



news YOU CAN USE

From Delta Dental of North Carolina

Winter 2020



Employers continue to choose Delta Dental for their dental benefits!

More than 1,000 organizations across North Carolina have selected their dental benefits through Delta Dental of North Carolina. We are excited to welcome our new enrollees from the following employer groups, effective January 1, 2021.

Group Names

Cone Health – Health Team Advantage (Greensboro)	Nash Johnson and Sons Farm (Rose Hill)	Guilford Technical Community College (Jamestown)
A.B.B., Inc. (Cary)	ABC Phones (Raleigh)	Glen Raven (Glen Raven)
Mitchell Gold and Bob Williams (Taylorsville)	Alamance County Government (Graham)	McDowell County Schools (Marion)
Freight Handlers (Fuquay-Varina)	Pepsi Bottling Ventures (Raleigh)	Buncombe County (Asheville)

Cardinal Financial (Charlotte)	PlayPower (Huntersville)	Worldwide Clinical (Morrisville)
Baker Roofing (Raleigh)	Highwoods Properties (Raleigh)	Chandler Concrete (Burlington)
Caring, LLC (Charlotte)		

Code updates effective January 1, 2021

The Code on Dental Procedures and Nomenclature (the Code), commonly known as Current Dental Terminology, or CDT, is the current HIPAA-designated code set used in electronic dental data interchange. As such, the Code 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 on paper or on a HIPAA-standard electronic dental claim form must use procedure codes from the current version of the Code. The Code is regularly updated to reflect changes in dental procedures accepted by the dental community. The Code is reviewed and revised by the American Dental Association (ADA) on an annual cycle, with each revised version effective on January 1 every year.

A revised version of the Code, as published by the ADA in the manual titled CDT 2021: Dental Procedure Codes, will be effective January 1, 2021, for services provided on or after January 1, 2021.

The 2021 version of the Code incorporates a significant number of procedure code changes, with 28 new procedure code entries, four deleted code entries and seven revised code entries. Twenty-two of the revised entries were only editorial changes (e.g. changes in syntax or spelling).

Among the 61 procedure code changes for 2021 are:

- Two codes regarding antigen and antibody testing for public health related pathogens.
- Various image-capture only diagnostic codes.
- A code to be used for counseling for the control and prevention of health effects associated with high-risk substance abuse.

- A code for caries preventive medicament application.
- New prefabricated porcelain/ceramic crown code.
- Six endodontic codes concerning surgical repair of root resorption and surgical exposure of root surface without apicoectomy or repair of root resorption.
- Two arch-specific periodontal medicament carrier codes.
- Two separate codes for placement of a semi-precision abutment and semi-precision attachment.
- Two area-specific frenectomy codes.
- Two oral surgery codes (craniofacial implant placement and zygomatic implant placement).

Along with the CDT 2021 procedure code changes, the following claim and processing procedures will be effective January 1, 2021:

Claims submission:

- Codes D0472-D0480, D0485, D0486 and D0502 will require a pathology report upon submission
- Code D9971 will require a single tooth upon submission

New procedure codes and associated processing policies:

Diagnostic:

D0701-D0709 (various image-capture only codes): The fee for an image-capture only code is considered a part of the total fee for the corresponding radiographic image and is not billable to the patient.

Endodontic:

D3471-D3473 (surgical repair of root resorption): Fees for surgical repair of root resorption are not billable when performed on the same tooth by the same dentist/dental office on the same date as D3333, D3410-D3426, D3430, D3450, D4210-D4212, D4231, D4240, D4241, D4245, D4249, D4260, D4261, D4268, D4270, D4273-D4278, D4283 and D4285.

D3501-D3503 (surgical exposure of root surface without apicoectomy or repair of root resorption): Fees for surgical repair of root resorption are not billable when performed on the same tooth by the same dentist/dental office on the same date as D3333, D3410-D3426, D3430, D3450, D4210-D4212, D4231, D4240, D4241, D4245, D4249, D4260, D4261, D4268, D4270, D4273-D4278, D4283 and D4285.

Oral surgery:

D7961 and D7962 (buccal/labial and lingual frenectomy): The fee for a frenectomy is not billable to the patient when performed on the same date as any other surgical procedure(s) in the same surgical area by the same dentist or dental office.

With all the new code changes, we recommend that dentists and dental offices verify covered services for patients before rendering treatment. Details of individual coverage can be verified by logging in to your Dental Office Toolkit® account.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the Code to stay up to date with procedure coding. To order a copy of the 2021 Code, call the ADA at 800-947-4746, or visit www.adacatalog.org.

Charging patients for PPE

As you continue to treat patients during this pandemic, remember that you cannot submit a separate charge to Delta Dental members for the cost of personal protection equipment (PPE). Current Delta Dental policy states PPE is not billable to the patient.

You also may not use code D1999 for the cost of PPE, as incorrectly stated in an American Dental Association email on April 21. The use of D1999 for the prevention of the spread of COVID-19 is not an appropriate use of the code. According to CDT 2020, code D1999 is for an unspecified preventive procedure.

Any claims submitted to Delta Dental that charge members with the cost of PPE, either through a separate charge or with code D1999, will be denied as not billable to the patient.

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 January 1, 2021. Updated fee schedules will be available via the Dental Office Toolkit[®] or by contacting your dedicated professional services representative.



Download the 2021 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.

Delta Dental 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.

The Medicare Advantage network is different.

Our Medicare Advantage dentist network is separate from our Delta Dental PPO™ and Delta Dental Premier® networks.

Advantages of joining include:

- Your practice will be listed in our Medicare Advantage network directory
- You'll retain current Medicare Advantage patients whose fee-for-service plans require they visit a Medicare Advantage network dentist
- You'll welcome new Medicare Advantage patients who are looking for an in-network dentist.

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](#).

Fraud, Waste and Abuse training reminder



As a reminder, the Fraud, Waste and Abuse, Compliance, and Cultural Competency training shall be completed once each calendar year for providers who participate in the Delta Dental Medicare Advantage™ network. Please follow the steps outlined below to complete the annual training at your earliest convenience.

1. Follow the [link](#) to the Delta Dental of North Carolina website

2. Click the **DOWNLOAD** button to review the FWA, Compliance, and Cultural Competency Training
 - Clicking “Download” will open a new browser window where you can view the training. You will not need to print the document and there is no test required. You may close the browser window displaying the training once it has been reviewed.
3. Click the **SIGN** button to complete and submit the [Training Acknowledgment Form](#)
 - Training is tracked by the Tax Identification Number (TIN) used to submit claims to Delta Dental. **An acknowledgment form must be submitted for each active TIN in order to be marked complete. Only one dentist or staff person needs to submit an acknowledgment form per TIN.**
4. Receive your confirmation email
 - A confirmation email will be sent to the email address entered on the acknowledgment form. Please keep in mind, the confirmation email is only valid for the TIN entered on the acknowledgment form. If the TIN entered does not match our records or was entered incorrectly, a new form will need to be submitted with the correct TIN to order to be marked complete.



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 commercial Delta Dental benefits.

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

Recredentialing reminder

Every three years, Delta Dental is required to recredential network dentists as part of your Delta Dental participating provider agreement. We have recently moved to an electronic enrollment and credentialing tool called AppCentral, which allows you to complete required documentation, receive real-time application status updates and view archived submissions throughout the application process. You will receive an email from evalAppcentral@CACTUSSoftware.com when it is time for you to recredential.



What are the benefits to using AppCentral?

- Recredentialing applications will be sent with your existing provider information
- Ability to easily upload required documentation with your application
- Automatic electronic notifications when you are due for recredentialing
- Options to set reminders and request email alerts regarding application status

How do I complete my recredentialing?

Visit the Delta Dental website [here](#) to view instructional videos and the link to the AppCentral portal.

Helping reduce the opioid epidemic

Tackling the national opioid crisis requires ongoing collaboration across the dental, medical, law enforcement and education communities. As one of the nation's largest providers of dental benefits, Delta Dental has been and will continue to be a leading partner in the prevention of opioid abuse.



We believe that the most powerful partnership may actually be the most overlooked -- the one between patient and medical provider. The good news is that the number of opioid prescriptions nationally has been declining. A recent analysis of claims data of 1,000 insured dental patients, published by the American Dental Association, however, shows that dentists have written more prescriptions for opioids since 2010, and that they are the most likely medical

professionals to prescribe opioids to 11-to-18-year-olds.

Still, most opioid abuse happens because someone other than the patient uses the drug. Education and proper disposal of medication is crucial. To help communicate and protect your patients against opioid misuse, you can now download an [oral health flier](#) on this important topic.