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Update

Delta Dental of Colorado Wellness Program



At Delta Dental, we know the power of a healthy smile.

We're working hard to educate our members about the connection between oral health and general health in an effort to keep their smiles bright. That's why we've created a Wellness Program, where members can find important information about oral health, disease prevention, and tips for maintaining a healthy mouth.

Many people do not know:

- If they are diabetic, their oral health can influence their diabetes and vice versa.
- Periodontal disease is linked to cardiovascular and other diseases.
- Cavity causing germs can be spread from caregiver to baby.

Wellness Program Resources

The oral health and wellness section of our website provides important information about adult oral health, children's oral health and many other topics.

Wellness Articles on Our Website:

- General oral health
- Pediatric oral health
- Adult oral health
- Oral health and pregnancy
- Oral cancer
- Glossary of oral health terms

To learn more about Delta Dental of Colorado's Wellness Program, visit our website and click on the Oral Health & Wellness link on the home page.



CPR Classes

Delta Dental offers CPR classes to participating dentists and their 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.

Upcoming CPR Classes

April 16, 2010, 1:00-4:00 p.m. at Delta Dental of Colorado
4582 S. Ulster Street, 12th Floor, Denver, CO 80237

May 14, 2010, Colorado Springs, 1:00 - 4:00 p.m.
Location to be determined.

July 30, 2010, Durango, 1:00 - 4:00 p.m.
Location to be determined.

X-ray return policy change

Effective April 1, 2010, Delta Dental of Colorado will no longer return x-rays to dental offices. If you need the x-rays returned, you must include a postage-paid, self-addressed envelope when you submit the x-rays.

Policy Spotlight

Each edition of 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 on the Delta Dental of Colorado website (deltadentalco.com). Click on Dentists and log in to the CPSA site to view it.

Policy Statement 19:

Payment for incomplete or interrupted treatment will not exceed one-half of Delta Dental's share for comparable completed treatment, and will be considered when correctly reported. Delta Dental will have no obligation to make payment for incomplete or interrupted treatment when misreported as completed treatment. Any amount refunded to Delta Dental from misreporting is not chargeable to the patient.

If, for any reason, a procedure has not been completed, and you would like consideration for reimbursement, please submit a miscellaneous procedure code and include a narrative describing the circumstances. In the case of incomplete endodontic therapy, you may use D3332.

2010 Delta Dental Dentist Staff Seminars

Delta Dental is committed to offering educational seminars at no cost to participating dental offices. We will address your questions and provide updates on “what’s new” at Delta Dental.

A list of current seminars is below. Continue to check our website and newsletters for future seminar dates, times, and locations.

Upcoming Seminars

April 30, 2010	Denver	1:00 – 4:00 p.m.
May 14, 2010	Colorado Springs	9:00 a.m. – 12:00 p.m.
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	1:00 – 4:00 p.m. <i>Orthodontic Focused</i>
November 12, 2010	Colorado Springs	9:00 a.m. – 12:00 p.m.



Please RSVP at least 15 days prior to the seminar date by calling (303) 889-8677.

All Denver seminars will be held at Delta Dental’s headquarters:
4582 S. Ulster Street
12th Floor
Denver, CO 80237

Seminars scheduled for locations other than Denver will be presented in person, or as a webinar, based on the interest we receive. Registrants will be notified about the format of the seminar at least one week prior to the scheduled 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.

Endodontic retreatment (D3346 – D3348)

Retreatment 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. This includes complete root canal therapy. Separate fees for these procedures by the same dentist/dental office are disallowed as included in the fee for the retreatment and not chargeable to the patient nor payable by Delta Dental.

Also, the fee for retreatment of root canal therapy by the same dentist/dental office within 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.

Biopsy (D7285, D7286), Frenulectomy (D7960), and Excision of hard and soft tissue lesions (D7410, D7411, D7450, D7451)

The fees for biopsy, frenulectomy, and excision of hard and soft tissue lesions are disallowed, when the procedures are performed by the same dentist/dental office on the same date, same surgical site/area, as the above referenced codes.

Coordination of Benefits Claim

Please be aware, when an error has occurred on the payment of a coordination of benefits claim (COB), Delta Dental of Colorado (DDCO) must request a refund for the entire amount paid on the incorrect claim. Once the refund has been received, DDCO will reprocess the secondary claim.



Helping Kids in Pain

There is an under-addressed epidemic sweeping America and it's impacting our children's future. Dental disease is five times more common than childhood asthma and, the sad fact is, dental disease is nearly 100% preventable. So why do so many of our children continue to be affected by it?



“The Cavity Free at Three program is so important,” said Dr. Braun, “because kids who develop dental disease early in life have trouble eating properly, growing, attending school and learning. In fact, in Colorado, more than 7.8 million school hours are lost annually as a result of dental decay.”

Dr. Patty Braun, a pediatrician with Denver Health Medical Center tells us that societal norms passed down for generations add to the problem. Income level also plays a role. Eighty percent of dental disease shows up in 20 percent of the population – generally the least fortunate 20 percent of the population.

“In many cultures, we see generations of dental disease,” explained Braun, who treats low-income families at Denver Health Medical Center’s Eastside Neighborhood Health Center. “For a lot of the families I see, tooth decay is just part of life. Most of my patients have no way to see a dentist. The parents lack insurance or the funds to pay out-of-pocket. They have very little knowledge of proper oral hygiene habits – they simply do what their parents did—or didn’t do—to take care of their own and their kids’ mouths. The whole situation compounds upon itself. As a result, an extremely high percentage of the little kids I see suffer from dental disease.”

With the majority of her patients suffering from dental disease, Dr. Braun sees some very sad, yet unnecessary situations. Take for example, a little boy named Mario, who first came to Dr. Braun with severe dental decay. “His disease was so extensive, oral surgery was our only option,” explained Braun.

“Cases like Mario’s are heartbreaking. The little guy was in so much pain. We had no choice—we had to proceed with surgery—a major medical procedure that came with its own set of risks.”

Mario had a reaction to the general anesthesia used in the surgery, which led to renal failure, a serious medical condition affecting the kidneys.

“Shortly after the surgery, he went into renal failure,” recalls Braun. “It took many rounds of dialysis to get him healthy again. He spent a long time in the hospital recovering. It’s so sad, because it was all preventable.”

Because of situations like Mario’s, Dr. Braun has become a leading advocate for preventing oral disease in young children. She led a push at Denver Health for pediatricians to do oral exams, education and fluoride varnish application during well-baby exams. She also is a member of the Technical Assistance Team (a team of specially trained doctors and dentists) for the Cavity Free at Three program.





Cavity Free at Three is an initiative funded by several Colorado organizations (including the Delta Dental of Colorado Foundation), with an end goal of preventing oral disease in Colorado's children. The program focuses on teaching dental and medical professionals, as well as early childhood educators about early detection of oral disease in pregnant women, infants and toddlers.

"The Cavity Free at Three program is so important," said Dr. Braun, "because kids who develop dental disease early in life have trouble eating properly, growing, attending school and learning. In fact, in Colorado, more than 7.8 million school hours are lost annually as a result of dental decay."

When kids miss school, they can fall behind their peers. Lower levels of success in childhood often equates to fewer opportunities as adults. Frequent absences from school due to dental disease can rob children of their ability to do great things in life.

"The vicious cycle of dental disease is not just affecting our children; it is following them into adulthood and impacting the rest of their lives," said Braun.

In Colorado, the preventive oral health initiative and Cavity Free at Three are just gaining momentum. Historically, there has been a disconnect between participating medical and dental providers. Many healthcare professionals have hesitated to add another procedure to an already hurried office visit, without payment to cover the extra exam.

However, in July 2009, the state of Colorado passed legislation allowing payment for the Cavity Free at Three exams that medical professionals provide for Medicaid and CHP+ patients during routine office visits.

"Since July, we have seen a flood of medical professionals interested in Cavity Free at Three. There are many doctors and dentists who strongly believe in this program. Now that the state has passed legislation that makes Cavity Free at Three a smart business move, the level of interest has grown substantially," said Braun.

"It is so exciting and hopeful to see doctors and dentists adopt this initiative. We are on the path towards making a real difference in the lives of so many kids in Colorado."

If you are interested in learning more about the Cavity Free at Three program, visit www.cavityfreeatthree.org.

"It is so exciting and hopeful to see doctors and dentists adopt this initiative. We are on the path towards making a real difference in the lives of so many kids in Colorado."





Delta Dental & AAA Colorado

Delta Dental of Colorado recently entered into a partnership with AAA Colorado. The partnership allows AAA Colorado members an option to enroll in one of three dental plans through Delta Dental of Colorado.



Important Information About Dental Benefits

Your patient's Delta Dental benefits are determined by their 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.

Readership Survey Results - We Hear You!

We included a readership survey in the Winter edition of Update, in order to find out what you think of the newsletter. We wanted to make sure we are providing you with useful, timely and relevant information in every issue. We were pleased to learn that most of you find Update valuable; almost 71% of respondents read every issue!

We also found that the overwhelming majority of respondents prefer to receive Update in its current form – paper. We're listening, so we will continue to mail paper copies of our newsletter.

Sixty-five percent of those responding thought that Update provides just the right amount of information. Based on your feedback, the amount of content we include will remain fairly constant.

When asked what topics are most important to Update readers, 29% said policy guidelines are most important. Others feel that claims processing guidelines are important (27%), oral health and science stories are important (14%), and dental business issues are important (15%). We will continue to include this type of information in future editions.

As we plan our newsletters for 2010, we are working hard to incorporate your feedback. Thank you for taking the time to tell us what you think.

Our survey drawing winners were:

1. Melissa Laughin
2. Saundra Lunsford
3. Michelle Oberle
4. Eleanor Skelton
5. Dr. Ian Topelson

We are working hard to incorporate your feedback and make our newsletters more relevant to you. Thank you for taking the time to tell us what you think.

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 PPOSM networks.

Arvada

Dr. Gergg Rogers (Perio) Prem/PPO
Dr. Jeffrey Wursten PPO

Aurora

Dr. Jessica Barron Prem/PPO
Dr. Michael Dostal Prem/PPO
Dr. John Harvan PPO
Dr. Bruce Kinder PPO
Dr. Kade Roundy (Endo) Prem/PPO
Dr. Shaun Soucie (Endo) Prem/PPO
Dr. Kami Wallner Prem/PPO
Dr. Erin Watts Carpenter (Pedo) PPO

Boulder

Dr. Terrence Nedbalski (Oral) Prem
Dr. Stephen Wilkman PPO

Broomfield

Dr. George Pollard PPO

Brush

Dr. Sarah Nazeri Prem

Centennial

Dr. Todd Christensen Prem/PPO

Colorado Springs

Dr. Paul Bahlinger Prem/PPO
Dr. Shannon Coyle (Pedo) Prem/PPO
Dr. Tonni Faber Prem/PPO
Dr. Kerri Font (Perio) Prem/PPO
Dr. Miles Humble Prem/PPO
Dr. Branon Johnson PPO
Dr. David Johnson PPO
Dr. Carol Marshall PPO
Dr. Adam McKissock (Endo) PPO
Dr. Jay Tippetts Prem/PPO
Dr. Benjamin Weir Prem/PPO

Denver

Dr. Douglas Carver (Oral) PPO
Dr. Kelley Casement Prem/PPO
Dr. Peggy Culbertson PPO
Dr. Jennifer Derse Prem
Dr. Mark Glasgow (Oral) PPO
Dr. Mark Gregston (Ortho) Prem/PPO

Dr. Heather Harris PPO
Dr. Gregg Lurcott (Oral) PPO
Dr. Richard McLain (Oral) PPO
Dr. Richard Nelson (Oral) PPO
Dr. Steven Nelson (Oral) PPO
Dr. Michael Rollert (Oral) PPO
Dr. Katie Steele Prem/PPO
Dr. Boyd Tomasetti (Oral) PPO
Dr. Jason Whiting Prem

Dillon

Dr. Steven Nelson (Oral) PPO

Durango

Dr. Angela Pinkerton Prem
Dr. Jeffrey Wursten PPO

Erie

Dr. David Verlinich (Ortho) Prem/PPO

Evergreen

Dr. Robert Henry (Pedo) PPO
Dr. Kelly Last Prem
Dr. Brianna Pyszka (Pedo) PPO
Dr. Elliot Schlang Prem/PPO
Dr. Robert Walden PPO

Federal Heights

Dr. Cory Higginbotham Prem/PPO

Franktown

Dr. Travis Whiteley Prem/PPO

Fort Collins

Dr. Boone Brewer Prem
Dr. Gary Evans PPO
Dr. Alexander Knecht PPO
Dr. Nathaniel Knecht PPO
Dr. Steven Koehler PPO
Dr. Seanna Lyons Prem
Dr. Richard Pass Prem
Dr. Russ Posey PPO
Dr. Amy Stratton PPO

Glenwood Springs

Dr. Douglas Johnston PPO

Greeley

Dr. Andrew Maples Prem

Lakewood

Dr. Todd Christensen Prem/PPO
Dr. Michael Dostal Prem/PPO
Dr. Amy Taylor (Ortho) Prem/PPO
Dr. Robert Walden PPO

Limon

Dr. Sung Kim Prem/PPO

Littleton

Dr. Fatima Kazi Prem/PPO
Dr. Richard Nelson (Oral) PPO
Dr. Steven Nelson (Oral) PPO
Dr. Mollie Richardson Prem/PPO

Lone Tree

Dr. Kelly Freeman PPO

Longmont

Dr. Shawn Kimball Prem/PPO
Dr. Brian Kraft PPO
Dr. Andrew Pocock Prem/PPO

Loveland

Dr. Kody Krause Prem/PPO
Dr. Ralph Reynolds Prem

Monte Vista

Dr. Craig Combes PPO

Parker

Dr. Richard Nelson (Oral) PPO
Dr. Steven Nelson (Oral) PPO

Pueblo

Dr. Theodor Ostrom Prem/PPO
Dr. Michael Purcell (Pedo) PPO

Rifle

Dr. Clifford Cappelli PPO

Superior

Dr. Brian Kraft PPO
Dr. Andrew Pocock Prem/PPO

Westminster

Dr. Kevin Andrus Prem/PPO

Wheat Ridge

Dr. Pamela Lurfald Prem

welcome



Help us to help you

Hand-written or typed notes on resubmitted claim forms are not easily identified as an appeal. When submitting an appeal of a benefit denial, a separate appeal letter is preferred. Include patient name, date of service, procedure denial in dispute, and any other relevant documents (i.e. chart notes, explanation of benefits).

Send appeals to: P.O. Box 172528, Denver, CO 80217-2528



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