

# Dental office *update*



Oregon | Winter 2019

## Medicare Advantage Plans

Effective 1/2019 Moda offers a Medicare Advantage plan which includes a dental benefit of up to \$500 per calendar year. This benefit is available when services are rendered by a Medicare eligible provider. If a provider has chosen to opt-out of Medicare, there would be no benefits available under the Medicare Advantage plan.

If you are unsure if you or your provider have chosen to opt-out, please click [here](#) to check the current CMS opt-out list.

Please note that the current Medicare Advantage plan has no network fee schedule. Claims will process at the billed charge rate until the \$500 max has been met, any difference between the billed charge and the benefit paid would be considered a patient a co-pay (except for when COB savings is involved).

If you have any questions regarding Moda's Medicare Advantage plan please contact our customer service at 877-299-9062

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## We're changing how we communicate with your patients

We want you and your patients to be able to manage their healthcare as simply as possible. To help, we will be updating our communications to make them easier to understand.

A new explanation of benefits (EOB) will be the first of many improvements your patients will see. It includes:

- A friendly opening note explaining what an EOB is.
- Copy written in plain language to help members better understand their coverage.
- What we paid, the member's responsibility and other key information designed in an easy-to-read format.
- A plan snapshot for both individuals and families. The snapshot shows what has been paid and what remains.

Plus, we now will only send one EOB per 15 days instead of one per claim. The EOB will show all claims we processed within that time.

We're looking forward to a great year. Please reach out to at Customer Service at 888-217-2365 if you have questions.

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# See you at the Oregon Dental Conference!

Drop by our booth at the Oregon Dental Conference. Our Dental Professional Relations and ODS Community Dental teams will be there to answer your questions and share useful information.

Meet with our Health through Oral Wellness experts for a demonstration of this comprehensive oral health risk assessment tool. You can also view your photo booth picture on our big screen. We hope to see you there.

April 4-6, 2019

Booth #702

Click [here](#) for more information about ODC 2019.

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## New 2019 CDT Codes

On January 1, 2019, Delta Dental of Oregon (DDOR) implemented the new codes outlined by the ADA in CDT-2019. The table below indicates how the DDOR standard plan will cover these new codes.

We recommend accessing Benefit Tracker to for benefit information and group limitations for your patient's plan. Some plans offer a benefit that differs from the DDOR standard plan.

In addition, four CDT codes were deleted in CDT-2019. DDOR will not accept these deleted codes after March, 2019. Deleted codes are D1515, D1525, D5281, and D9940. CDT-2019 code books can be purchased on the American Dental Association website at [ada.org](http://ada.org).

Questions?

Please contact DDOR customer service at 877-277-7280 or [dental@modahealth.com](mailto:dental@modahealth.com).

Code	Description	Comments
D1516	Space maintainer, fixed, bilateral, maxillary	Replaces code D1515. No change to processing guidelines.
D1517	Space maintainer, fixed, bilateral, mandibular	Replaces code D1515. No change to processing guidelines.
D1526	Space maintainer, removable, bilateral, maxillary	Replaces code D1525. No change to processing guidelines.
D1527	Space maintainer, removable, bilateral, mandibular	Replaces code D1525. No change to processing guidelines.
D5282	Removable unilateral partial denture, one piece cast metal (including clasps and teeth), maxillary	Replaces code D5281. No change to processing guidelines.
D5283	Removable unilateral partial denture, one piece cast metal (including clasps and teeth), mandibular	Replaces code D5281. No change to processing guidelines.

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## Been a while since your last fee negotiation?

Our online fee filing system can easily be accessed 24 hours a day, 7 days a week! This system provides a real time response to ensure your new Delta Dental Premier fee schedule goes into effect as quickly as possible. To file new fees or to check if your office is eligible to file fees simply log into your Benefit Tracker account and click on the filed fee tab. Contact dental professional relations at 888-374-8905 or [dpr@modahealth.com](mailto:dpr@modahealth.com) for assistance.

## Dental claims system enhancement

In an effort to improve our claims turnaround time our EDI team has deployed a system enhancement. This upgrade should have little effect on most offices, however, your electronic vendor can assist you with identifying and correcting any issues shall they arise. If you feel that a claim was returned in error and your electronic vendor is unable to identify the issue, please contact our EDI team at [edigroup@modahealth.com](mailto:edigroup@modahealth.com) for assistance.

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### **Provider Handbooks**

[Dentist Handbook \(PDF\)](#)

[OHP Dentist Handbook \(PDF\)](#)

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