

## Delta Dental of North Carolina

### Spring 2020 Newsletter – Additional Information

#### Employers continue to choose Delta Dental for dental benefits

Nearly 1,000 organizations across North Carolina have selected their dental benefits through Delta Dental of North Carolina. As of January 1, 2020, we have welcomed over 6,300 new eligible subscribers from the following groups!

- NN, Inc.
- North Carolina Farm Bureau Federation, Inc.
- US Radiology Specialists
- Charlotte Eye, Ear Nose and Throat Association
- Caesarst- one
- Roush Fenway Racing, LLC
- Allegacy Federal Credit Union
- Rho, Inc.
- Lenoir Memorial Hospital
- McGill Associates, P.A.
- Allergy Partners, PA
- The Employers Association of the Carolina's Inc.
- AKG of America
- Salem Electric
- Nash-Rocky Mount Public School System
- Alleghany County Schools
- Robert E. Mason and Associates
- Seiren North America
- HomeTrust Bank
- Madison County Schools
- Polk County Schools
- InfraStripe,
- U.S. Conec LTD.
- South Piedmont Community College
- Alamance-Burlington School System
- Trial Card
- Asheville-Buncombe Technical Community College

#### Claim submission timeline changes

Due to the national emergency caused by COVID-19, the U.S. Department of Labor has passed a regulation that extends the claim submission deadline beyond our standard 12-month timeline.

When reviewing claims for timeliness, Delta Dental will disregard the “Outbreak Period,” which has been identified as the time between March 1, 2020, until 60 days after the announced end of the national emergency, or another date as announced in the future. The change applies to your patients with Delta Dental dental benefits.

The exact timeframe of the extension is dependent on the end of the national emergency. We will keep you updated as information becomes available.

## Policy for provider calls to customer service

As the COVID-19 pandemic spread nationwide, the Delta Dental of North Carolina customer service team began answering member phone calls exclusively and asked that providers use the Dental Office Toolkit® (DOT).

On April 27, 2020, we began accepting calls from providers who need assistance *only* with claims questions, problems and adjustments.

If you have questions about eligibility or benefits, or you need copies of EOBs or pre-treatment estimates, you should continue to use DOT. Customer service representatives will not provide this information over the phone for any plan *except* Medicare Advantage. General information will still be accessible through DASi, our interactive voice response line.

This is a long-term policy change. With fewer eligibility and benefit calls, our representatives can focus more on complex issues for both providers and members.

This change empowers you to access information exactly when you need it. No more time spent on the phone or waiting in a call queue. Plus, DOT's new features give you easy access to:

- Check patient eligibility and review patient benefits.
- Submit claims and pre-treatment estimates in less than 60 seconds.
- Post payments and update EFT information.
- Search comprehensive family claims history across all businesses.
- Manage user roles and permissions for your office staff.

### Common questions:

What if I don't have computer access? General eligibility or benefit information will still be available through DASi. However, any additional information must be accessed through DOT. Customer service will only assist with claims questions, problems or adjustments.

How do I register for a DOT account? Visit [www.dentalofficetoolkit.com](http://www.dentalofficetoolkit.com) to register your office. Training videos, how-to guides and other resources are available to help set your office up for success.

I need help registering my office for DOT or have questions. Who can I call? Our Toolkit support team is available to get you started and answer any questions you have. Call them at 866-356-0301.

What if I can't find the answer I need on DOT? Benefit or eligibility information for nonroutine codes not found in DOT can be obtained by submitting a pre-treatment estimate.

How do I obtain a copy of an EOB or pre-treatment estimate? Copies of EOBs or pre-treatment estimates can be found in DOT, or can be obtained by fax when using DASi. A customer service representative is unable to provide copies of these documents to you.

Does your patient have Delta Dental coverage through a North Carolina Medicare Advantage plan? Please call 855-253-4721 with questions.

### Required info for claims submissions

To ensure smooth claims processing, it's imperative that your records with Delta Dental be kept up-to-date. This includes your TIN, and Type 1 and Type 2 NPIs, as applicable.

- For Medicare Advantage, all claims submitted by group practices must include a billing Type 2 and the Type 1 NPI of the rendering provider to be processed.
- Sole proprietors should submit their Type 1 NPI in the billing field to be processed. If you are a sole proprietor with a Type 2, you should submit your Type 1 in the rendering field and the Type 2 in the billing field.
- If the TIN on a submitted claim does not match our records, the claim will be denied.
- Claims should always be submitted with the service office information where services were rendered. Do not submit the payment office address.

If you have concerns, or need to change or verify your records, email [ncproviderrequests@deltadentalnc.com](mailto:ncproviderrequests@deltadentalnc.com).

### Update on Virtual Evaluation Interim Policy

The health and safety of our providers, members and employees is Delta Dental's top priority as we continue to navigate the disruptions related to COVID-19.

Delta Dental understands some offices have the capability to perform evaluations via audio or video technology. To help facilitate the care our customers may need during this unprecedented time while protecting the safety and well-being of our customers and you and your staff, Delta Dental of North Carolina will benefit procedure D0140 (Problem Focused Examination), whether provided in a dental office or virtually, effective from March 20, 2020, until further notice as the public health situation improves.

The service will be paid provided that the patient has coverage/benefits available and there is no specific benefit contract exclusion. All providers are encouraged to verify patient eligibility and benefits through our Dental Office Toolkit (DOT) at [www.deltadentalnc.com](http://www.deltadentalnc.com) or via the IVR at 1-800-662-8856.

Delta Dental understands some offices have the capability to perform evaluations via audio or video technology. Please be mindful of patient privacy when using this technology. Also, know that the Office of Civil Rights (OCR) at the Department of Health and Human Services (HHS) says it "will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency."

We will continue to evaluate these interim policies as necessary. Thank you for the care you provide to our members, especially during these most challenging times.

### Medicare Advantage Network

Delta Dental is proud to offer the value of the nation's largest network of dentists to our members. Delta Dental subscribers and members have a variety of plan designs uniquely tailored to meet their needs, including Medicare Advantage plans. If your patient has a Delta Dental Medicare Advantage plan, you must participate in the Delta Dental Medicare Advantage network for your patient's services to be covered.

**To ensure your services are covered under your patient's Delta Dental Medicare Advantage plan, please make sure to check their ID card for network information before rendering services.** Benefits will be paid based on your participation in the Medicare Advantage network. If you do not participate in the Delta Dental Medicare Advantage network, your patient's benefits may be reduced or not covered.

If you are unsure about your participation status or would like to join the Delta Dental Medicare Advantage network, please contact your dedicated [professional services representative](#).

### Early detection of oral cancer

Did you know that Delta Dental offers a benefit to help detect and prevent oral cancer? The benefit covers a diagnostic test called the BrushTest (oral brush biopsy), which can detect early oral cancer and abnormal cells that may become cancerous.