

Dental office update

New credentialing requirements

In August 2014, the Delta Dental Plans Association reviewed and approved the membership standard minimum credentialing requirements. New requirements went into effect for new participating dentists on Jan. 1, 2015. This will be required for all existing participating dentists as they re-credential during their current three-year cycle.

Beginning Feb. 1, 2015, Delta Dental practitioners will see a new re-credentialing application.

Expect to see the additional data requirements, which include:

- Education and training (dental school/specialty training, and year of graduation or completion)
- Past five years of practice/work history
- Attestation questions and authorization to release information

Why is Delta Dental denying my electronic claim?

Many Delta Dental Plans have implemented stricter processing guidelines for electronic claims. If any discrepancy or mismatch of NPI information is found on a claim, it will be denied and returned to your office.

In order to prevent electronic claim denials due to an NPI mismatch, you must make sure that Box 54 has the provider's individual, Type I NPI number listed and Box 49 needs to include your clinic, or Type II NPI number.

Please work with your software vendor to ensure that your claims are being submitted with the correct NPI information for Boxes 49 and 54 to help prevent claim denials.

To learn what's right for your office, check out the NPI fact sheet at modahealth.com/pdfs/npi_facts.pdf.

Your patients may qualify for additional oral health benefits

Did you know that your patients with Delta Dental of Alaska coverage may be eligible for additional cleanings through our Oral Health, Total Health program?

Oral Health, Total Health is a benefit that lets expectant mothers have a cleaning during their third trimester regardless of normal plan frequency limits. The program also provides diagnosed diabetic patients with up to four cleanings a year.

To enroll in the program and receive a cleaning during the third trimester of pregnancy, expectant mothers must contact Delta Dental of Alaska Customer Service prior to their appointment.

To enroll in the diabetic portion of the program, patients must complete the Oral Health, Total Health enrollment form available online at modahealth.com/pdfs/OHTHenrollmentform.pdf. Benefits will be effective the first of the month following receipt of the Oral Health, Total Health enrollment form and proof of diagnosis.

To verify that patients are eligible for this benefit, please log on to Benefit Tracker at modahealth.com/dental. Or, call the Delta Dental of Alaska Customer Service team toll-free at 877-277-7280.

New Medicare Part D requirements

The Centers for Medicare and Medicaid Services (CMS) published a final rule that requires all dentists who prescribe Part D drugs to Medicare beneficiaries to enroll in Medicare or opt out by June 1, 2015.

The American Dental Association (ADA) has published the following articles addressing this new ruling as it pertains to dentists:

- Dentists must choose to opt in or out of Medicare enrollment: www.ada.org/en/publications/ada-news/2014-archive/june/dentists-must-choose-to-opt-in-or-out-of-medicare-enrollment
- ADA offers Q&A primer on opting in or out of Medicare: www.ada.org/en/publications/ada-news/2014-archive/august/ada-offers-qa-primer-on-opting-in-or-out-of-medicare
- ADA, VDA advocate RAC audit, opt out policy with CMS administrator: www.ada.org/en/publications/ada-news/2015-archive/january/ada-vda-execs-talk-policy-with-medicare-administrator

Say goodbye to paper!

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Dental plans in Alaska provided by Delta Dental of Alaska. 9857108-AK (3/15)

Become a PPO provider today!

Increasing your visibility with new patients has never been easier! Become a Delta Dental Preferred Provider Option (PPO) dentist today and you'll automatically be listed on Delta Dental of Alaska's online directory of participating in-network PPO providers.

With Delta Dental PPO plans now more prevalent in the Alaska marketplace, this is your chance to help patients make the most of their dental benefits and reduce their costs. At Delta Dental of Alaska, PPO members are encouraged to use their benefits and seek treatment with one of our participating in-network PPO dentists.

What does this mean for your dental practice? Check out the benefits of being a Delta Dental PPO provider:

- › **Attract new patients**
Become a dental home for newly enrolled Delta Dental PPO members to help them establish preventive habits that will improve their overall health.

- › **Increase your visibility**
Delta Dental PPO members are encouraged to visit Delta Dental participating PPO dentists to maximize their benefits. PPO dentists are automatically listed in our online directory where PPO members are directed to search for a PPO in-network dentist near them.
- › **Ease your administration process**
There is one competitive fee schedule for all Delta Dental PPO members, making it easy to process dental claims for PPO patients.

Join today!

To review our current fee schedule, please call Dental Professional Relations toll-free at 888-374-8905 or email dpr@modahealth.com.



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Dental office *update*

Look inside to learn about new credentialing requirements, additional oral health benefits for your patients, how to become a PPO provider, and more.