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Update

Delta Dental of Colorado Foundation's Infant Oral Health Campaign Recognized for Success

PR News, a national trade publication for communication executives, named Delta Dental of Colorado Foundation's Infant Oral Health Public Education campaign a finalist in the Nonprofit PR Awards competition.

"This campaign has really elevated the importance of infant oral health in our community," said Barbara Springer, Executive Director of the Delta Dental of Colorado Foundation. "It's an honor to be recognized for the strides we're making with parents and so many members of the dental and healthcare profession."

Follow up research on the campaign has shown that awareness of the mother/child oral health connection has increased from 26 percent to 69 percent among survey respondents.

Now in its third year, the campaign has specifically focused on preventing transmission of bacteria from parent to child. Many of you may have heard the radio ads, seen print ads in local parenting magazines or even seen news segments encouraging preventive behaviors. You may have promoted the campaign with your own patients, by helping distribute more than 200,000 patient education materials.

Thank you for your help in spreading this very important message in our community.

"This campaign has really elevated the importance of infant oral health in our community."



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.

All classes take place at

4582 S. Ulster Street
12th Floor
Denver, CO 80237

February 12, 2010
1:00-4:00 p.m.

April 16, 2010
1:00-4:00 p.m.

June 25, 2010
1:00-4:00 p.m.

August 13, 2010
1:00-4:00 p.m.

October 15, 2010
1:00-4:00 p.m.

December 10, 2010
1:00-4:00 p.m.



2010 Dental Staff Seminars

Delta Dental is committed to offering free educational seminars to participating dental offices. We will address your questions and concerns, as well as fill you in on what's new with Delta Dental.

We will host our first seminar of 2010 on February 5, 2010 at the Delta Dental office 4582 S. Ulster Street, 12th Floor, Denver, CO 80237 from 1:00 – 4:00 p.m.

Please RSVP at least 15 days prior, by calling 303.889.8677.

Please continue to check our website and newsletters for future seminar dates, times, and locations.

Delta Dental of Colorado's Annual Meeting of Members

DATE: January 22, 2010

TIME: 7:30 a.m.

PLACE: The Colorado
Convention Center,
Room 301
Denver, CO

Delta Dental's Professional Relations Team

What can we do to help you? Dental providers and office staff will hear this question when they contact Delta Dental's Professional Relations (PR) team. The PR team serves as the liaison between Delta Dental and network providers. The team handles special inquiries and/or complicated requests from provider offices. The team's main focus is to assist dentists and their staff in administering Delta Dental benefits to their patients. The PR team provides assistance to dental offices through phone calls, in-office visits and seminars.

Stop by our booth at the Rocky Mountain Dental Convention in January 2010 and meet us in person.



Meet Delta Dental's Professional Relations Team
(left to right in photo):

Danette Moran - Professional Services Manager

Allegra Smith - Provider Records Administrator

Valorie Sherwood - Provider Records Representative

Andrew Dusing - Provider Records Administrator

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.

Policy Statement 17:

Policy Statement 17 addresses a dentist's participation in national Delta Dental programs. Keep in mind, when you sign either a Delta Dental Premier® and/or PPO Participating Dentist Agreement with Delta Dental of Colorado, you become a participating member dentist in all Delta Dental Premier and/or PPO programs administered by any national Delta Dental member company. For example, you may have a patient who lives in Colorado but whose coverage is through Delta Dental of California (because the employer is located in California). While the patient's claims are processed by Delta Dental of California, the dental fees are paid in accordance with your Delta Dental of Colorado Participating Dentist Agreement.



Dentist Connection Tips

How to access your Electronic Funds (Check Disbursement)

- 1) Go to www.deltadentalco.com
- 2) Log into Dentist Connection from the green box in the upper left corner. Enter your User Name and Password. Choose “Dentist” as the User Type.
- 3) Once logged in, you will be on the Dentist Menu page; select Electronic Funds Transfer
- 4) Enter search criteria
(*Entering a date range works best - example 10/01/2009 to 10/08/2009*).
- 5) The Check Date, Check Number, and Check Total are displayed. Click on the “Select” link to the right of the payment you wish to view. A new window will open in Adobe Acrobat and display your Check Disbursement.

TIP: If Adobe Acrobat does not open, and Check Disbursement is not displayed, you may need to adjust your internet and security settings (pop-up blockers). Another solution may be upgrading Adobe Acrobat to the latest version. You will need to close the Adobe Acrobat window before moving on to view the next Check Disbursement.

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.

MDE for Real Time Adjudication

Seize the moment! Soon, Delta Dental of Colorado will provide access to real time EOBs, patient benefits and electronic claims submittal. You will save time and money when you streamline your tasks through our live adjudication service. Not only will pre-determination and eligibility information be at your fingertips, but real time EOBs will allow you to collect the patient’s portion of treatment costs on the date of service.

Enroll in direct deposit and get Delta Dental’s payment within two business days. Why wait weeks for a paper check? Sign up today and start getting payments within 72 hours.

New Groups & Memberships for Delta Dental

Rocky Mountain Health Plans to Offer Delta Dental

Rocky Mountain Health Plans (RMHP) is an independent, not-for-profit health benefits provider that has served the health care needs of Coloradans for more than 35 years.

RMHP and Delta Dental of Colorado have partnered since 1986. Recently, RMHP and Delta Dental collaborated to develop four new small group plans that bundle dental and medical benefits. These plans create a complete coverage package for smaller employers looking for innovative insurance solutions.

The new offerings provide 100% in-network dental coverage for preventive services, along with coverage for basic and major services.

Kaiser Permanente Senior Plans

In partnership with Kaiser Permanente, Delta Dental will offer three new dental plans to Senior Advantage members, effective January 1, 2010. *(Their previous offerings are no longer available.)*

Delta Dental of Colorado's Senior Plans focus on prevention. Each plan encourages regular dentist visits, which can help dentists identify many health problems before they start.

PERA (*Public Employees' Retirement Association*)

PERA provides retirement and other benefits to the employees of more than 400 government agencies in Colorado. Membership includes state, city and county employees, as well as teachers, judges and state troopers, among others. In 2008 PERA had 81,248 benefit recipients and 190,684 active members. PERA plans will be effective January 1, 2010.

Covered Services

Diagnostic & Preventive 100%
Basic 80%
Major (including implants) 50%
Orthodontics (children and adults) 50%

Maximums

General- Calendar year \$1,500
Orthodontic - Lifetime \$1,500

Calendar Year Deductible

Individual \$100
Family \$200
Deductible applies to Basic and Major services only

This is a MAC PPO plan. All participating dentists will be reimbursed using the PPO Schedule of Allowances. The member is responsible for the difference between the Premier MPA and the PPO Schedule if the member visits a Premier provider.

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 log into the CPSA site to view the complete document.

Bone Replacement Grafts:

Benefits for bone replacement grafts, D4263 and D4264, are considered only when billed for natural teeth and performed for periodontal purposes. Bone replacement grafts performed in conjunction with implants, ridge augmentation, extraction sites, periradicular surgery, etc., are denied and the approved fee is payable by the patient.

When submitting a bone graft in an extraction site, consider code D7953 – bone replacement graft for ridge preservation. Refer to CDT 2009/2010 for the complete definition.

Important Information about Dental Benefits

Your patients' 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.

Delta Dental of Colorado wins Philanthropy Award

National Philanthropy Day recognizes and pays tribute to the great contributions that philanthropy makes in our lives, our communities and our world. In Colorado, National Philanthropy Day was marked with an awards celebration on November 13, 2009, during which Delta Dental of Colorado was named Outstanding Small Business for its philanthropic work in the community.

Community participation is an important part of the mission of Delta Dental of Colorado. Each year, Delta Dental's employees and their families volunteer for worthwhile community causes, such as redecorating rooms at a homeless shelter and participating in the Adopt-a-Family program during the holidays.

Furthermore, in 2008, Delta Dental of Colorado's give program celebrated the company's 50th anniversary by allocating employees and board members \$1,000 to donate to the charity of his or her choice. The goal of the give program was to help employees explore their passions, and allow them to support their favorite causes financially. The program got rave reviews from both employees and the charities who received the money. Some employees banded together to create more significant donations to charities that hit home for them.

In addition to the give program, Delta Dental promoted philanthropy in many ways, including:

Chopper Toppers Sealant Program & Cavity Free at Three – two programs intended to help improve the oral health of children in Colorado.

Delta Dental Foundation Frontier Center – a \$1 million grant from the Delta Dental Foundation provides University of Colorado medical and dental students opportunities to explore the connections between oral health and overall health.

The Hygienist Co-Location Project evaluates the impact of providing preventive oral health care for children within primary care settings.

Colorado Dental Association Donation - In 2008, Delta Dental donated \$100,000 to the Colorado Dental Association's Mission of Mercy.



Congratulations to Delta Dental's President and CEO, Kate Paul, who received the Lifetime Achievement Award from the Colorado Women's Chamber of Commerce. In addition, the Chamber selected Delta Dental of Colorado as Company of the Year (Mid-sized).

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. Dale Alto Prem/PPO
Dr. Tjark Beaven Prem/PPO
Dr. Tandis Donaldson (Pedo) PPO

Aurora

Dr. Kathryn Ball Prem/PPO
Dr. Robert Bennell Prem/PPO
Dr. Roopindar Kattaura PPO
Dr. Linda Murzyn-Dantzer (Pedo) PPO
Dr. Daegan Orr Prem/PPO
Dr. Douglas Price Prem/PPO
Dr. Rachel Schallhorn (Perio) Prem

Boulder

Dr. Dale Alto Prem/PPO
Dr. Justin Pearson Prem/PPO

Canon City

Dr. Kimra Hall PPO

Centennial

Dr. Murray Jacobs Prem/PPO
Dr. Darrick Price Prem/PPO

Colorado Springs

Dr. Kathryn Ball Prem/PPO
Dr. Andrea D'Addario (Pedo) Prem/PPO
Dr. Kelly Halligan Prem/PPO
Dr. Nicole Hartmann Prem/PPO
Dr. Patrick Hudson Prem/PPO
Dr. Adam McKissock (Endo) Prem
Dr. Lauren Peterson Prem/PPO
Dr. Chad Watts (Ortho) Prem/PPO
Dr. Joel Williams Prem/PPO

Commerce City

Dr. David Flack PPO

Denver

Dr. John Abrams Prem
Dr. Dale Alto Prem/PPO
Dr. Kathryn Ball Prem/PPO
Dr. Bonnie Ferrell PPO
Dr. Bret LaFonte Prem
Dr. James Landers Prem/PPO
Dr. Carol Lazell Prem
Dr. Sergio Lopez Prem/PPO
Dr. Gregg Lurcott (Oral) Prem
Dr. Bahareh Mirshahi Prem/PPO
Dr. Nicholas Poulos (Perio) Prem
Dr. Heather Stamm PPO
Dr. Yinghui Sun Prem/PPO

Durango

Dr. J Ryan Mickelson PPO

Fort Collins

Dr. Mark Kramer (Pedo) PPO

Grand Junction

Dr. Aaron Birch Prem
Dr. Trenton Ross Prem
Dr. Kathryn Wallace Prem

Greeley

Dr. Kathryn Ball Prem/PPO
Dr. Eric Sutherland Prem/PPO

Highlands Ranch

Dr. Derek Peterson Prem
Dr. Kent Sellers PPO
Dr. Gayatri Vohra Prem/PPO

Lafayette

Dr. Eric Rosengren Prem/PPO

Lakewood

Dr. Donald Decino (Oral) PPO
Dr. Kyla Fant Prem/PPO
Dr. Scott Horsley (Endo) PPO
Dr. Michael Kevlyn Prem
Dr. James Miller (Endo) PPO
Dr. Zachary Young Prem/PPO

Littleton

Dr. Thomas Froning PPO

Lone Tree

Dr. Kelly Freeman Prem

Longmont

Dr. David Maki Prem/PPO
Dr. Aaron Mortensen Prem/PPO

Pueblo

Dr. Kathryn Ball Prem/PPO
Dr. Elden Rice Prem/PPO
Dr. Brady Smith Prem/PPO

Pueblo West

Dr. Timothy Byrnes Prem/PPO

Salida

Dr. Robert Provorse Prem

Thornton

Dr. Kathryn Ball Prem/PPO

Westminster

Dr. Lindsey Schroepger Prem/PPO
Dr. Travis Willey Prem/PPO

welcome



Renew Your License

Did you know that the expiration date for your dental license is February 28, 2010?

Delta Dental of Colorado requires participating dentists to have an active license in the state of Colorado. If, at any time, your license is not active, you are not eligible to participate in the Delta Dental Premier® or Delta Dental PPOSM networks. In addition, the Colorado Board of Dental Examiners indicates that you cannot practice dentistry without a license.

As renewal time approaches, be sure to watch for your renewal notice in the mail. If you have moved since the last renewal (in 2008), and you did not update your address with the Board of Dental Examiners, you may need to contact them.

For more information on license renewal, go to

www.dora.state.co.us/dental/licensing/renewals



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