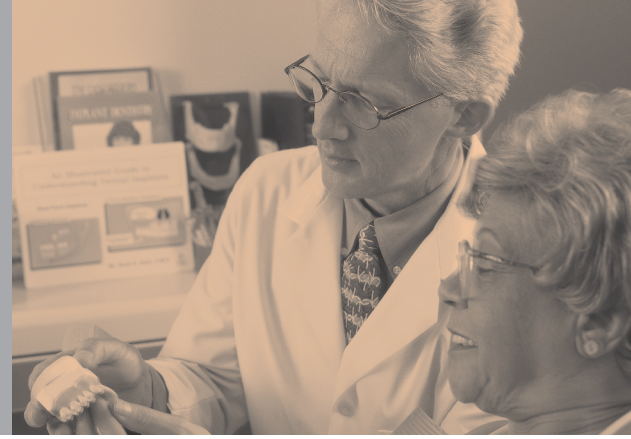


SPECIAL EDITION



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IMPORTANT DEADLINES

Effective July 15, 2009 -
Claims must now be
submitted electronically

PROVIDER EOBs
must be received
electronically starting
December 15, 2009

ECS CLAIMS SUBMISSIONS

Effective July 15, 2009 - All Minnesota dental offices are now required to submit their claims electronically to Minnesota insurers. Minnesota is the first state to have this type of law in place. This also includes voided claims and replacement claims. These transactions are intended to be used when the provider made a mistake on an original submission.

For dental offices that do not have access to submit claims electronically through a clearinghouse and have small claim submission volumes, claims may be entered and submitted via the www.deltadentalmn.org Web site. This solution is not a replacement for large claim volume submissions, as each claim is manually entered into the Web-based form.

ECS updates from Delta Dental of Minnesota:

- Our systems and business processes have been updated to manage the submission of Void and Replacement Claims.
- We've recently negotiated a new contract with NEA (National Electronic Attachments) to handle X-rays and attachments.
- Appeals can still be submitted via paper.

When X-rays or other claim-related materials need to be submitted, two options will allow faster claim resolution. The best option is to use NEA. The second option is Web submission via the www.deltadentalmn.org Web site that will be available this fall. X-rays are rarely required. Check your Dental Office Administrative Manual for more details.

When attachments or X-rays are sent, an Attachment Control Number must be submitted on the Electronic Claim. In order to be associated with the Electronic Claim, the attachment/X-ray(s) should be submitted with a Claim Attachment Cover Sheet using the Attachment Control Number provided on the Electronic Claim. Attachments/X-ray(s) received without a Claim Attachment Cover Sheet will not be matched to the claim and the claim may be denied. The Claim Attachment Cover Sheet and instructions are available on our Web site, www.deltadentalmn.org.

(ECS continued from front page)

Methods of submission for attachments and X-rays:

- Web (via NEA)
- E-mail: claimattachmentddmn@deltadentalmn.org
- Fax: 1-866-516-5616
- Delta Dental of Minnesota is also creating the functionality to post an attachment/X-ray via our Web site, which should be available this fall.
- Mail (Physical X-rays must be mounted when submitted by mail)

When submitting a COB claim where Delta Dental of Minnesota is the secondary insurer, please supply the primary dollar amount paid. Delta Dental of Minnesota will automatically apply this payment and process the claim as secondary.

In the case where Delta Dental of Minnesota is both primary and secondary, when submitting an Electronic Claim, submit the primary claim first and wait until the claim has finalized. Then submit the secondary claim including the primary paid amount. There is no need to supply a copy of the physical EOB when submitting a COB claim electronically for secondary payment.

When Should a Void or Replacement Claim be Submitted Electronically?

Items qualifying for a replacement (corrected claim):

- Lines being added
- Procedure code change
- Incorrect Date of Service
- Certain information would remain the same including dentist, patient, payer and subscriber. If these items change, the claim should be voided.

Items qualifying for a void transaction:

- Payer information change
- Subscriber information change
- Billing dental office information change
- Patient information change
- Patient did not want insurance billed
- In a case where a new claim will be supplied, the void claim should be sent in first. The dentist should wait for the void to be received by Delta Dental of Minnesota to avoid duplicate logic from rejecting the new claim submission.

NEA FAST ATTACH

If you are interested in NEA's FastAttach services to submit dental claims attachments, go to www.nea-fast.com and click on the photo underneath "FastAttach for Providers" to learn more.

From here, participating Delta Dental of Minnesota dental offices can register for the service and have the \$200 registration fee waived by using the code **DDMNZ**. This code is active until September 30, 2009.



CIVICSMILESSM

At Delta Dental of Minnesota, we feel it's our duty as well as our privilege to provide dental benefits to a full spectrum of individuals – from children to seniors – who want dental programs. The CivicSmiles Network (formerly known as Delta Community Dental Care) provides us the opportunity to do what we feel is our civic duty – protect the smiles of those Minnesotans most at risk.

One network - two purposes.

The first is to continue serving Minnesota Health Care Program members and the second is to service Medicare members with reimbursement at the Delta Dental Premier level.

It is important to understand reimbursement for Minnesota Health Care Programs is dictated by state funding and will continue to be determined by our health plan partners – Blue Plus, First Plan Blue, Medica and Metropolitan Health Plan (MHP). The senior reimbursement, in a separately purchased Medicare product, is not dictated by state or federal funding. This allows Delta Dental to have the higher reimbursement level for the senior program. Please note: Services provided to seniors covered by Minnesota Health Care Programs are reimbursed at that program's rate and not the Delta Dental Premier rate.

Only certain products for Medicare will use this network. You will be able to identify the members using this network when CivicSmiles appears in the network section of the identification card. In addition, the only dental product available at this time is a Preventive and Diagnostic plan. In the future, benefits will be determined by the plan offering the benefit package to their Medicare Senior population. The current products require the member to receive services from an in-network dentist. Services received from an out-of-network dentist will be denied.

The current senior products using the CivicSmiles Network are NorthStar Private Fee for Service, NorthStar Advantage Basic, and NorthStar Advantage Plus.

For additional information on CivicSmiles, please feel free to contact Network Services at 651-406-5900 ext 4170 or 1-800-328-1188 ext 4170.

LEGISLATIVE UPDATE

Delta Dental of Minnesota monitored a range of legislation at the Capitol over the past several months. We will continue to engage policy leaders, elected officials and regulators on important oral health policy, access to coverage, and access to care affecting both commercial and public programs.

As stewards of public funds, Delta Dental of Minnesota presented information identifying the importance of oral health care and dental benefits to Minnesota health care program members. Delta Dental of Minnesota responded by supporting the need to preserve adult dental benefits.

WHY JOIN THE DELTA DENTAL PPO NETWORK?

Over the years, Delta Dental has added several new programs to accommodate the needs of the marketplace. The Delta Dental PPO program has been offered nationally for over 10 years and currently covers over 10 million enrollees – all looking for an in-network dentist. Nationally, over 68,000 dentists participate in the Delta Dental PPO Network and at present, more than 1,450 Minnesota Dentists participate in the Delta Dental PPO Network.

Delta Dental works with employer groups who want productive and healthy workforces. Employers count on the dentists in their area to keep their employees healthy because they understand that dental care is an intricate part of the health care delivery system. From a business standpoint, you can't deny the power of 10 million enrollees all looking for an in-network dentist.

Your participation in the Delta Dental PPO network gives you an opportunity to gain new patients and retain existing patients. It allows your patients who have a Delta Dental PPO plan to receive the highest cost savings available to them. Subscribers with a Delta Dental PPO plan receive lower out-of-pocket costs and in some cases, enhanced benefits.

As with the Delta Dental Premier network, dentists participating in the Delta Dental PPO network also participate on a National level. Participating in the Delta Dental PPO network assures direct payment to your office based on your Delta Dental of Minnesota fees, even if another Delta Dental processes the claim. Dentists participating in the Delta Dental PPO network also have access to patient benefit and eligibility information on a local and national level.

FREQUENTLY ASKED QUESTIONS

Q. What is the difference between Delta Dental Premier and Delta Dental PPO?

A. The Delta Dental Premier network is the largest and main Delta Dental network. Reimbursement for Delta Dental Premier is based on a participating dentist's filed fees, the fees actually submitted on a claim and the fee table maximums. The lesser of the three will be the reimbursement amount. The Delta Dental PPO network requires a separate signed agreement from a Delta Dental Premier dentist. The reimbursement for Delta Dental PPO will generally be lower than Delta Dental Premier as payments are based on a separate fee table maximum.

Dentists who participate in these networks also participate in the National Delta Dental Premier and National Delta Dental PPO networks. Payment for National Delta Dental members will still be based on your MN Delta Dental Premier and Delta Dental PPO fee maximums.

Q. Can I get a form to file my fees?

A. The form needed to submit a dental office's fees is available online. Visit www.deltadentalmn.org, then highlight Dentist and select Forms and Publications. By selecting the Confidential Filed Fee Schedule Form, the document will open and can be printed. Once the form is completed, it should be mailed to the address in the upper left corner. Fees will be effective 30 days from the date they are received by Delta Dental of Minnesota. Offices also have the option of updating fees directly online at www.deltadentalmn.org. New users will need to become a registered user to access this area. After logging on under the Dentist Sign In, select Pre-filed Fees to submit new fees. Using this method allows the fees to be effective within a few days of completing the update and submitting the signature page. Please contact a network representative at 1-800-328-1188, ext. 4170 for questions or assistance.

Q. I am a participating Delta Dental dentist, why can't I get a full fee schedule that lists all of my allowed amounts?

A. Delta Dental understands that offices request the reimbursement amounts because they want to provide their patients with the most accurate information regarding their payment responsibility.

However, Delta Dental of Minnesota maintains the fee table maximums as confidential due to legal principles. Publication of the fee table maximums could lead to dentists all charging the same amount for dental services. This could lead to fixing the price at which dental services are delivered in the relevant market in which Delta Dental sells its prepaid group contracts and possible violation of state and federal antitrust laws. Although Delta Dental does maintain the fee table maximums as confidential, a network representative can assist you in determining how your filed fees compare to the fee table maximums.

A dental office can request a fee exhibit for 20 codes per office per year. The request can be faxed to Professional Services at (651) 406-5941 and must include: The office name and address, Tax Identification Number, Name and License of the dentist or dentists in the office, and the 20 codes along with the dentist's current fee for that code. The fee exhibit is available for the following networks: Delta Dental Premier, Delta Dental PPO, State Dental Plan and Medica. Please indicate the network for which you are requesting the exhibit.

A dental office can also submit a pre-estimate of benefits to obtain information regarding a patient's payment responsibility. Pre-estimates submitted electronically, in most cases, will be mailed from Delta Dental within a few days.

Q. What is the best way to handle the MNCare Tax? Itemize it on each claim or include it in our fee for each code?

A. Delta Dental of Minnesota's contract incorporates the tax into the maximum allowed amount. Participating dentists should incorporate the MNCare Tax into their filed fees. Dentists who choose to itemize the tax separately on their Delta Dental claims will not be reimbursed for the tax. The amount will process as a dentist write-off and may not be billed to Delta Dental members.

SMILES ACROSS MINNESOTA: IDENTIFYING NEEDS AND ELIMINATING BARRIERS TO CARE

Delta Dental of Minnesota recently celebrated the expansion of Smiles Across Minnesota (a statewide preventive dental program) to St. Cloud area public elementary schools. Delta Dental of Minnesota and Children's Dental Services helped launch the Smiles Across Minnesota coalition in 2006 as a partner with Oral Health America's Smiles Across America® program.

The co-chairs of Smiles Across Minnesota emphasized this program is for uninsured and underinsured children. "If a family already has commercial insurance, those children and their parents will be encouraged to visit their previously established dental home," said Ann Johnson, director of community affairs at Delta Dental of Minnesota and co-chair of Smiles Across Minnesota.

Sarah Wovcha, executive director of Children's Dental Services and co-chair of Smiles Across Minnesota, stated, "We are pleased to help provide school-based care in St. Cloud. Last year, we served nearly 12,000 uninsured and underinsured children and pregnant women at our Minneapolis clinic and several school and community-based settings throughout the state. School-based preventive programs are efficient and cost-effective. Children receiving dental sealants in school-based programs have 60 percent less decay for up to five years."

"The program allows us to serve young students who may not have access to preventive dental care," said Dr. Steve Jordahl, superintendent of St. Cloud Area School District 742.

"As a national advocate for improving public health by eliminating oral disease, especially for our most vulnerable citizens, we are pleased that the Smiles Across Minnesota program continues to empower communities," said Tom Mesich, director of finance at Oral Health America.



Pictured left – right: Dr. Steve Jordahl (superintendent of St. Cloud Area School District 742), Dr. Elisabeth Rogers (director of special services for the St. Cloud School District), Sarah Wovcha (executive director of Children's Dental Services and co-chair of Smiles Across Minnesota), Ann Johnson (director of community affairs at Delta Dental of Minnesota and co-chair of Smiles Across Minnesota) and Tom Mesich (director of finance at Oral Health America)

School-Based Clinics Reduce Lost School Hours

Stephanie Hern is a collaborative practice registered dental hygienist with Children's Dental Services in the St. Cloud, Minnesota public schools. She takes a vested interest in each patient with whom she works. She reports that of the twelve patients that she saw at Lincoln

Elementary School in St. Cloud recently, only two had ever been to the dentist, and every child needed extensive dental care.

"I made the assessment that significant restorative work was needed and if left untreated could have led to abscessed teeth," says Hern. "I referred the twelve children to a local dentist willing to treat them." Hern sees children with special needs as well. "Our last patient of the day yesterday was a child with autism, with a great deal of sensory issues. By the end of our time together she was giggling."

Several of the children that received care at Lincoln Elementary were uninsured. Support received from Smiles Across America supporters, including Delta Dental of Minnesota and 3M, as well as donated dental supplies from Oral Health America helped offset their costs for more than \$600 worth of needed preventive dental care on that day.



Pictured: Hern with a student who was receiving care in the St. Cloud public schools through the expanded Smiles Across Minnesota program.

ELECTRONIC CLAIMS PROCESSING

To assist our remote clients' electronic claims processing, we have assigned each one with their own payer ID. For your electronic claims submission, please use the appropriate payer ID as listed below.

- R7001 - Zenith Administrators
- R7002 - Wilson McShane
- R7003 - Sturm & Associate (Formally Benefits Inc.)
- R7004 - Flex Compensation
- R7005 - MN Power
- R7006 - Wisconsin Auto & Truck Dealers Assoc. (WATDA)

SAVE THE DATE!

The 2009 Educational Workshop will be held on Friday, October 2. The keynote speaker will be Kathy Brown, author of several books and member of the National Speakers Association. This year's theme is The Plugged-In Practice.

New this year:

- The workshop location has changed. This year's workshop will be held at the Holiday Inn in Lakeville.
- The workshop time has changed. This year it will begin at 8 a.m. and will include a full complimentary breakfast.

Mark your calendars for October 2!

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