HELPFUL CLAIMS TIP: ADDITIONAL DOCUMENTATION CAN HELP PREVENT NEED TO APPEAL

Since an x-ray does not always depict the entire condition of the tooth or site, any supporting documentation you can provide may help your claim process on first submission. We always encourage your office to provide additional documentation – such as the patient’s clinical treatment notes, photographs and/or a narrative – along with an x-ray, whether you are submitting a pre-treatment estimate or a claim for procedures that undergo utilization review, such as crowns, bridges, post and core, etc.

Our dental consultants – who are licensed dentists with 20-30 years of experience in private practice – are only able to review what is provided on the claim form or pre-treatment estimate, and the true condition of the tooth is not always revealed in an x-ray. As a result, providing us the supporting documentation upfront helps prevent any delays in processing your claim or pre-treatment request. If an x-ray doesn’t tell the “whole story,” please provide additional documentation that supplements the x-ray. Doing so can avoid a delay in approving payment for the service.

Announcing a faster notification process for your appealed claims

To ensure you and your patients receive timely information, we are pleased to announce a new notification process for claim appeal decisions. Later this spring, you will receive faster notification regarding the results of any claim appeal with our new “Appeals Notification” form. See the sample below. We’re implementing this new process to make sure your office gets prompt results on claims that are appealed under our utilization review program.

Similar to the pre-treatment notification process, we will issue appeal decisions daily to both the patient and the dental office. You will no longer have to wait for your weekly CEOB/settlement check to learn the results of our decision. Payment for approved claims, however, will continue to be issued via your settlement check. We hope you’ll find that this advance notification process better communicates appeal decisions to you and your patients.

Delta Dental of Rhode Island | www.deltadentalri.com
10 Charles Street | Providence, RI 02904 | 1.800.598.6684
Delta Dental members give high marks to network dentists

Every year, we survey our members to find out how they feel about their Delta Dental coverage, our overall performance and their satisfaction with our dental network. Year after year, members give our participating dentists high marks in all categories. Last year was no different as members reported high levels of satisfaction with the availability of dentists in our network and the quality of treatment they received at their last dental visit.

Here’s a look at what our members told us in 2011:

- 98% are satisfied or very satisfied with the availability of a dentist in their area
- 97% are satisfied or very satisfied with the length of time it took to schedule an appointment
- 99% are satisfied or very satisfied with the quality of treatment they received
- 100% are satisfied or very satisfied with the general appearance of their dentist’s office
- And, 97% of our members are satisfied or very satisfied with our overall performance

We’re happy to receive such good reviews from our members, and appreciate that network dentists play an integral part in helping us achieve such good results. We offer a sincere “thank you” for the care you provide Delta Dental members throughout the year.

NEW: Quality Committee will hold its first meeting this spring

Recently, we notified you about the results of an examination conducted by the Office of the Health Insurance Commissioner (OHIC) – in particular a recommendation to reconstitute our Quality Management Program by incorporating a majority of independent dentists on our Quality Management Committee. We are pleased to report that we have formed a new Quality Management Committee, and are in the process of impaneling the new member dentists. We anticipate that the first meeting will be held soon.

The purpose of the Quality Management Committee is to help us better protect our members, and to keep the Quality Management Program separate and distinct from our Utilization Review Program.

Keep connected with our eCommunications system

Please join the growing number of dentists who have signed up for our new eCommunications System. To date, 80% of Rhode Island dentists have provided us with email addresses, and we’re hoping to add even more offices this year. Our goal is to keep you well informed with the latest information, particularly for time-sensitive information. Please contact Monique Mitchell at mmitchell@deltadentalri.com and stay connected to the latest news and information.
Supporting those in need in our communities:
Delta Dental premier funding sponsor of Rhode Island Mission of Mercy

To help extend dental care to the neediest in our state, Delta Dental is proud to announce that we have signed on as the premier funding partner for the first-ever Mission of Mercy free dental clinic in Rhode Island. Under the leadership of the Rhode Island Oral Health Foundation and co-chairs Drs. Jeffrey Dodge and Deborah Fuller, the Rhode Island Mission of Mercy will take place on June 2 & 3 at the Dental Hygiene Clinic at the Community College of Rhode Island’s Flanagan Campus in Lincoln.

Delta Dental is honored to be part of a wide-ranging collaboration of partners in the dental community, including the Rhode Island Dental Association, the Rhode Island Department of Health and the Rhode Island Dental Hygienists’ and Assistants’ Associations. In addition to direct funding for the event, Delta Dental is also encouraging its employees to join the hundreds of community volunteers who are needed to assist in both clinical and non-clinical activities.

We also recognize and support the Rhode Island dentists, dental hygienists and assistants and other dental health professionals who are donating their time and expertise to treat those in need. In 2010, approximately 130,000 Rhode Island Medicaid enrollees did not see a dentist, and the number of residents who no longer have dental insurance or can’t afford to pay for dental care is increasing, according to the Rhode Island Department of Health.

“An important part of our mission is to help improve the dental health of all Rhode Islanders, not just those fortunate enough to have Delta Dental coverage,” said Delta Dental President & CEO Joseph A. Nagle. “We support and commend the efforts of all the dental professionals who are making this event possible.”

For more information on how to volunteer or support the Rhode Island Mission of Mercy, visit www.rimom.org.

Look for some changes on your Consolidated Explanation of Benefits (CEOB) forms

We recently reviewed the messages we use to describe the rationale for a claim decision or to let you know that we need more information in order to act on your claim. These “processing policy” messages are numbered and appear on your CEOBs and on Pre-Treatment estimates. The last time we reviewed and updated our messages was in 2007.

Our 2012 revisions are intended to:
1) Make our requests for additional information as specific as possible
2) Advise patients to consult with their dentists on treatment options
3) Explain the reason why something was not covered.

We obtained the input of our Provider Advisory Group before implementing these changes. By the time you receive this newsletter, you may have already seen the results of our revisions.
Administrative Reminders

Requests for additional documentation
We’re occasionally asked about Delta Dental’s rights to request information from a dental office. This information can be found in the Delta Dental Rules and Regulations for participating dentists. Specifically, dentists are responsible for the accuracy and completeness of all information submitted to us in any form. And, Delta Dental can request additional information (e.g. x-rays, treatment charts, ledger cards or other patient records) “so that a proper evaluation may be made with respect to the eligibility of the patient and the amount of benefits to be paid.” We appreciate your providing additional documentation upon request so that we can properly process your claim(s).

Help us maintain accurate records
As a reminder, please contact Professional Relations at 401-752-6402, via email at mmitchell@deltadentalri.com or fax at 401-752-6070; if and when the following occurs:

- Your office changes its business name or tax identification number
- A dentist joins or leaves your practice
- You change your business or payment address
- Your direct deposit account changes
- You are selling your practice or retiring

Keeping this information current will ensure timely and accurate processing of your claim – no matter how you submit it – via the web, ECS or on paper.

REMEMBER: Always ask for Delta Dental Identification Card

If a Delta Dental member changes jobs or moves to a new division within the same employer, he or she may have a new identification number. Please ask your patient at every visit if they have recently received a new ID card from us. On a related note, we are seeing more examples of members “loaning” their Delta Dental ID cards to friends or family. You can help protect your office from this type of fraud by always asking for a member identification card at the start of a visit. And we suggest you ask for a photo ID for all new adult patients and place a copy of that ID in the patient’s chart.

Delta Dental 2012 Planner:
Credentialing and Holiday Schedules

To keep your calendar up-to-date, please make a note of the following dates when our corporate office will be closed in 2012, as well as our credentialing schedule for new dentists in your practice.

2012 Holiday Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
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<tbody>
<tr>
<td>May 28</td>
<td>Memorial Day</td>
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<tr>
<td>July 4</td>
<td>Independence Day</td>
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<tr>
<td>August 13</td>
<td>Victory Day</td>
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<tr>
<td>September 3</td>
<td>Labor Day</td>
</tr>
<tr>
<td>October 8</td>
<td>Columbus Day</td>
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<tr>
<td>November 12</td>
<td>Veteran’s Day</td>
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<tr>
<td>November 22</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>November 23</td>
<td>Thanksgiving Friday</td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas Day</td>
</tr>
</tbody>
</table>

* Customer Service open

Credentialing Meeting Schedule for remainder of 2012

<table>
<thead>
<tr>
<th>Date</th>
<th>Application due by:</th>
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<tbody>
<tr>
<td>March 28</td>
<td>(March 21)</td>
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<tr>
<td>April 25</td>
<td>(April 18)</td>
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<tr>
<td>May 23</td>
<td>(May 16)</td>
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<tr>
<td>June 27</td>
<td>(June 20)</td>
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<td>July 25</td>
<td>(July 18)</td>
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<td>August 22</td>
<td>(August 15)</td>
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<td>September 26</td>
<td>(September 19)</td>
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<td>October 24</td>
<td>(October 17)</td>
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<tr>
<td>November 28</td>
<td>(November 21)</td>
</tr>
<tr>
<td>January 2, 2013</td>
<td>(December 19)</td>
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</tbody>
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Applications and contracts are in the Dentist section of www.deltadentalri.com

Completed applications must be received seven days prior to the scheduled meeting date. Only a completed application will be reviewed. Incomplete applications will be considered at the next available meeting date and only when all required documentation has been submitted.