

# Dialogue



News for Network Dentists and Staff | Fall 2016



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If you or your office is interested in volunteering for this program, please visit [dentallifeline.org/volunteer](http://dentallifeline.org/volunteer).

# Save the Date: Delta Dental Continuing Education Courses in March

Delta Dental of Iowa will be hosting two educational seminars for dentists and office staff in March 2017, led by Kelli Swanson Jaecks, MA, RDH. Three (3) continuing education (CE) credits will be awarded upon seminar completion. This interactive course will focus on the dangers of chronic inflammation and the relationship to systemic disease. The seminar is **free** to Delta Dental and Dental Wellness Plan network dentists and office staff. Mark your calendars today!

## Dates & Locations:

### Thursday, March 16 – Coralville

1:00 p.m. – 4:00 p.m.

To register, visit [bit.ly/2eWzwvf](http://bit.ly/2eWzwvf) (Note: website address is case sensitive.)

### Friday, March 17 – Ankeny

9:00 a.m. – noon

To register, visit [bit.ly/2eLeuTW](http://bit.ly/2eLeuTW) (Note: website address is case sensitive.)



**Kelli Swanson Jaecks,**  
MA, RDH

## Notice: Dentist Office Manual Update



Thank you for your participation in the Delta Dental networks. As a participating dentist, the Delta Dental Office Manual details how we work together. This document is updated periodically and we will notify you of amendments 30 days prior to their effective date.

This is notice that there has been an update to the Delta Dental Office Manual effective January 1, 2017. The updated manual will be available on the Dentist Connection at Delta Dental's website ([deltadentalia.com](http://deltadentalia.com)) no later than January 1. The manual can be found under the Resources tab in the Educational Materials section of the site.

The revised manual will include **CDT 2017: Dental Procedure Codes** and other important updates. The office manual is an important and useful resource for you and your office staff. Please take time to review the updated manual in its entirety.

# Quick Tips for Quick Customer Service



When calling Delta Dental of Iowa's customer service line (800-544-0718), here are some tips to receive prompt service.

## Select the numbered option based on the member you are calling about.

- **hawk-i Members**  
Choose **option 3** to request benefit, faxback and claims information for Delta Dental *hawk-i* members.
- **Group and Individual Members**  
Choose **option 5** to request benefit, faxback and claims information for Delta Dental group and individual members.

## Have your National Provider Identifier (NPI) number ready.

When you call our automated customer service line, you will be asked to enter your NPI number. This is the number that is used when submitting claims to Delta Dental and other insurance carriers.

## Select from the following prompts:

- **1** - Faxback
- **2** - Eligibility
- **3** - Claims

# ACA Resources Available to Help Your Patients Get the Care They Need

There is a growing number of limited English proficiency (LEP) patients with insurance, creating a greater need for language services in health care.

In 2011, the American Community Survey Report found that more than 60 million people (21 percent of the U.S. population) speak a language other than English at home. More importantly, more than 25 million (9 percent of the U.S. population) self-identified that they speak English “less than very well.”

To address this need, the ACA included protective provisions for LEP patients, such as providing translation and interpretation services to LEP patients. In addition, Iowa law requires that state insurance providers include 15 additional languages on their marketing materials and resources. You can find Delta Dental of Iowa’s resources on our website and on our critical documents (e.g., Benefit Certificates, Outlines of Coverage, Plan Brochures, Explanation of Benefits, etc.).

To help Delta Dental providers better serve the LEP population, Delta Dental of Iowa is offering several LEP resources at **no cost** to you or your practice.

For help setting up these services, please log into the Delta Dental of Iowa Secure Dentist Connection at [deltadentalia.com/dentist](http://deltadentalia.com/dentist) and select “Resources,” then “Value Added Services.” Below are the current resources available:

- **Translation Services** – Language Line Services is a free translation service available for use with patients who do not speak English.
- **Interpretation Services** – Life Interpretation, Inc. is a nationally certified, state licensed and contracted sign language interpretation company to help serve patients who are hearing impaired. This interpretation service is available to you for free.
- **Care Coordination** – Delta Dental has local DWP coordinators throughout the state to help members find dentists and establish a dental home. DWP coordinators can also help members with any barriers they may have in keeping scheduled dental appointments.
- **Member Communications** – Delta Dental has materials available for DWP members in Spanish to help explain the DWP benefits in a simple-to-understand and helpful format.

As always, thank you for your participation as a Delta Dental network provider. We hope these resources will help you continue to provide outstanding care to your patients. If you have any questions regarding the ACA LEP requirements, please email us at [provrelations@deltadentalia.com](mailto:provrelations@deltadentalia.com).

**Please note:** Providers can submit Business Associate Agreements to Language Line Services for processing by emailing [jreczek@languageline.com](mailto:jreczek@languageline.com), or by mailing agreements to: ATTN: Contracts, Language Line Solutions, 1 Lower Ragsdale Drive, Monterey, CA 93940.

# First Dental Health Center in FQHC Opens in Dubuque

The Delta Dental of Iowa Foundation recently awarded \$104,000 to Crescent Community Health Center to create the “Ageless Smiles” project, a satellite Federally Qualified Health Center (FQHC) dental clinic housed within Stonehill Franciscan Services long-term care facility in Dubuque. This dental clinic is the first of its kind in the U.S.

One of the Delta Dental of Iowa Foundation’s long-term goals is to improve the oral health of, and access to care for, Iowa’s aging adults. The new clinic is housed at Stonehill’s main campus to help ensure that residents and the surrounding community have access to dental health care. Additionally, the clinic provides an opportunity for ongoing training and education for Stonehill staff members. Many of Iowa’s long-term care residents face challenges accessing dental care due to an illness, lack of transportation or the need for acute services.



**From left to right:** Julie Woodyard, executive director, Crescent Community Health Center; Jan Reinicke, board chair, Delta Dental of Iowa Foundation; Gretchen Brown, president and CEO, Stonehill Franciscan Services; Diana Gau, dental assistant, Crescent Community Health Center; Dan Branson, D.D.S. and dental director, Crescent Community Health Center; State Senate President Pam Jochum, D-Dubuque.

“This collaborative partnership provides an innovative model to eliminate barriers to dental care for older Iowans and embraces integrated overall health care as a standard practice,” said Jeff Russell, president of the Delta Dental of Iowa Foundation. “By having Iowa’s first FQHC dental clinic that is housed in a long-term care facility, we can demonstrate the value of private and public partnerships and how we are working together to advance our communities and care for aging populations.”

Gretchen Brown, president and CEO, Stonehill Franciscan Services shares: “The addition of in-house dental services will benefit all of our residents as well as nearby seniors in low-income apartment housing or those receiving in-home care who have difficulty accessing dental services. Stonehill Franciscan fully supports this new endeavor as we reach out to our community and further emphasize the importance of good dental hygiene and ultimately, overall health.”

“The future of our seniors’ health care demands a unity of both the medical and dental fields,” said Julie Woodyard, executive director of Crescent Community Health Center. “Our center will provide comprehensive dental services to address the whole health of seniors in our community.”

# CDT 2017 is Effective January 1, 2017

The new version of the Code on Dental Procedures and Nomenclature, Current Dental Terminology (CDT) is effective for services provided on or after January 1, 2017. The 2017 version includes 11 new codes, five revised codes, one deleted code and many minor edits.

## CDT 2017 Highlights

- **D0290** – posterior-anterior or lateral skull and facial bone survey is **deleted**. This code was redundant after the CDT 2016 revision to **D0250**.
- Two new codes have been added to the diagnostic section:
  - **D0414** – laboratory processing of microbial specimen to include culture and sensitivity studies, preparation and transmission of written report. This new code follows a CDT trend of having separate codes for the collection and analysis of a specimen.
  - **D0600** – non-ionizing diagnostic procedure capable of quantifying, monitoring and recording changes in structure of enamel, dentin and cementum. This code is for new types of calibrated instruments that may identify and quantify decay in its early stages.
- There is one addition and one revision to space maintainers:
  - **D1575** – distal shoe space maintainer was added to the code.
  - **D1510** – space maintainer was revised to include language that the distal shoe space maintainer was excluded from this procedure code.
- **D4346** – scaling in the presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation was added to the code set.
- Codes **D4263** and **D4264** are for bone grafts and the words “retained natural tooth” were added to each to further clarify that the grafting is in association with natural teeth.
- Code **D4274** was clarified that the wedge procedure could be both mesial or distal. Many know this procedure as a distal wedge.
- This year there were two additional implant codes added:
  - **D6081** – scaling and debridement in the presence of inflammation or mucositis of a single implant, including cleaning of the implant surfaces, without flap entry and closure.
  - **D6085** – provisional implant crown.
- **D9311** was added to the code set and is for consultation with medical health care professionals.
- Four new codes were added for case management:
  - **D9991** – dental case management – addressing appointment compliance barriers.
  - **D9992** – dental case management – care coordination.
  - **D9993** – dental case management – motivational interviewing.
  - **D9994** – dental case management – patient education to improve health literacy.

The CDT codes have been designated as the national standard for reporting dental services by the federal government under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. All dental offices that transmit health information electronically must use the current version of dental procedure codes found in the Code and all payers must accept current codes.

These changes must be used in claims submissions effective January 1, 2017.

The Delta Dental of Iowa Dental Office Manual will include all of the CDT updates along with processing policies and will be available on the Dentist Connection no later than January 1, 2017.

## Dental Lifeline Network

188



Patients  
Treated

47



Patients on  
Wait List

255



Volunteer  
Dentists

40



Volunteer  
Labs

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.

At Delta Dental of Iowa, we are proud to support the Iowa Donated Dental Services program. Since the program's launch in Iowa in 2005, more than 1,300 patients have been treated. The total amount of care provided is valued at \$4,718,421!

If you or your office is interested in volunteering for this program, please visit [dentallifeline.org/volunteer](http://dentallifeline.org/volunteer) or contact Diane Wells by phone (515-251-8000) or email ([dwells@dentallifeline.org](mailto:dwells@dentallifeline.org)).



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