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From Delta Dental of North Carolina

Get ready for an all new Dental Office Toolkit



With a fresh look and streamlined functionality, the Dental Office Toolkit® (DOT) will change how you run day-to-day office operations. The new DOT hits provider offices this summer!

Some new DOT features include the ability to:

- Set your home office as the default for each session
- Toggle between different offices and members
- Search comprehensive family claims history across all businesses
- Manage user roles and permissions for your office staff

Why use DOT?

Delta Dental's Dental Office Toolkit is an online tool that empowers provider offices to perform day-to-day tasks such as submitting claims, looking up member benefits and updating office information – all without having to call customer service. This saves you valuable time and lets you address needs faster.

Now is a great time to get started in DOT—we're creating training videos, how-to guides and other resources to help your office get set up for success. Be on the lookout for those resources in the coming months.

Important note on pre-treatment estimates

A pre-treatment estimate (PTE) is used to estimate a patient's expected benefit coverage before the procedures are performed.

Pre-treatment estimates are submitted just like any other claim except the service date for pre-treatment lines are left blank. A claim may contain both in-for-pay and pre-treatment claim lines. Benefits, as well as fees and other time-sensitive attributes for claim lines without a date of service, are determined as if the service date were the date the pre-treatment estimate is processed.



After the pre-treatment estimate has been submitted, it should be resubmitted as a pre-treatment in for pay (PTIFP). The outcome of the PTIFP may be different from the outcome of the original pre-treatment estimate, due to any changes in member benefits, network status, etc., that may have occurred since the PTE was processed. Any changes to the claim information may also result in a different outcome. Therefore, the pre-treatment estimate is not guaranteed; it is an estimate only, based on current data.

Submitting a pre-treatment estimate for payment

When it is time to submit a pre-treatment estimate for payment, please be sure to access the original pre-treatment estimate in [Dental Office Toolkit](#)[®] as described in [Locating a claim](#). The pre-treatment estimate opens in the Pre-Treatment screen. Click **Submit for Payment** button. The Claim Entry screen appears with the Treatment Details tab displaying the information from the pre-treatment. Enter the appropriate date(s) on the pre-treatment claim lines in the Service Date column and click **Submit Claim**.

Upon receipt of the pre-treatment estimate form, discuss the total cost with the patient and commence treatment. When treatment has been completed, record the date(s) of each service performed on the pre-treatment estimate form and return the original form to Delta Dental for processing.

Important update on procedure codes

Effective March 8, Delta Dental updated our process in North Carolina, Michigan, Ohio and Indiana for receipt of claims where a dental office has submitted certain procedures on anterior, posterior, primary or permanent teeth, but has used the incorrect CDT procedure code.

Previously, when claims with certain incorrect CDT procedure codes were received, the system applied a correction. However, depending on the claim, it was not always accurate. To improve claims accuracy, Delta Dental will reject the following incorrect procedure codes back to the dental office with a policy that explains the rejection:



- D2330, D2331, D2332, D2335 and D2390 (anterior resin-based composite restorations): when submitted for composite restorations performed on posterior teeth
- D2391, D2392, D2393 and D2934 (posterior resin-based composite restorations): when submitted for composite restorations performed on anterior teeth
- D2930 and D2934 (stainless steel crown for primary teeth): when submitted for crown procedures performed on permanent teeth
- D2931 (stainless steel crown for permanent teeth): when submitted for crown procedures performed on primary teeth

Going ahead, please carefully review claims before submitting them, and make sure that you use the correct CDT procedure codes that correspond to the exact teeth and tooth surfaces of the procedures for which you're requesting benefit payment.

Affordable plans for individual needs

Do you have patients who don't have dental coverage through their employer, are self-employed or are approaching retirement and looking for coverage? Delta Dental of North Carolina offers four individual and family plan options at affordable prices.

Your patients can get a quote and purchase a plan directly from our new shopping website, <https://www.mysmilecoverage.com/nc>. If you have patients who would feel more comfortable speaking to a representative who can further explain the plans, they can call an individual and family plan advisor at 800-971-4108.



Printed brochures are available by contacting your dedicated professional services representative or you can download a digital copy [here](#).

Important terminology update

Delta Dental recently met with the American Dental Association (ADA) to discuss our disallow policies, and the ADA expressed that new terminology within these policies may increase understanding with our providers.

As a result, Delta Dental will move from the term "disallow" to "not billable to the patient" on all documents by January 1, 2020. This does not represent a change to Delta Dental policies. We believe this new terminology provides more clarity to members and providers, and better aligns with the industry and needs of dentists.



Delta Dental has a responsibility to protect our members from improper charges, and not billable policies are applied primarily to situations of unbundling (breaking down a more inclusive procedure into parts), submission of erroneous codes and duplicate claims.

We will continue our conversation with the ADA to further identify opportunities to collaborate on communication and education, and thank you for your understanding as we take this first step.

Download the 2019 Dentist Handbook

As a friendly 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.



Smiles for Kids grant program

The 2019 Smiles for Kids grant program awarded \$70,000 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 34,000 children are expected to benefit from Smiles for Kids grants this year.

