Welcome to Delta Dental of Rhode Island

Delta Dental of Rhode Island is pleased to welcome the following dentists who have joined our network and are approved as participating dentists:

- Mei Dong, DMD
  - Thundermist Health Center

- Robyn Hofelich, DMD
  - Children’s Dentistry of Coventry

- Khanitl Shah, DMD
  - WellOne Primary Medical & Dental Care

- Simon Beylin, DMD
  - Comfort Dental

- Omar Chahbandar, DMD
  - Thundermist Health Center

- Onkar Dadiala, DMD
  - Aspen Dental Associates

- Lisa Hilpl, DMD
  - David J Ward DMD

- Kunhyung Kim, DMD
  - Aspen Dental Associates

- Khushbu Patel, DMD
  - Thundermist Health Center

- Meera Sharma, DMD
  - Thundermist Health Center

- Minda Sapir, DMD
  - Resnevic Dental

- Mary Bradford, DMD, MS
  - Maple Avenue Family Dentistry

- Diane Doyle, DMD
  - Capalbo Dental Group

- Mansi Mehta, DDS
  - The Providence Community Health Centers

- Ismael Montane, DDS
  - Smithfield Dental Associates

- Shabtai Sapir, DMD
  - Prospect CharterCARE

- Matthew Valcourt, DMD
  - Aspen Dental Associates

- Theodore Goldberg, DMD
  - Riverside Smiles

- Maha Maaiza, DMD
  - Artistry Dental

- Mir Ayesha Siddiqua, DDS
  - Comprehensive Community Action Program

- Ahram Shin, DMD
  - The Providence Community Health Centers

You’ll find updated policies, effective January 1, 2016, included in this issue of Details. We suggest that you keep a copy on hand for reference. For a complete list of policies and procedures, see our Utilization Review (UR) Guidelines at deltadentalri.com (click the “Dentists” tab at the top of the page). Remember, our UR Guidelines explain the criteria we use to determine whether a procedure qualifies for coverage. See the enclosed insert for a complete list of all policy changes effective January 1, 2016.

New Policy Changes Enclosed

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Dentists To Receive Report On Oral Health Measures

Participating Delta Dental of Rhode Island dentists will soon receive a report indicating how their practice scored on five new oral health measures. These measures, based on oral health measures developed by the Delta Dental Plans Association, are designed to assess how our participating dentists are delivering oral health care to our members who are most at risk for certain oral health problems.

Participating dental practices will receive a scorecard indicating their overall performance on each of these oral health measures, as well as information about how the performance of their practice compared to the performance of their peers on these measures. The measures will become part of Delta Dental of Rhode Island’s existing Pay for Performance bonus program in 2016 — our program that focuses on the quality of oral health care rather than volume of care.

These oral health measures focus on fluoride treatments, sealant placements on posterior teeth, cleaning and root planing/scaling for patients with a history of periodontal disease, evaluation of high-risk adult patients and preventive services for high-risk patients under age 19. An explanation of how we evaluate dentists on each measure will be included with the report.

Your feedback is critical to us, particularly during this initial year of reporting on these oral health measures. When you receive your report, we invite you to share your questions and feedback with us by contacting professionalrelations@deltadentalri.com.
Delta Dental of Rhode Island recently donated a series of major gifts totaling more than $1 million to support programs, clinics and professionals working to provide critical oral health care to those most in need across the state. The gifts, made through the company’s charitable arm, the Delta Dental of Rhode Island Fund at the Rhode Island Foundation, mark the single largest infusion of funds to support access to affordable dental services among Rhode Island’s safety net populations.

“As the state’s largest dental insurer, we are committed to the oral health of all Rhode Islanders, not just those fortunate enough to have Delta Dental coverage,” said Joe Nagle, president and CEO of Delta Dental of Rhode Island.

In 2015, Delta Dental’s community support to improve oral health for all Rhode Islanders included its premier sponsorship of the successful Rhode Island Mission of Mercy free dental clinic, DDRI’s challenge grant program with Rhode Island Donated Dental Services, the Rhode Island Department of Health’s Loan Forgiveness Program for dental professionals and donations of funds, toothbrushes and other oral health materials to various community organizations.
Delta Dental of Rhode Island has recently updated its guidelines for approval and protocol regarding periodontal scaling and root planing. Effective January 1, 2016, we will benefit no more than two quadrants of scaling and root planing on the same date of service (Procedure Code D4341).

We hope that you will find these revised guidelines helpful for case approval and treatment. Please refer to the comprehensive set of guidelines regarding periodontal scaling and root planing, as well as other recent policy changes, in the enclosed insert.

Delta Dental of Rhode Island will match 100% of dentists’ donations, up to $25,000, through its Challenge Grant Program for Rhode Island DDS. We thank those who have already made a donation, as well as those who have donated their time to provide professional services, and we encourage others to consider making a donation. Visit www.dentallifeline.org for more information or to donate.

Donated Dental Services Establishes Clark A. Sammartino Award

Donated Dental Services (DDS) recently presented Dr. Clark Sammartino with its inaugural Clark A. Sammartino Outstanding Contribution Award. DDS presented this namesake award to Dr. Sammartino as a grateful acknowledgement of his dedication, time and effort in helping people with disabilities, and those who are medically fragile, get the critical dental care they need.

DDS, the flagship program of the Dental Lifeline Network, provides dental care to disabled and elderly Rhode Islanders, as well as to those who are suffering from severe dental problems because they cannot afford treatment. The Rhode Island DDS has provided more than $5.4 million in treatment for 2,826 patients since the program began in 1989.

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Policy Spotlight: Periodontal Scaling & Root Planing

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Coming soon:

Dentists will have the option to enroll in Direct Deposit through all participating Delta Dental plans around the country. Visit deltadentalri.com for more news regarding this announcement in 2016.
New CDT Codes Take Effect January 1, 2016

CDT 2016, an annual reference manual published by the American Dental Association (ADA), contains the following changes:

• 19 new procedure codes
• 12 revised procedure codes
• 8 deleted procedure codes

This version is effective for services provided on or after January 1, 2016. To learn more about CDT 2016 or order new materials for your office, visit www.adacatalog.org. Remember, these codes are used by all insurers to achieve uniformity, consistency and specificity in accurately reporting dental treatment.

Delta Dental Premier Annual Notice

The national Delta Dental Plans Association (DDPA) requires us to annually notify participating Delta Dental of Rhode Island dentists that they are automatically part of the national Delta Dental Premier program. As a participant in this national program, you must accept the payment and claims processing policies set forth by the DDPA.

Rhode Island participating Delta Dental Premier and Delta Dental PPO dentists are not allowed to balance bill beyond their approved maximum fee allowance (based on each product), except for non-covered services, services over the maximum or for alternate benefits. Participating dentists must accept their approved maximum fee allowance for members when the fee is not payable because of a deductible, or for benefits with frequency limitations or waiting periods.

Note: The national PPO program is an optional program for participating dentists and a separate contract is required.

Help Keep Our Records Accurate

Change happens, and we hope you’ll let us know when it happens in your practice. Contact us when:

• You change your 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 sell your practice or retire

Accurate information helps us process your claims quickly and accurately. Contact Teresa Sieczkowski in our Professional Relations department at 401-752-6130, email tsieczkowski@deltadentalri.com or fax to 401-752-6060.

2016 Planner: Holiday Schedule

Please make note of the following Delta Dental of Rhode Island corporate office closures, as well as the credentialing meeting schedule for 2016:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>January 1</td>
<td>New Year’s Day (Friday)</td>
</tr>
<tr>
<td>May 30</td>
<td>Memorial Day (Monday)</td>
</tr>
<tr>
<td>July 4</td>
<td>Independence Day (Monday)</td>
</tr>
<tr>
<td>August 8</td>
<td>Victory Day (Monday)*</td>
</tr>
<tr>
<td>September 5</td>
<td>Labor Day (Monday)</td>
</tr>
<tr>
<td>October 10</td>
<td>Columbus Day (Monday)*</td>
</tr>
<tr>
<td>November 11</td>
<td>Veterans Day (Friday)*</td>
</tr>
<tr>
<td>November 24</td>
<td>Thanksgiving Day (Thursday)</td>
</tr>
<tr>
<td>November 25</td>
<td>Thanksgiving Friday</td>
</tr>
<tr>
<td>December 26</td>
<td>Christmas Day Observed (Monday)</td>
</tr>
</tbody>
</table>

*Customer service open

2016 Credentialing Meeting Schedule

<table>
<thead>
<tr>
<th>Meeting Date</th>
<th>Application due by:</th>
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</thead>
<tbody>
<tr>
<td>January 27, 2016</td>
<td>January 20, 2016</td>
</tr>
<tr>
<td>February 24, 2016</td>
<td>February 17, 2016</td>
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<tr>
<td>March 30, 2016</td>
<td>March 23, 2016</td>
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<tr>
<td>April 20, 2016</td>
<td>April 13, 2016</td>
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<tr>
<td>May 25, 2016</td>
<td>May 18, 2016</td>
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<td>June 29, 2016</td>
<td>June 22, 2016</td>
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<td>August 31, 2016</td>
<td>August 24, 2016</td>
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<td>September 28, 2016</td>
<td>September 21, 2016</td>
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<td>October 26, 2016</td>
<td>October 19, 2016</td>
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<tr>
<td>November 30, 2016</td>
<td>November 16, 2016</td>
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<tr>
<td>December 28, 2016</td>
<td>December 19, 2016</td>
</tr>
<tr>
<td>January 25, 2017</td>
<td>January 18, 2017</td>
</tr>
</tbody>
</table>

Completed applications must be received prior to the scheduled meeting date; please refer to the application deadline. 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.

Applications and contracts are available at deltadentalri.com. Click on the “Dentists” tab. 
The following policy changes are not related to CDT 2016. They are required by the Delta Dental Plans Association to ensure consistent claims processing standards and will be effective January 1, 2016. In accordance with R.I. Law, the policy changes are presented in a “red line” version. New language is underlined and deleted language is shown as a strikethrough. Please visit the Dentists section of our website for the new version of our Utilization Review Guidelines incorporating these changes.

**DIAGNOSTIC**

*Procedure Code D0250 – Extra-oral – 2D projection radiographic image created using a stationary radiation source, and detector*

Benefits for extra-oral – 2D projection radiographic images created using a stationary radiation source, and detector are DENIED unless covered by group/individual contract.

**RESTORATIVE**

*General policy: Restorative*

If a root canal is performed after crown insertion, benefit a one surface restoration for endodontic access closure of a natural tooth.

*Procedure Code D2980 - Crown repair necessitated by restorative material failure*

Repair of veneers on crowns are benefits once in a 60-month period. Replacement of crown or pontics due to fractured veneers are benefits only after a 60-month limitation.

1. Fees for a crown repair completed on the same date of service as a new crown are DISALLOWED.
2. Fees for a crown repair are DISALLOWED within 24 months of the original restoration.
3. Fees for a crown repair are benefited once in a 60 month period or according to the group contract.

*Procedure Code D2982 - Onlay repair necessitated by restorative material failure*

Same guidelines as D2980-crown repair.

1. Fees for an onlay repair completed on the same date of service as a new onlay are DISALLOWED.
2. Fees for an onlay repair are DISALLOWED within 24 months of the original restoration.
3. Fees for an onlay repair are benefited once in a 60 month period or according to the group contract.

*Procedure Code D2983 - Veneer repair necessitated by restorative material failure*

Same guidelines as D2980-crown repair.

1. Fees for a veneer repair completed on the same date of service as a new veneer are DISALLOWED.
2. Fees for a veneer repair are DISALLOWED within 24 months of the original restoration.
3. Fees for a veneer repair are benefited once in a 60 month period or according to the group contract.

**PERIODONTICS**

*Procedure Code D4341 - Periodontal scaling & root planing-four or more teeth per quadrant*

a. Criteria - document at least 4mm pocket depths on the diseased teeth involved.

Visit deltadentalri.com to view the complete list of policies and procedures included in the Utilization Review Guidelines.
b. Do not count teeth bounded spaces for D4210, D4341. Count only diseased teeth.
c. When there is a contractual time limitation on the frequency of benefits for scaling and root planing, and subsequent requests for scaling and root planing benefits are submitted within that contractual time limitation, benefits are DENIED. In the absence of a contractual time limitation for scaling and root planing, fees are DISALLOWED for 24 months after the initial therapy if the retreatment is performed by the same dentist/dental office. If treatment is done by a different dentist within 24 months, benefits are DENIED.
d. For necessary interim root planing, see D4910.
e. Prophylaxis procedures (D1110, D4355) are considered a component when billed on the same date of service as D4341. This time limitation, like all other contractual time limitations, should be defined in the group/individual contract. Fees for the prophylaxis procedure by the same dentist/dental office are DISALLOWED.
f. Benefit no more than two quadrants of scaling and root planing on the same date of service. More than two quadrants on the same date of service will be DISALLOWED—same par dentist/dental office/DENIED—non-par dentist.

**IMPLANT SERVICES**

*Procedure Code D6101 - Debridement of a peri-implant defect or defects surrounding a single implant, and surface cleaning of the exposed implant surfaces, including flap entry and closure*

a. This procedure is DISALLOWED when performed in the same surgical site by the same dentist/dental office on the same day as D6102.
b. DENY if implants are not a covered benefit.
c. DISALLOW D6101 when billed separately in conjunction with D4260 or D4261.

*Procedure Code D6102 - Debridement and osseous contouring of a peri-implant defect or defects surrounding a single implant and includes surface cleaning of the exposed implant surfaces, including flap entry and closure*

a. Any items in the nomenclature (D4240, D4241, D4260 and D4261) listed separately should be DISALLOWED in conjunction with this procedure.
b. DENY if implants are not a covered benefit.
c. If combined with natural teeth allow D4260 as inclusive.
d. DISALLOW D6102 when billed separately in conjunction with D4260, D4261 or D6101.

**PROSTHODONTICS, FIXED**

*General Policy Prosthodontics-Cantilever Bridges*

**Cantilever Bridges**

Maxillary anterior cantilever bridges listing canines or central incisors as an abutment and replacing the lateral are a benefit. This is a case where one abutment for a cantilever bridge is customary.

**NOTE:** Cantilevering a second molar pontic off of a single molar abutment is NOT a benefit.

**General Policy -** Maxillary anterior cantilever bridges listing cuspids as an abutment and replacing the lateral is a benefit.

1. On posterior cantilever bridges, only one cantilever pontic will be an allowable benefit.
2. Cantilevering a second molar pontic off of just a first molar abutment is not a benefit and is DENIED.
3. Benefits for cantilevered second molar pontics are DENIED unless unusual circumstances exist. Rationale - Allow only when unusual circumstances have been explained by treating dentist.
4. All cantilever bridges can be reviewed on an individual consideration basis independent of the above guidelines.