

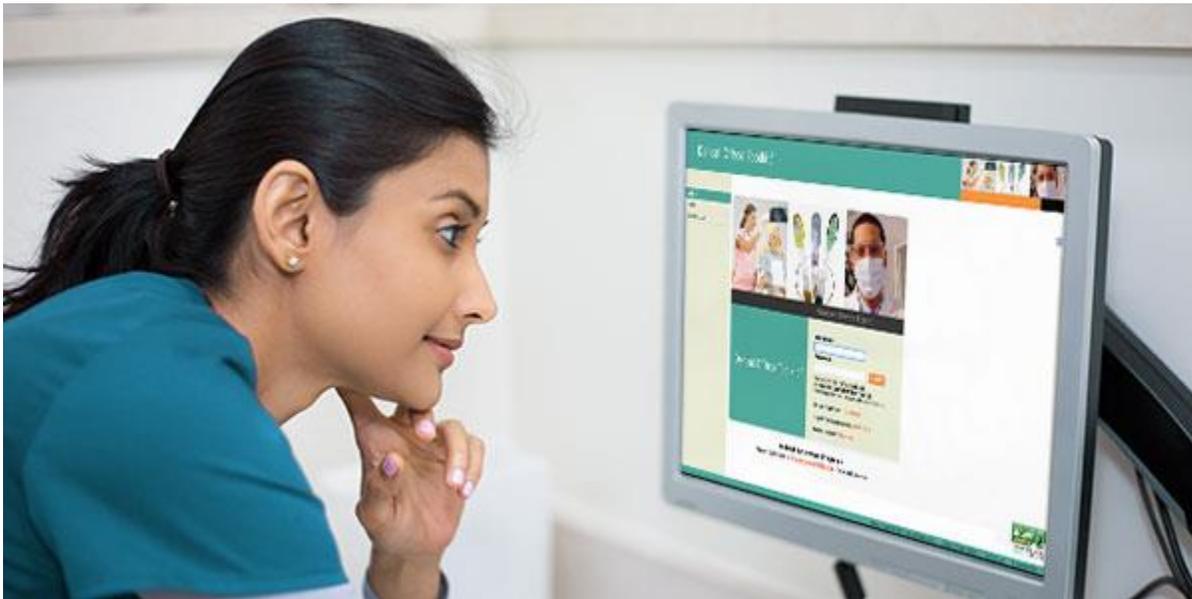


news YOU CAN USE

From Delta Dental of North Carolina

Summer 2018

Enroll today in National EFT/ERA



Get paid faster and simpler through National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) with all Delta Dental plans! Signing up for National EFT/ERA will allow your office to receive direct deposit payments from Delta Dental member companies nationwide.

How to participate:

If you are already enrolled in EFT with Delta Dental of North Carolina

You can easily take advantage of this new option by updating your direct deposit payment method from non-national EFT to National EFT within the Dental Office Toolkit® (DOT). By doing so, the other Delta Dental plans will begin to use the information on file and generate EFT payments for claims paid.

If you have not yet enrolled with Delta Dental for direct deposit

Visit DOT at www.toolkitsonline.com. Then, choose National EFT as payment method when entering your bank or financial institution information.

How to review statements:

Providers who participate in National EFT/ERA will have access within their DOT account to view EFTs and Explanations of Benefits (EOBs) for Delta Dental plans in Arkansas, Indiana, Kentucky, Michigan, New Mexico, North Carolina, Ohio and Tennessee. To view that information for federal government programs (FGP), providers should log in to their FGP DOT account.

For claims filed with other Delta Dental member companies, you can create an account or log in to your account at www.deltadental.com. Once logged in, click on “View Delta Dental ERAs.” Clicking on this button will direct you to the Delta Dental National ERA repository, hosted by DentalXChange. You will be leaving the Delta Dental website. The DentalXChange claim connect portal will allow you to return to www.deltadental.com.

Download the 2018 Dentist Handbook

As a reminder, 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.



Updated Fee Schedules

Over the last few months, Delta Dental of North Carolina staff has received feedback from participating dentists, analyzed the prevailing market conditions and examined our competitive position regarding fee schedules. As a result, we're implementing targeted increases to select network fees, effective July 1, 2018. Updated fee schedules will be available via the Dental Office Toolkit® or by contacting your dedicated professional services representative.



Meet Your PR Representative

Who is your professional relations representative?

[Click here to find out.](#)



Delta Dental Plans Association Statement on Opioids

As health care providers licensed to provide prescription medications, dentists must educate themselves about safe and responsible prescribing, as well as identify potential abuse by their patients.

Opioids are commonly prescribed by the medical and dental professions to relieve pain. There is a widely publicized opioid epidemic. According to the Centers for Disease Control and Prevention (CDC), out of the 63,632 lethal drug overdoses in 2016, opioids accounted for 42,249 deaths (66 percent). The CDC also advises that



overdose is not the only risk related to prescription opioids. Misuse, abuse and opioid use disorder (addiction) are also potential dangers.

As prescribers of opioids, dentists and the dental profession have a role in preventing their misuse. As the nation's leading dental benefits provider, covering more than 75 million Americans and offering the country's largest dental network with roughly 153,000 participating dentists, Delta Dental recommends the following industry norms to better manage the prescribing of opioids:

- When considering prescribing opioids, dentists should conduct a thorough medical and dental history, including documentation of current medications taken.
- Dentists should consider treatment options that utilize best practices to prevent exacerbation of, or relapse of, opioid misuse.
- Dentists should consider using alternative treatments such as nonsteroidal anti-inflammatory drugs (NSAIDs) which are effective in relieving postoperative dental pain, have fewer side effects and less potential for abuse compared to opioids.
- If opioids are prescribed, the dose and duration should be for as short a period as possible. Dentists should follow CDC guidelines, such as the lowest possible effective dosage and start with immediate-release opioids instead of extended-release/long-acting opioids.

Dentists should have a discussion with patients regarding the risks and complications of any medications they prescribe, including opioids. The patient should also be instructed on responsible storage and disposal of prescription opioids and the potential for misuse and abuse. Safe disposal instructions should be given to patients, to ensure unused medications are not misused or improperly disposed of.

Dentists should follow and continually review CDC guidelines, as well as their State Licensing Board recommendations for safe opioid prescribing.

TRICARE Retiree Dental Program

Beginning January 1, 2019, the TRICARE Retiree Dental Program (TRDP) will be replaced by the Federal Employees Dental and Vision Insurance Program (FEDVIP), which offers dental benefits comparable to the TRDP and a choice of 10 dental carriers, including Delta Dental. This change, included in the 2017 National Defense Authorization Act (NDAA 2017), means that your TRDP patients will need to select a FEDVIP plan in the fall of this year for coverage effective January 1, 2019.



In order to prevent a gap in coverage, TRDP patients and their family members must take action and enroll during the 2018 FEDVIP Open Season between November 12, 2018, and December 10, 2018; they can do this by logging in to [benefeds.com](https://www.benefeds.com) during this time. Delta Dental offers coverage in the FEDVIP with two plan options available for your patients.

In an effort to minimize the impact on your patient's continuity of care by keeping your military retirees and their family members as your patients, please be sure to communicate this important change to your TRDP patients. If you want more information, please visit [trdp.org/dentists](https://www.trdp.org/dentists) or send your questions via an email to fsps@delta.org.

Smiles for Kids grant recipients

The 2018 Smiles for Kids grants program awarded \$65,800 to 19 community-based oral health programs and organizations throughout North Carolina that specifically focus on promoting and improving the oral health of underserved children. Nearly 70,000 children are expected to benefit from Smiles for Kids grants this year.

[Learn which organizations received funding...](#)





Keep in touch

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