

# news YOU CAN USE

From Delta Dental of New Mexico

## Code updates took effect in January 2015

**The Code on Dental Procedures and Nomenclature (the Code), commonly known as Current Dental Terminology or CDT, is the current HIPAA designated code set used in electronic dental data interchange. As such, the Code is the national standard for reporting dental services and is the principal means of communication between dentists and dental benefits payers.**

Any dental claim submitted electronically on a HIPAA standard electronic dental claim must use procedure codes from the current version of the Code. It is also used on dental claims submitted on paper.

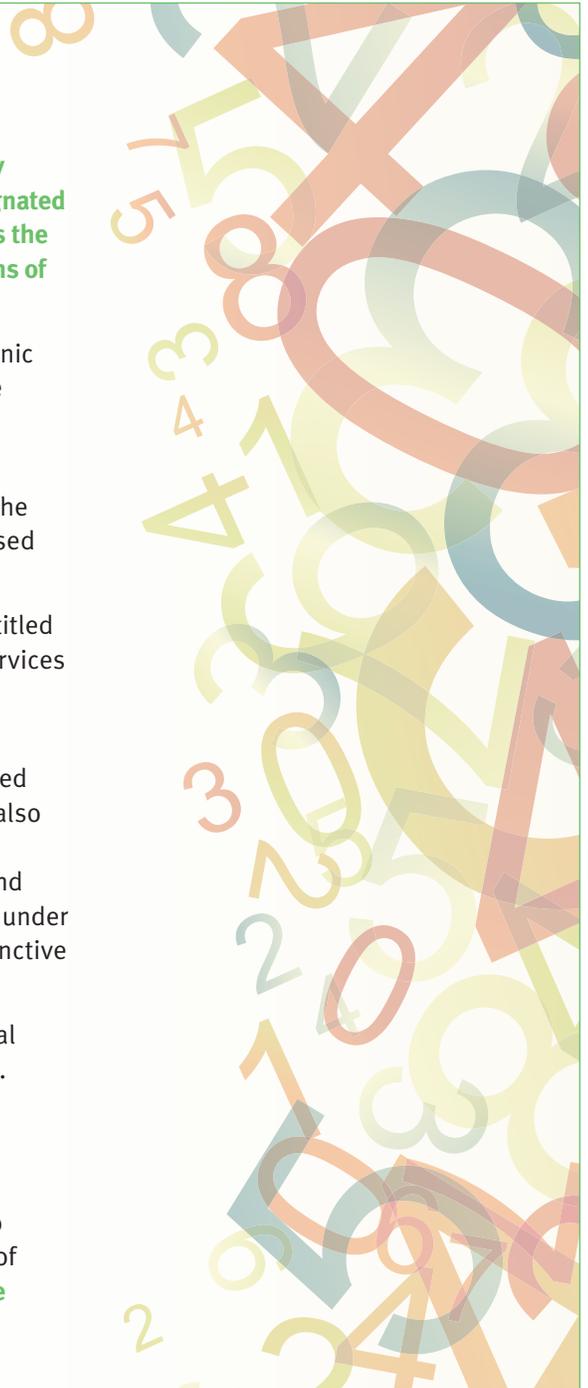
The Code is regularly updated to reflect changes in dental procedures accepted by the dental community. It is now reviewed and revised by the American Dental Association (ADA) on an annual cycle, with each revised version effective on January 1 every year.

A revised version of the Code, as published by the ADA in the manual titled CDT 2015: Dental Procedure Codes, took effect January 1, 2015, for services provided on or after January 1, 2015, through December 31, 2015.

The 2015 version of the Code incorporates a significant number of procedure code changes with 16 new procedure code entries, 52 revised procedure code entries and five deleted code entries. The 2015 Code also includes a number of changes within the categories of service. Those changes include a new explanation of restoration location, surfaces and characteristics; new subcategory descriptors for inlay and onlay, both under the restorative category of service; and a new subcategory under adjunctive general services for nonclinical procedures.

With all the new code changes, we recommend that dentists and dental offices verify covered services for patients before rendering treatment. Details of individual coverage can be verified by calling our customer service department at (877) 395-9420 or (505) 855-7111 or by going online with the Dental Office Toolkit® (DOT).

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the Code. **To order a copy, call the ADA at (800) 947-4746, or go online at [www.adacatalog.org](http://www.adacatalog.org).**





## CareCredit is available in many dental offices

Financing dental treatment through CareCredit is an option available in many dental offices. Dentists and office managers should remember, however, that amounts billed to CareCredit are subject to terms of the Participating Dentist Contract Uniform Requirements:

*“B-5. A participating dentist may bill the member at time of service for co-payment, deductible and any non-covered services.”*

To finance the entire procedure amount or treatment plan including future procedures would be a violation of the dentist’s contract and could lead to termination from the participating provider network.

All dental offices that want to continue using the credit service must be CareCredit certified.

# Enroll in direct deposit and get paid faster



**Get paid faster! Enroll in direct deposit and Delta Dental will send claim payments electronically to your designated bank or financial institution. With this free service, payments often can be in your account within 48 hours.**

Enrolling is easier than ever. Simply log in to Dental Office Toolkit® at [www.dentalofficetoolkit.com](http://www.dentalofficetoolkit.com) and follow the direct deposit link.

If you’re not already a Toolkit user, just complete a short registration to set up your account. Direct deposit account activation typically takes seven days to confirm from registration.

### Direct deposit is:

#### SAFE

Payments don’t get lost, stolen or delayed, and the electronic transfer process greatly reduces the number of people who have access to your private information.

#### FAST

Payments go directly to your account, eliminating time spent for printing and mailing. You don’t have to go to the bank or wait for checks to clear—funds are available immediately.

#### FLEXIBLE

Paper and electronic claims are both paid by electronic funds transfer.

#### GREEN

Explanation of Benefits (EOB) statements and information requests are available electronically on the Toolkit instead of being mailed to the dental office. With instant access to your payment history, you can store EOBs electronically.

#### SECURE

Electronic funds transfers are routed through approved banking channels in highly protected formats. The Dental Office Toolkit meets and exceeds all privacy and security standards with password encrypted account entry only.

## How to be a cost cutter when resubmitting claims

**Please help us increase efficiencies and reduce unnecessary costs by following these quick and easy procedures.**

When resubmitting claims due to an adverse benefit determination, the required or additional information (such as radiographic images, narrative, chart notes, etc.) should be attached to the original EOB and returned to Delta Dental for reconsideration. The documentation can also be submitted electronically via National Electronic Attachment (NEA) or Renaissance Systems and Services (RSS). Just scan your documents and call customer service with the claim

number and assigned NEA or RSS number. Submitting new claims creates redundancy in the claims processing system and can delay processing.

When procedures require images, photographs or other supportive documentation, please only send duplicate copies. Originals will not be returned unless the claim is submitted with a self-addressed stamped envelope. Supportive information must be current and diagnostic. It should include the patient’s name, date of image, tooth number, and be clearly labeled left or right.

## Delta Dental of New Mexico supports school-based clinics

Delta Dental of New Mexico recently appeared in a short video produced by the Division of Dental Hygiene in the University of New Mexico (UNM) Department of Dental Medicine. The video highlights our continued support of school-based dental clinics. Delta Dental recently donated \$30,000 to the UNM Foundation. Watch the video at <http://vimeo.com/115608232>.

These clinics provide dental care and dental health instruction to students whose oral health care needs would otherwise go unmet. They also give UNM graduate and undergraduate students the opportunity to learn and apply skills while providing much-needed services in the community.

Delta Dental's donation continues a long tradition of giving back to communities in New Mexico. The company provides funding and, in some cases, volunteers, to several New Mexico service organizations, including:

- **Albuquerque Healthcare for the Homeless.** Delta Dental donates funds to help homeless individuals in Albuquerque receive diagnostic and preventive dental services.
- **Blessings in a Backpack.** This program delivers bags of simple, nonperishable foods to elementary school students on federal free and reduced price meal programs. Every week employees bag and distribute the food so that the students have something to eat on weekends. Delta Dental has been a partner since 2013.



- **New Mexico Mission of Mercy.** Delta Dental sponsors New Mexico Mission of Mercy in its mission to offer free dental services to community members unable to afford a visit to a dentist. For more information or to volunteer your services, go to [www.nmdentalfoundation.org](http://www.nmdentalfoundation.org).
- **Special Olympics Special Smiles.** This program, organized by the New Mexico Dental Hygienists Association (NMDHA), provides oral screenings to Special Olympics athletes. Delta Dental sponsored the May 2014 games and sent 20 employee volunteers. If you are interested in participating, please contact Delta Dental of New Mexico, the NMDHA or Special Olympics New Mexico.

Delta Dental supports these programs as part of an ongoing effort to improve oral health in New Mexico.

## Medicare change may require action

**A change in the Medicare Part D prescription program requires dentists to take action before June 1, 2015.**

Compliance with the new regulation ensures that prescriptions you prescribe to Medicare beneficiaries will be covered by the program.

**Dentists must do one of the following to ensure their prescriptions are covered:** enroll as a Medicare provider, or actively opt out of Medicare by filing an affidavit. If you are already enrolled with Medicare, no further action is required.

If you do not comply with the regulation as described above, prescriptions that you write for your Medicare beneficiaries may not be covered. Please also note that if you elect to opt out, you may not be able to receive direct or indirect Medicare payments for two years. This could impact the payments you receive from Medicare Advantage plans covering dental as a supplemental benefit.

The Centers for Medicare and Medicaid Services (CMS) issued the regulation change in May 2014. It goes into effect June 1, 2015.

More information is available through a Q&A from the American Dental Association at <http://success.ada.org/en/practice/medicare/medicare>.



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## Provider record updates are required

**Delta Dental Plans Association conducts several audits throughout the year. One of the annual audits consists of provider records and provider directory information available to our members. At Delta Dental of New Mexico, we take our responsibility to update your information very seriously.**

If there are any changes to your business, you must notify Delta Dental promptly. Your Participating Provider Manual provides details. In the manual, Uniform Requirements C-15 reads:

*“A Participating Dentist agrees to notify Delta Dental, in writing, within 30 days of any business changes*

*that might affect the processing of claims. This would include lapse of licensure, license actions by the state dental board, a change to the business name, business address, business phone number, tax identification number or social security number, the dentists within a group practice (whether a new provider is coming into the practice or an existing provider is leaving the practice), and the effective date of the change.”*

The notification needs to include the Tax Identification Number, the participating dentist’s name and license number along with the date of the change (MM/DD/YYYY).

**An updated manual is available online at [www.deltadentalnm.com](http://www.deltadentalnm.com). If you need assistance locating this document, please call Sheri Zamora at (505) 855-7133.**



**Help us maintain an  
accurate email list**

Please let Delta Dental know when you change your email address. Send updated information to Heidi Williams at [hwilliams@deltadentalnm.com](mailto:hwilliams@deltadentalnm.com) or fax it to (505) 883-7444.