle Rock

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Layne Benzley (Pedo)	PPO
Dr. James Burquest (Endo)	PPO
Dr. Perri Carnes (Endo)	PPO
Dr. Brock Deal (Endo)	PPO
Dr. Jamie Drowley (Ortho)	Prem/PPO
Dr. Anita Hoelscher (Endo)	PPO
Dr. Timothy Hubble (Endo)	PPO
Dr. Janis Jenkins	Prem/PPO

Centennial

Dr. James Burquest (Endo)	PPO
Dr. Perri Carnes (Endo)	PPO
Dr. Brock Deal (Endo)	PPO
Dr. Anita Hoelscher (Endo)	PPO
Dr. Timothy Hubble (Endo)	PPO
Dr. Barry Quinn (Ortho)	PPO

Colorado Springs

Dr. Larry Adams	PPO
Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Bruce Barnes	PPO
Dr. Joseph Bailey	Prem/PPO
Dr. Jamie Drowley (Ortho)	Prem/PPO
Dr. William Hawkins	Prem/PPO
Dr. Ryan Jack (Endo)	Prem/PPO
Dr. William Jordeth	PPO
Dr. Kelly Lamoreaux	Prem/PPO

Dr. Derek Miller (Pedo)	PPO
Dr. Barry Quinn (Ortho)	PPO
Dr. Thomas Rikli	PPO
Dr. William Rogers	PPO
Dr. Tariq Sawaqed	Prem/PPO
Dr. Gregory Smith	Prem/PPO
Dr. Jerome Tafolla	PPO

Cortez

Dr. Jared Staples	PPO
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Denver

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Joseph Bailey	Prem/PPO
Dr. Ana Elashvili	Prem/PPO
Dr. Joseph Gozalo Diaz (Prosth)	Prem/PPO
Dr. Nathan Helm (Ortho)	Prem/PPO
Dr. David Moreno (Prosth)	Prem/PPO
Dr. Pallavi Parashar (Oral Path)	Prem/PPO

Dr. Boriana Pumalova	Prem/PPO
Dr. Tariq Sawaqed	Prem/PPO
Dr. David Stangl	Prem/PPO
Dr. Jason Whiting	PPO
Dr. Mitchell Williams	Prem
Dr. Pinelopi Xenoudi (Perio)	Prem/PPO

Evergreen

Dr. Derek Miller (Pedo)	PPO
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Fort Collins

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Galen Geraets	PPO

Fountain

Dr. Nathan Barton	Prem/PPO
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Grand Junction

Dr. Mary Miller	Prem
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Greeley

Dr. Joseph Bailey	Prem/PPO
Dr. Ryan Bingham	PPO
Dr. Michael Jones	PPO
Dr. Tariq Sawaqed	Prem/PPO

Golden

Dr. Richard Berryhill	Prem
Dr. Nicholas Groneman	Prem/PPO

Highlands Ranch

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Jamie Drowley (Ortho)	Prem/PPO
Dr. Trent Redfearn	PPO

Lafayette

Dr. Pamela Lerfald	PPO
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Lakewood

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. William Carpenter	Prem
Dr. Boriana Pumalova	Prem/PPO

Littleton

Dr. James Burquest (Endo)	PPO
Dr. Perri Carnes (Endo)	PPO
Dr. Brock Deal (Endo)	PPO
Dr. Anita Hoelscher (Endo)	PPO
Dr. Timothy Hubble (Endo)	PPO
Dr. Kurt Niepraschk (Ortho)	Prem/PPO

Lone Tree

Dr. Leo Leins	PPO
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Longmont

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Stephen Sampson	Prem
Dr. Jennifer Scheidies	PPO
Dr. Thomas Strauss	PPO
Dr. Stephanie Ross (Ortho)	Prem/PPO

Loveland

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. David Jones (Endo)	PPO
Dr. Jason Maines (Endo)	PPO

Montrose

Dr. Mary Miller	Prem
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Northglenn

Dr. Thomas Strauss	PPO
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Ouray

Dr. Mary Miller	Prem
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Pagosa Springs

Dr. Tyler Mann	Prem/PPO
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Parker

Dr. Kyle Daniel	Prem/PPO
Dr. Terri Gillespie	PPO

Pueblo

Dr. Joseph Bailey	Prem/PPO
Dr. Karl Hapcic (Oral)	Prem/PPO
Dr. Barry Quinn (Ortho)	PPO
Dr. Tariq Sawaqed	Prem/PPO

Stratton

Dr. Brian Ley	Prem
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Thornton

Dr. Joseph Bailey	Prem/PPO
Dr. Tariq Sawaqed	Prem/PPO

Westminster

Dr. Lisa Austin (Ortho)	Prem/PPO
Dr. Jamie Irwin	Prem/PPO
Dr. Ryan Mangrum	Prem/PPO

Wheat Ridge

Dr. Pamela Lerfald	PPO
Dr. Boriana Pumalova	Prem/PPO
Dr. Jace Williamson	Prem

Windsor

Dr. Steven Frederick	Prem
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welcome

Help Us Help You

Please join us in our continuous efforts to improve the timeliness and efficiency of claims processing. You can help by:

- Not stapling your documents
- Submitting all claims and documents on full sheets of paper (8.5" by 11")
- Ensuring the back side of each document you submit is blank

With your help, we're looking forward to improved efficiency and reduced processing times when it comes to claims.



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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