

# Dialogue



News for Network Dentists and Staff | Fall 2018



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## PPO Fee Schedule Update

The Delta Dental PPO<sup>SM</sup> fee schedule will be updated effective January 1, 2019.

# Dentist Connection: Quickly Connecting You to Your Patients and Delta Dental

Thank you for your participation with Delta Dental. As part of our ongoing support to offices, we have listened to you throughout the past year, working to provide you with the support you asked for on our website. Some of those enhancements include:

- You can add medical risk factors to patients that have the Enhanced Benefits Program.
- You can **submit claims and attach supporting documents** from the secure website.
- View **“To Go” carryover balances** for patients with this benefit.
- **Faxbacks have been redesigned** to display if a patient is eligible for extra benefits through the Enhanced Benefits Program.
- **EOBs and ERAs have been updated** to make them easier for you and your patients to read.

We look forward to sharing more enhancements with you in 2019, including the ability to do online inquiries for claims and combing the DWP and Delta Dental websites.

If you would like more information on using the secure Dentist Connection on the Delta Dental website go to [deltadentalia.com/dentists](https://deltadentalia.com/dentists) or contact our Professional Relations team at [provrelations@deltadentalia.com](mailto:provrelations@deltadentalia.com).



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# New! Translation Service Provider

Delta Dental of Iowa offers language translation services for your patients at no cost. **Effective immediately, Delta Dental will be using TransPerfect for all translations.**

To use the **TransPerfect** translation services, please follow the steps below:

- **Phone number:** 1-855-886-2901
- **Seven-digit code:** 8186159
- **Password code:** 6476

Translation services are available at no cost to you for participating in the Delta Dental and Dental Wellness Plan networks. For the most efficient use of these services, please provide a series of questions to your patient at the beginning and end of the exam. Non-verbal cues (such as a thumbs up or down, or green/yellow/red cards) can be utilized throughout the exam for patient interaction.

If you have any questions, you can contact our member and provider services team at **1-800-544-0718**.

## Notice: Office Manual Updates

As a participating dentist, the Delta Dental and Dental Wellness Plan Office Manuals detail how we work together. These documents are updated periodically and we will notify you of updates 30 days prior to their effective date.

This is notice that there are updates to the Delta Dental and Dental Wellness Plan Office Manuals effective beginning January 1, 2019. The updated manuals will be available on the secure Dentist Connection at Delta Dental's website ([deltadentalia.com/dentists](http://deltadentalia.com/dentists) and [dwpia.com](http://dwpia.com)) no later than January 1. The manuals can be found under the Resources tab within the Manual section of the Delta Dental and DWP websites.

The revised manuals will include **CDT 2019: Dental Procedure Codes** and other important updates. The office manuals are an important and useful resource for you and your office staff. Please take time to review the updated manuals thoroughly.



# Eight Iowa Dentists Receive FIND and Delta Dental of Iowa Loan Repayment Awards



Delta Dental of Iowa is proud to announce grants to eight Iowa dentists for Fulfilling Iowa's Need for Dentists (FIND) and Delta Dental's Loan Repayment Programs. Dentists receive grant awards of \$50,000 to \$100,000 for dental education financial assistance. In exchange for receiving these grants, dentists agree to practice in one of Iowa's designated dental high priority areas and allocate at least 35 percent of patient services to underserved populations, including uninsured and underinsured Iowans.

## 2017-2018 Loan Repayment Awardees include:



Dr. Cassie Berens  
Atlantic (Cass)



Dr. Ryan Hajek  
Council Bluffs  
(Pottawattamie)



Dr. Kathryn Handtke  
Greenfield (Adair)



Dr. Steven Leifker  
Dubuque (Dubuque)



Dr. Melanie Norton  
Keosauqua (Van Buren)



Dr. Dan Scarrow  
Jewell (Hamilton)



Dr. Alison Shields  
Harlan (Shelby)



Dr. Matthew Wettach  
Mount Pleasant (Henry)

Since this program began in 2002, Delta Dental has placed more than 40 dentists in underserved Iowa communities. For more information on FIND and eligibility requirements, visit [IowaFindProject.com](http://IowaFindProject.com).



# CDT 2019 is Effective January 1, 2019

The new version of the Code on Dental Procedures and Nomenclature (CDT Code) is effective for services provided on or after January 1, 2019. The 2019 version includes 15 new codes, seven revised codes, four deleted codes and other minor edits. Overall, there are not significant code changes in 2019, but please ensure that claims are submitted with the most current codes.

## CDT 2019 Highlights

- Three new codes for occlusal guards will be effective in January. These three codes include additional specificity to the type of material being used and replace the old D9940.
  - **D9944** - occlusal guard - hard appliance, full arch (*new code*)
  - **D9945** - occlusal guard - soft appliance, full arch (*new code*)
  - **D9946** - occlusal guard - hard appliance, partial arch (*new code*)
  - **D9940** - (*deleted*)
- There were six additions that essentially create arch specific codes for space maintainers and unilateral partial dentures.
  - **D1516** - space maintainer - fixed - bilateral, maxillary (*new code*)
  - **D1517** - space maintainer - fixed - bilateral, mandibular (*new code*)
  - **D1515** - (*deleted*)
  - **D1526** - space maintainer - removable - bilateral, maxillary (*new code*)
  - **D1527** - space maintainer - removable - bilateral, mandibular (*new code*)
  - **D1525** - (*deleted*)
  - **D5282** - removable unilateral partial denture - one-piece cast metal, maxillary (*new code*)
  - **D5283** - removable unilateral partial denture - one-piece cast metal, mandibular (*new code*)
  - **D5281** - (*deleted*)
- The following are additional new codes to CDT in 2019:
  - **D0412** - blood glucose level test; in office using a glucose meter
  - **D5876** - add metal substructure to acrylic full denture (per arch)
  - **D9130** - temporomandibular joint dysfunction - non-invasive physical therapies
  - **D9613** - infiltration of sustained release therapeutic drug - single or multiple sites
  - **D9961** - duplicate/copy patient's record
  - **D9990** - certified translation or sign language services - per visit

The CDT codes have been designated as the national standard for reporting dental services under HIPAA and all offices that transmit health information electronically must use the current version CDT. Please be sure to use the most current codes.

The Delta Dental of Iowa Dental Office Manual will include all of the CDT updates along with processing polices and will be available on the Dentist Connection no later than January 1, 2019.

# Dental Lifeline Network

Iowa Donated Dental Services (DDS) is a program of Dental Lifeline Network, a national humanitarian organization and charitable affiliate of the American Dental Association (ADA), and supported locally by Delta Dental of Iowa. DDS provides access to comprehensive dental care for underserved populations, such as aging Iowans with limited access to care or people with disabilities. Nationally, more than 15,000 dentists and 3,700 laboratories volunteer for DDS to help meet the needs of underserved populations.

257



Patients  
Treated

43



Patients on  
Wait List

240



Volunteer  
Dentists

54



Volunteer  
Labs

DDS is endorsed by the Iowa Dental Association and supported by Delta Dental. Since the Iowa DDS program began in 2005, more than 1,700 patients have received \$6.3 million in care. If you or your office would like to learn more about volunteering for this program, please visit [dentallifeline.org/volunteer](http://dentallifeline.org/volunteer) or contact Diane Wells at 515-251-8000 or email [dwells@dentallifeline.org](mailto:dwells@dentallifeline.org).

## New Delta Dental Plans for Farm Bureau Members

Delta Dental of Iowa in partnership with the Iowa Farm Bureau Federation has developed an exclusive dental and vision plan for Iowa Farm Bureau members. The plans are effective January 1, 2019, and can be purchased now. Delta Dental is excited to offer this plan to your patients.

The Iowa Farm Bureau plan is based on our most popular individual and family plan which covers preventive, restorative and major services. Keep in mind, some services may be subject to a waiting period.

If your patients are interested in signing up for this new Iowa Farm Bureau plan, they can contact their local Farm Bureau agent or visit [deltadentalia.com/fb](http://deltadentalia.com/fb).

# Save the Date: Continuing Education Course Coming in April

Save the date for our upcoming spring continuing education course. During this informative session, Dr. Margherita Fontana will provide an update on the prevention and caries arrest. Dr. Fontana is a leading expert in prevention and cariology and the current President of the American Academy of Cariology.

## The course will be offered at the following times:

### Iowa City

Thursday, April 4, 2019

1:00 p.m. – 4:00 p.m.

### Des Moines

Friday, April 5, 2019

9:00 a.m. – 12:00 p.m.

To register, please visit [deltadentalia.com/dentists](http://deltadentalia.com/dentists) and click on the Spring Seminar image. This course will be open to all Delta Dental and Dental Wellness Plan participating dentists and office staff at no cost. Registrants will receive three continuing education credits.  
**Register by Thursday, March 21.**

## PPO Fee Schedule Update Coming in 2019

Delta Dental of Iowa reviews reimbursement for our networks on a regular basis. The Delta Dental PPO fee schedule will be updated effective January 1, 2019. This serves as your notice of the new fee schedule. The PPO fee schedule will be published on the secure Dentist Connection on January 1. Stay up-to-date and visit our website at [deltadentalia.com/dentists](http://deltadentalia.com/dentists).



# Holiday Schedule

Delta Dental of Iowa's office will be closed December 24-25 and January 1. Because the upcoming holidays fall early in the week, Delta Dental's claims payment schedule will be modified as outlined below:

- **Christmas Holiday** - Claims will be processed through Thursday, December 20, 2018, and will have a check date of December 26, 2018.
- **New Year's Holiday** - Claims will be processed as normal through Monday, December 31, 2018, and will have a check date of January 2, 2019.