

Dialogue



News for Network Dentists and Staff | Spring 2016



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~~Visit our booth for a quick Dentalytics demonstration and walk away with a \$10 Starbucks gift card as a thank you for your time.~~

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2016 IDA Annual Session

Delta Dental of Iowa will be hosting an exhibitor's booth at the 154th Iowa Dental Association (IDA) Annual Session May 5-7, 2016, at the Iowa Events Center in Des Moines. Our Professional Relations team looks forward to meeting you and will be available to discuss any topics or questions you may have.

We are excited to introduce a new value-added service called Dentalytics. Dentists and office managers who visit us at booth 29 will receive a personal demonstration of this new online tool and a \$10 Starbucks gift card (limited to the first 300 offices; only one gift card per office, please). Dentalytics works in conjunction with your office practice management system to identify high-risk patients and ensure they receive recommended preventive dental care. We will also have informative handouts and fun giveaways for everyone that stops by Delta Dental's booth.

The Delta Dental of Iowa Foundation is also sponsoring two lectures at the IDA Annual Session. Listed below are the featured lectures and schedules. Continuing education credits will be available for each lecture attended.

“Oral Diagnosis in the Pediatric Patient: Radiology and Oral Pathology”

Dr. Juan Yepes will provide up-to-date information regarding the fascinating field of oral diagnosis in the pediatric patient. The seminar will use case presentation as the learning and discussion format and will cover the entire spectrum of radiology and pathology in pediatric dentistry. There will be two sessions with different content. Each session offers 3.0 CEU credits.

Thursday, May 5

1st Session – 9 a.m. to 12 p.m. (3.0 CEU)
2nd Session – 2 p.m. to 5 p.m. (3.0 CEU)

“Successful Management of Adults with Special Needs”

Dr. Harvey Levy will introduce the necessary knowledge and tools to treat difficult or otherwise unmanageable patients. The discussion will cover cases for autistic, medically compromised and mentally challenged patients. There will be two sessions with different content. Each session offers 1.5 CEU credits.

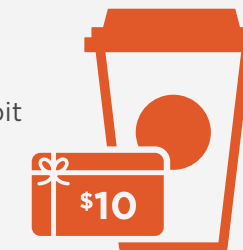
Saturday, May 7

1st Session – 8:30 a.m. to 10 a.m. (1.5 CEU)
2nd Session – 11 a.m. to 12:30 p.m. (1.5 CEU)



\$10 Starbucks Card for Dentalytics Demonstration

During the Iowa Dental Association Annual Session (May 5-7), Delta Dental of Iowa network providers are encouraged to stop by our booth in the exhibit hall. Network dentists will receive a \$10 Starbucks gift card (limited to the first 300 offices; only one gift card per office, please) after they spend 5-10 minutes to learn more about Dentalytics, a new value-added service from Delta Dental of Iowa.



Dentalytics is a web-based tool that Delta Dental developed in association with WhiteCloud Analytics. This value-added service is available for all Delta Dental of Iowa network providers to identify potential improvements in the quality of care. Dentalytics is used in conjunction with office patient management systems to identify high-risk patients and ensure they receive recommended preventive dental care.

Dentalytics leverages Dental Quality Alliance (DQA) measures and is the standard for dental quality in our industry. The DQA was established by the American Dental Association (ADA) to develop performance measures for oral health care. Delta Dental has chosen these quality measures, as they are evidence-based and are endorsed by the ADA.

To achieve clinical integration and dentist alignment in care improvement initiatives, information must be collected, calculated and readily available to stakeholders for oral health care improvement. However, systems struggle to provide dentists with relevant and actionable information. The analytics module is a dentist dashboard that personalizes metrics for each individual dental provider to facilitate clinical integration and align providers in value-driven care. This solution standardizes metrics utilizing surveys, claims data and other sources to provide a comprehensive scorecard for dentists and oral health leaders.

Save your spot for the annual meeting and register with the Iowa Dental Association at iowadental.org today. We look forward to seeing you in May!

Scaling and Root Planing



New in 2016

Benefits for scaling and root planing are limited to two quadrants on a given day. When more than two quadrants of scaling and root planing are completed in one day, two quadrants can be considered for benefits when they meet clinical requirements; the additional quadrants are disallowed.

The American Academy of Periodontology states, "It is recognized that debriding the root surface is a critical element in establishing periodontal health. Periodontal scaling and root planing is arduous, time consuming and usually requires local anesthetic."

Providing more than two quadrants of scaling and root planing on a given day should be an unusual event.

Periodontal scaling and root planing involve instrumentation of the crown and root surfaces of the teeth to remove plaque and calculus from these surfaces. It is indicated for patients with periodontal disease and is therapeutic, not prophylactic, in nature. Root planing is the definitive procedure designed for the removal of cementum and dentin that is rough, permeated by calculus or contaminated with toxins or microorganisms. Some soft tissue removal occurs. This procedure may be used as a definitive treatment in some stages of periodontal disease and as a part of pre-surgical procedures in others.

Delta Dental scaling and root planing clinical criteria include:

- Teeth must have at least 4-5mm probing pocket depths
- There must also be loss of periodontal attachment, including radiographic evidence of alveolar bone loss
- Evidence of calculus deposits on the root surfaces
- At least four teeth must be affected in the quadrant for D4341; if there are less than four teeth affected in the quadrant, D4342 is the appropriate code

Additional quadrants beyond two will be considered on a "by report" basis with documentation of exceptional circumstances requiring your patient to receive this treatment in one day.

The following are some of the exceptions of why a patient may receive all for quadrants in one day:

- Need for pre-medication
- General anesthesia/I.V. sedation record
- Medical conditions
- Extended travel time

Claim Submission Reminders If You Treat *hawk-i* Patients in Your Office

Electronic Claims: Use Payor ID CDIAM

Does your practice management software reflect payor ID CDIAM for your *hawk-i* and Dental Wellness Plan members? Your *hawk-i* claims may be getting rejected if your practice management software isn't updated. Update your system today. The electronic claims payor ID for *hawk-i* is CDIAM - this is the same payor ID number used for the Dental Wellness Plan.

Check Rejection Notices From Your Clearinghouse

It is important to check your rejection notices from your clearinghouse. If you are submitting electronic claims with the incorrect payor ID, or the *hawk-i* patient is not eligible, the claim will be returned; and will show up on the rejection notice from your clearinghouse.

Paper and Electronic Claims: *hawk-i* Identification Number

Make sure you are using the *hawk-i* member's identification number issued to them by the state which is on their identification card. The member's identification number can also be found in the Patient Information on the secure dentist portal at secure.deltadentalia.com/portal/dentist.



Quick References for *hawk-i*

hawk-i Payor ID: CDIAM-Delta Dental of Iowa Government Programs electronic claims

hawk-i Group Number: 22760 - use this group number on your electronic and paper claims

hawk-i Phone: 800-544-0718 or 515-261-5500, option 3

hawk-i Fax: 888-264-0195 - use this fax number for submitting caries risk assessments and general inquiries

hawk-i Fax-In Claims: 888-264-1440 - use this fax number for one-page, non-orthodontic claims

hawk-i Secure Dentist Portal: secure.deltadentalia.com/portal/dentist - retrieve your remittance advice, check benefits, eligibility and claim status

hawk-i Email: hawk-ipreauth@deltadentalia.com - use this email for pre authorizing *hawk-i* emergency services; remember to secure the email when PHI is included

hawk-i Email: hawk-i@deltadentalia.com - use this email for *hawk-i* appeals; remember to secure the email when PHI is included

FIND Project Awards Maquoketa and Grinnell Dentists Loan Repayment



The Fulfilling Iowa's Need for Dentists (FIND) project recruits dentists to practice in rural communities in underserved Iowa counties by helping them with their dental education debt. To be eligible for the Loan Repayment Program, award recipients agree to practice in a designated dentist shortage area and devote at least 35 percent of their practice to Medicaid-eligible, elderly, disabled and other underserved patients over a five-year period.



Dr. Jeffrey Millet, a dentist practicing with Family Dentistry based in Grinnell, is a 2016 FIND Loan Repayment Award recipient. Dr. Millet joined Family Dentistry following his graduation in 2011. Family Dentistry serves many communities in rural central Iowa with offices located in Grinnell, Sully, Victor and Montezuma. The practice is committed to public health dentistry by working with area schools to promote healthy life choices, good oral hygiene and help children prepare for dental visits. In addition, Family Dentistry partners with area athletic programs to provide screenings and mouthguards for athletes. The office is committed to providing access to care for aging Iowans and partners with local nursing homes and care facilities to help coordinate transportation to the office or on-site visits.

In 2013, the Poweshiek County Dental Coalition was founded to help provide dental services to children in need. Each year, Dr. Millet and Family Dentistry collaborate with the coalition to provide a free clinic for children in coordination with Give Kids a Smile. In addition to the free clinic, the coalition and Family Dentistry work together to help place children in dental homes for follow-up care. Through this program, Family Dentistry has provided more than \$40,000 in services to underserved children.

In 2012, Family Dentistry celebrated their 50th anniversary. In an effort to thank the community for their support and to give back to those in need, the office organized their own Mission of Mercy event by providing a free dental day walk-in clinic. Dr. Millet and Family Dentistry are dedicated to serving the community with compassionate dental care.



Dr. Adrienne D'Agostino Kane, a dentist practicing in Maquoketa, is a 2016 FIND Loan Repayment Award recipient. Dr. Kane began practicing dentistry at D'Agostino Family Dentistry in 2010. Maquoketa is Dr. Kane's hometown and her father has practiced dentistry in this location for the last 36 years.

Dr. Kane is passionate about providing access to care for community members and assisting the community, as a whole, to move in a positive direction. The practice is deeply committed to serving Maquoketa and giving back through community and oral health volunteer opportunities.

About FIND

Through the Public Benefit Program, Delta Dental of Iowa supports dental education loan repayment of up to \$100,000 for dentists practicing in one of Iowa's designated dental shortage areas and allocate at least 35 percent of patient services to vulnerable populations. Since 2002, 32 private-practice dentists have participated in Loan Repayment and FIND programs to provide 103,000 patient visits and more than 322,000 dental services to underserved Iowans.

FIND project partners include Delta Dental of Iowa, the Delta Dental of Iowa Foundation, Community Foundation of Greater Des Moines, Iowa Area Development Group, Ripple Effect, Iowa Department of Public Health and The University of Iowa College of Dentistry and Dental Clinics.

The application deadline for FIND is August 1, 2016. For more information, visit deltadentalia.com/foundation/FIND-project.

Delta Dental Sole Administrator for Iowa Health & Wellness and *hawk-i* Dental Programs

On April 1, 2016, most Iowa Medicaid programs joined together into one managed care program called IA Health Link. This new program provides medical coverage through a Managed Care Organization (MCO).

Dental care for Iowa Medicaid members will remain with Iowa Medicaid, *hawk-i* or the Dental Wellness Plan at this time. If Medicaid members had no dental coverage before this April 1 change, they will not have dental coverage after.

Delta Dental of Iowa is currently the sole administrator for the Dental Wellness Plan (DWP) and the *hawk-i* Dental Plan.

Provider Satisfaction Survey Winner

Congratulations to Dr. Nichole Miller in Coralville, winner of the 2015 Provider Satisfaction Survey drawing. Offices were eligible for the drawing if both the dentist and office manager completed the Delta Dental Provider Satisfaction Survey. As both Dr. Miller and Jen Miller, office manager, completed our survey, Dr. Miller received a \$500 Patterson Dental Supply gift certificate as a prize.

After conducting our bi-annual provider survey in late 2015, we are proud to share some highlights with [you](#). With a 30 percent response rate, results showed overall high satisfaction levels, with seven out of 10 satisfied or very satisfied with Delta Dental of Iowa. Respondents named timely claims as the main driver of their high satisfaction with our teams. Lastly, 77 percent of the dentists agreed that Delta Dental is committed to “promoting good overall oral health.” We are proud to partner with [you](#) to help bring smiles across Iowa, and will continue to work to provide the best experience for our partners as possible.

Thank you to all who participated in taking this survey - we appreciate your participation and feedback!

