



news YOU CAN USE

From Delta Dental of North Carolina

December 2017

New groups bring new patients to your door



We welcome the following large groups to the Delta Dental family, effective January 1, 2018!

Group Name	Number of Eligible Subscribers
Honda	35,000
Wake County Public School System	16,000
Volvo Group North America	12,000
JELD-WEN, Inc.	6,500
Union County Public Schools	3,000
Wayne County Public School System	1,550
Wake Technical Community College	1,150
Womble, Bond, Dickinson, LLC	1,100
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Delta Dental attends UNC's Annual Vendor Day

Delta Dental of North Carolina was a proud exhibitor at the University of North Carolina School of Dentistry's Vendor Day. This annual event was a huge success, gathering hundreds of dental school students and faculty in the atrium of the Koury Oral Health Sciences Building. Our team (pictured here, left to right: Rosanna Arrington and Emily Bowling) had a great time meeting and speaking with all of the dental students and faculty who attended.



We look forward to seeing you all again next September!

CTD Code updates for 2018

Changes to the "Code on Dental Procedures and Nomenclature," commonly known as the CDT Code, have been released and will become effective for services provided on or after January 1, 2018.

The CDT Code is the current HIPAA-designated code set used in electronic dental data interchanges. It 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 CDT Code. This is also true for dental claims submitted on paper.

The CDT Code is reviewed annually by the American Dental Association (ADA) and updated to reflect changes in dental procedures accepted by the dental community. Each revised version takes effect January 1 of each year.

A revised version of the CDT Code, as published by the ADA in the manual "CDT 2018: Dental Procedure Codes," will become effective January 1, 2018, for services provided on or after January 1, 2018, through December 31, 2018.

The 2018 version of the CDT Code incorporates a significant number of procedure code changes with 18 new procedure code entries, 16 revised procedure code entries and three deleted procedure code entries. Code changes that you should be aware of include:

- Procedure code D5510 (repair broken complete denture base) is being replaced with procedure codes D5511 (repair broken complete denture base, mandibular) and D5512 (repair broken complete denture base, maxillary).
- Procedure code D5610 (repair resin denture base) is being replaced with procedure codes D5611 (repair resin partial denture base, mandibular) and D5612 (repair resin partial denture base, maxillary).
- Procedure code D5620 (repair cast framework) is being replaced with procedure codes D5621 (repair cast framework, mandibular) and D5622 (repair cast framework, maxillary).
- With these new denture repair codes, the ADA has made a change in the way arch-specific designation is documented. In previous CDT procedure code manuals, arch-specific designations listed the upper arch designation as the first code in the series and the lower arch as the second code in the series. With the CDT 2018 denture repair codes, the arch-specific designation is reversed so that repairs done on the lower arch are submitted using the first code in the series and repairs done on the upper arch are submitted using the second code in the series (e.g., the code D5511 is for repair of a lower/mandibular denture base and the code D5212 is for repair of an upper/maxillary denture base).

Along with the CDT 2018 code changes, the following claim processing policies will be effective as of January 1, 2018:

- Procedure code 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) will be disallowed when performed within 12 months of implant restorations, provisional implant crowns and implant or abutment supported interim dentures completed by the same dentist or dental office.
- The new teledentistry procedure codes, D9995 (teledentistry – synchronous: real-time encounter) and D9996 (teledentistry – asynchronous: information stored and forwarded to dentist for subsequent review), are considered inclusive in overall patient management and will be disallowed.
- Procedure code D4355 (full mouth debridement to enable comprehensive evaluation and diagnosis on a subsequent visit) will be disallowed when performed by the same

dentist/dental office on the same day as evaluation procedures. A separate fee may not be charged to Delta Dental or the patient.

With all new code changes, we recommend that dentist and dental offices verify covered services for patients before rendering treatment. Details of individual coverage can be verified by calling our customer service team or by going online with the Dental Office Toolkit® (DOT).

The program fee schedules effective January 1, 2018, which include the CDT Code changes for 2018, were loaded into DOT as of December 1, 2017. Please update your practice management system to reflect the changes for patient services on or after January 1, 2018.

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

Download the 2018 Dentist Handbook

The Delta Dental Dentist Handbook has been updated with all of the information your dental office staff needs to know about Delta Dental of North Carolina's standard claims processing guidelines and administration policies. Please click [here](#) to download a copy for your office today.



Important note on claims processing

When submitting a claim to Delta Dental, it is important to verify that the patient's legal name is included instead of a nickname. Submitting claims with patient nicknames may cause the claim to be denied and would require resubmission.



Smiles for Kids Grants Program

The Delta Dental Foundation is currently seeking applications from nonprofit organizations in North Carolina to help fund dental education initiatives and programs designed to promote children's oral health, especially to those in underserved areas.

The Smiles for Kids grants program will award up to \$45,000 to organizations across the state that specifically focus on children's oral health. Each grant request will be considered and carefully reviewed in terms of eligibility and conformity with the guidelines. [The application deadline is December 20, 2017.](#)



Submission guidelines include:

- Smiles for Kids grants are limited to a maximum of \$5,000 per grant.
- Grants must be dedicated to local not-for-profit programs designed to promote children's oral health in North Carolina.
- Of particular interest are programs designed to promote or improve the oral health of underserved children in at-risk populations.
- Only one proposal per organization per year will be considered.

Upon submission, Delta Dental will evaluate each application based on factors such as the program's focus on children, potential value to the community, measurable results and the level of local community support it attracts. The award recipients will be announced in February 2018.

Grant applications, additional guidelines and eligibility requirements can be found [here](#).



Keep in touch

If your practice is changing email addresses, please let us know. Please send your name and new email address [here](#).