

# SPECIAL EDITION



## INSIDE

Delta Dental  
Continues Offering  
Largest Networks

Favorable Dentist  
Survey Results

Meth & Oral Health:  
A Guide to  
Oral Health  
Professionals

2007 Educational  
Workshop

## ELECTRONIC CLAIMS SUBMISSION UPDATE

As you may be aware, the Minnesota State Legislature passed a new law that will require certain health-related transactions from Minnesota dentists, including dental claims, to be submitted electronically. Delta Dental of Minnesota was not an advocate of this legislation. Its proponents were primarily from the medical community, where electronic transactions are already the norm. Currently, fewer than half of our participating dentists submit claims electronically, and we recognize the economic burden this law places on dentists throughout Minnesota.

The new law requires both dentists and insurance carriers to prepare for the following deadlines:

- All dental claims, including pre-treatment estimates, must be submitted electronically (starting July 15, 2009)
- All dental remittances detailing claims adjudication must be sent electronically (starting December 1, 2009)
- All eligibility inquiries must be conducted electronically (starting January 15, 2009)

While these compliance deadlines are in 2009, the public process for creating rules surrounding the new law began October 1, 2007 and ends in September 2008. This process is open to public comment and is managed by the Administrative Uniformity Committee (AUC) of the Minnesota Department of Health.

By requiring that these transactions become electronic, this state law imposes an additional set of federal requirements on dentists who are currently paper-based. As soon as a dentist conducts an electronic transaction, the requirement for full compliance with HIPAA privacy and security regulations is triggered.

These HIPAA requirements are numerous and complex.

Delta Dental of Minnesota will continue to keep you updated on this important topic. In the interim, if you have any questions related to this law, we suggest you contact our Professional Services division at **(651) 406-5900 ext. 4170** or **(800) 328-1188 ext. 4170**.

Under the new law, as soon as you conduct an electronic transaction, you will also be required to comply with the HIPAA Privacy and Security Regulations. The following is a partial list of the main requirements:

### HIPAA PRIVACY REQUIREMENTS

- Appoint a Privacy Officer
- Create a policy/procedure manual
- Train your workforce
- Distribute a Privacy Notice to patients
- Appoint a contact person for privacy complaints
- Fulfill patient requests regarding new privacy rights (*e.g. right to access copy of dental records*)

### HIPAA SECURITY REQUIREMENTS

- Implement a variety of technical, administrative and physical safeguards to protect electronic PHI
- Implement data security standards on computer systems (authentication, passwords, network security, data back-ups, media disposal)
- Encrypt email traveling over Internet
- Create a disaster recovery plan

**For information about this state law and**

*(continued on page 3)*

# DELTA DENTAL CONTINUES OFFERING LARGEST NETWORK

Delta Dental of Minnesota offers members access to the largest networks in the state—and the nation. This fits in with our non-profit mission to create access to affordable dental care.

## Our Network Size

Through a unique contractual agreement, Delta Dental maintains a network of participating dentists that includes about 80 percent of the licensed, practicing dentists in Minnesota, making it nearly twice as large as our closest competitor.

In Minnesota, we have about 2,500 participating dentists—in rural and metro areas.



## DELTA DENTAL OFFERS THE LARGEST NETWORK

### Unique Dentists in Minnesota

-Delta Dental Premier®*	2,565
-Guardian DentalGuard***	1,299
-MetLife***	747
-Aetna***	552

\*Based on internal reports, November 2007  
 \*\*\*Data Source: NetMinder Website, July 2007

### Unique Dentists Nationally

-Delta Dental Premier*	122,544
-MetLife PDF**	55,918
-Guardian DentalGuard**	54,597
-Aetna**	48,176

\*Based on data received by Delta Dental Plans Association, June 2007  
 \*\*Data Source: NetMinder Website, July 2007

# FAVORABLE DENTIST SURVEY RESULTS

Our recent survey to Minnesota participating dentists reveals that nine out of 10 responding dental offices are satisfied with the quality of service Delta Dental of Minnesota provides for commercial programs.

Respondents were especially pleased with the quality service of our call center. About 93% of respondents provided a Customer Service Center rating of good or better. Delta Dental Customer Service representatives scored high on most attributes.

Also, 91.8% of respondents provided an overall rating of good or better for claims processing services. The survey was conducted as part of our ongoing initiative to provide quality service to all our stakeholders.

Overall, the satisfaction of public programs claims processing services was 71.2 percent. Nancy McMorran, senior vice president of Professional Services & Government Programs for Delta Dental of Minnesota says, “We find this statistic interesting since the service level is the same at both programs – the only difference is that reimbursement in public programs is substantially lower.”

## UNIVERSITY OF MINNESOTA SCHOOL OF DENTISTRY'S VIRTUAL REALITY-BASED SIMULATION CLINIC OPENS:

The University of Minnesota School of Dentistry's virtual reality-based simulation clinic opened its doors this fall. The clinic is the newest and most advanced dental education facility in the country and is the first major renovation since the school moved to the Moos Tower in 1975. The simulation clinic is intended for first and second year students. It is comparable to simulation clinics that medical students use to practice surgical techniques.

### UNIT RECOGNIZES FOSS BOYLE

A simulation unit was recently dedicated to Foss Boyle, honoring his leadership as past chairman of the board at Delta Dental of Minnesota. Boyle was chairman of the board for ten years, and helped lead the company to substantial growth during his tenure.

## RICE REGIONAL DENTAL CLINIC OPENING IN WILLMAR

In support of dental education tailored to greater Minnesota, Delta Dental of Minnesota is partnering with Rice Memorial Hospital and the University of Minnesota to open the Rice Regional Dental Clinic.

Based in Willmar, the Rice Regional Dental Clinic will provide dental care to uninsured and underserved patients in a 12-county area in West Central and Southwest Minnesota (Big Stone, Chippewa, Kandiyohi, Lac Qui Parle, Lyon, McLeod, Meeke, Pope, Redwood, Renville, Swift and Yellow Medicine counties.)

This will provide U of M dental and dental hygiene students the opportunity to work side by side with physicians in a rural medical setting while serving uninsured and underserved populations, with particular emphasis on patients who are covered under the State of Minnesota Department of Human Services Public Medical Assistance Program.

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### about HIPAA in general, please refer to the sources below:

A.D.A. – HIPAA Information  
<http://www.ada.org/prof/resources/topics/hipaa/index.asp>

Center for Medicare and Medicaid Services (CMS) – HIPAA Information  
<http://www.cms.hhs.gov/HIPAAGenInfo/>

Minnesota Department of Health – AUC (for public input/information on rules surrounding the new law)  
<http://www.health.state.mn.us/auc/>

or call Kelly Moch at (651) 201-3578 or write to: Division of Health Policy  
Golden Rule Building  
St Paul, MN 55164-0882

## 2007 EDUCATIONAL WORKSHOP

Delta Dental of Minnesota (DDMN) hosted the annual DDMN Educational Workshop on Friday, November 9, 2007 at the Eagan Community Center.



The event was very well attended and included an educational session from a nationally known speaker, **Marsha Freeman**, who spoke on Promoting Value Through Standard Operating Procedures. In addition to the educational session, other activities occurred throughout the workshop:

### My Healthy Smile

An overview was given about My Healthy Smile, a first-of-its-kind, interactive CD that teaches children about good oral health and helps ease anxiety over dental visits. It includes printable tip sheets and storyboards for parents and dental professionals. To see a demo of My Healthy Smile, visit <http://www.fraser.org/products/CDs.html>

### Delta Dental Personnel

Educational booths were available with Delta Dental personnel answering questions on claims, credentialing, marketing and sales information, National Provider Identifier and public program information.

This event is designed to update and inform dental office administrators and dentists regarding information needed to operate dental practices in an efficient manner.

We appreciate the opportunity to meet the many dental representatives as well as bring information that we hope will assist dental practices.

# HIPAA-MANDATED NATIONAL PROVIDER IDENTIFIER (NPI) REQUIRED TO PROCESS CLAIMS

## **Deadline arrived**

On May 23, 2007, all insurance companies were required by law to reject your electronic claims until you have obtained and provided the NPI (National Provider Identifier) number to them for use on your electronic claim transmittal.

## **Hundreds have complied**

To date, Delta Dental of Minnesota has received hundreds of NPIs, but is still missing NPI



information from a significant number of network dentists. If you have not yet done so, please obtain your NPI and provide it to Delta Dental of Minnesota.

## **Question: Should I get a Type 1 and Type 2 NPI?**

*Answer:* If you are a single practitioner and submit claims with your Social Security number, you most likely only need a Type 1 NPI.

If you have incorporated and have a separate TIN (Taxpayer Identification Number) for billing purposes, you may apply for and use a Type 2 NPI on your claim forms for your incorporated practice. You will always need a Type 1 NPI for the treating dentist box on the claim form.

## **Now is the time to use it**

Although many participating and non-participating dentists are recording their NPI number(s) on claims (paper and electronic) submitted to Delta Dental of Minnesota, there are a significant number who are not.

## **REMEMBER:**

1. Get your NPI
2. Register it with Delta Dental of Minnesota
3. Use it on all dental claims

At this time, dentists who have not yet submitted their NPI to Delta Dental will get a warning message when signing into the national Delta Dental portal. However, sometime in 2008 all users of the portal will be required to submit their NPI to Delta Dental.

**So don't forget: Obtain your NPI and provide it to Delta Dental of Minnesota.**

# METH & ORAL HEALTH: A GUIDE TO ORAL HEALTH PROFESSIONALS

Delta Dental of Minnesota collaborated with internationally renowned treatment center Hazelden, and its publishing arm, Hazelden Publishing to create a guide for dental professionals on meth mouth. The comprehensive guide, called Meth and Oral Health: A Guide for Dental Professionals offers facts about meth and its users, describes what dental professionals can do to help, and spreads some good news: renewed dental health and recovery from meth addiction is possible. It features the most current dental research and is the first comprehensive guide published in the country on the topic.

Dental professionals are often astonished when they first examine meth-affected teeth and find that many of the teeth are often little more than fractured black stubs that must be extracted. Patients with meth mouth are often very ashamed of how their meth use has irreparably harmed their health and their smile.

The guide offers dentists ways they can help reduce the damage by educating their patients on prevention and offering a treatment plan that can help the patient regain their oral health, improve their appearance, and regain their dignity.

The guide is a follow up to the sold-out 2005 conference, *Meth: The Ice Shatters*. The Delta Dental-sponsored oral health track consisted of standing room only presentations on meth mouth.

**Check your mailbox.** Each clinic location that participates with Delta Dental of Minnesota will receive a copy of this booklet.



## CARGILL JOINS DELTA DENTAL OF MINNESOTA

Delta Dental of Minnesota is pleased to announce the addition of Cargill (20,000 members)—the world's largest international provider of food, agricultural and risk management products and services—as a client, beginning in 2008. Cargill will phase in employee subgroups into the program starting January 1, 2008.

# SAVE THE DATE!

The Delta Dental Forum will be held on Friday, February 8, 2008, at the Minneapolis Airport Marriott Hotel. Speaker will be **Patrick M. Lloyd** (DDS, MS), Dean of the University of Minnesota School of Dentistry. Dr. Lloyd will speak on **“Getting Ready for Baby Boomers: Clinical Challenges and Opportunities.”**



*Patrick M. Lloyd (DDS, MS),  
Dean of the University of Minnesota School of Dentistry*

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Special Edition is published for participating dentists. Article ideas and questions from readers are welcome. **Publisher:** Delta Dental of Minnesota. **Send questions or comments to:** Heather Hofmeister, Editor, Delta Dental of Minnesota, 3560 Delta Dental Drive, Eagan, MN 55122, E-mail: [hhofmeister@deltadentalmn.org](mailto:hhofmeister@deltadentalmn.org).

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