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:

- Amita Agarwal, DDS
  Providence Community Health Centers Inc.
- Jairahadeep Singh, DDS
  Providence Community Health Centers Inc.
- Diana Yun, DMD
  Providence Community Health Centers Inc.
- Ruslan Maidans, DDS
  Eric George & Associates
- Jennifer Nelson, DMD
  Providence Community Health Centers Inc.
- Daksh Bhatt, DMD
  Comprehensive Community Action

You’ll find updated policies, effective January 1, 2017, 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 by logging in at deltadentalri.com.

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, 2017.

Coming Soon: 2016 Practice Profiles

Delta Dental of Rhode Island will soon mail Practice Profiles to all participating dentists, in conjunction with Pay For Performance bonus payments to eligible qualifying dentists.

Eligible participating Delta Dental of Rhode Island dentists have the opportunity to earn a potential Pay For Performance bonus payment by meeting certain performance metrics, quality-of-care factors and oral health measures, which assess each dentist office relative to its peers.

To be eligible, dentists must:

- Use technology to interact with Delta Dental of Rhode Island (known as our Technology and Performance Platform (TAPP) program)
- Not be in a focused review status
- Have no more than one patient quality-of-care complaint decided in favor of a patient within the past year

The oral health measures component of the Practice Profile assesses how our participating dentists are delivering oral health care to our members who are most at risk for certain oral health problems. These measures are an integral part of our Pay For Performance bonus program.

When you receive your report, we invite you to share your questions and feedback with us by contacting professionalrelations@deltadentalri.com.

Policy Spotlight:
D4346

Please see page three for our updated policy regarding **scaling in presence of generalized moderate or severe gingival inflammation.**
**Meet Dr. Alan Lichtenfeld, Director of Program Integrity**

We’d like to introduce our new Director of Program Integrity, Dr. Alan Lichtenfeld. As Director of Program Integrity, Dr. Lichtenfeld is responsible for Quality Management and Dental Case Management for Delta Dental of Rhode Island. He also manages our dental Utilization Review (UR) program, directs Provider Audit and Fraud Abuse programs, and develops dental policy based on CDT changes and Delta USA processing policies.

Dr. Lichtenfeld has been in dentistry for more than 40 years and has practiced family dentistry in Johnston for the past 16 years. He previously practiced in North Scituate. He is a graduate of NYU College of Dentistry and completed his General Practice Residency at Waterbury Hospital.

Dr. Lichtenfeld is also a certified member of the American Association of Dental Consultants.

You can reach Dr. Lichtenfeld at 401-752-6252 or by email at alichtenfeld@deltadentalri.com.

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**New CDT Codes Take Effect January 1, 2017**

CDT 2017, an annual reference manual published by the American Dental Association (ADA), contains the following changes:

- 11 new procedure codes
- 5 revised procedure codes
- 1 deleted procedure code

This version is effective for services provided on or after January 1, 2017. To learn more about CDT 2017 or to 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.

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**Upgrade Your Internet Browser**

We’ve recently made certain changes to the Delta Dental of Rhode Island website. To make the most of our new features — and to improve security — our site no longer supports some older web browsers.

We recommend using the latest versions of Safari, Chrome, Firefox and Internet Explorer (IE). At a minimum, offices that use Internet Explorer (IE) must use IE 9 or later (you can learn more about the latest version of industry standard browsers at www.browsehappy.com.)

Visit deltadentalri.com today for resources to help you conveniently and seamlessly manage patient benefits and practice claims payments.
New for 2017 in the preventive category is CDT code D4346, which is associated with the removal of plaque, calculus and stains from supra- and sub-gingival tooth surfaces when there is generalized moderate or severe gingival inflammation in the absence of periodontitis.

Here is the information you need to know about this new code:

- D4346 will be included in frequency for D1110 or D1120, and the benefits for this new code include prophylaxis
- Fees for D1110, D1120 or D4355 are disallowed when submitted with D4346 by the same dentist and/or dental office
- Fees for D4346 are disallowed when submitted with D4910 by the same dentist and/or dental office
- D4346 will be paid at 100% using D1110 fee

For more information regarding D4346 and other codes, please refer to our UR Guidelines by logging in to your online account at deltadentalri.com.

Connor and Simkevich Receive 2016 Clark A. Sammartino Award

On September 14, the Rhode Island Donated Dental Services (DDS) program presented oral surgeon partners Dr. Frank Connor and Dr. John Simkevich with the Clark A. Sammartino Outstanding Contribution Award. DDS presented this award as a grateful acknowledgement of the doctors’ dedication, time and effort in helping people with disabilities and those who are medically fragile get the critical dental care they need. DDS also commended the partners for treating the most patients since DDS began in 1989.

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 $5.7 million in treatment for 2,843 patients since the program began in 1989.

In 2016, Delta Dental of Rhode Island awarded a grant of $25,000 to Rhode Island DDS through its annual challenge grant program in collaboration with the Rhode Island Dental Association. In 2017, DDRI will again 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.
The national Delta Dental Plans Association (DDPA) requires us to notify participating Delta Dental of Rhode Island dentists annually 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.

### Reminders

**Help keep our records accurate**
Updated information helps us process your claims quickly and accurately. When changes happen in your office, contact Nancy Thibodeau in our Professional Relations department at 401-752-6227, email nthibodeau@deltadentalri.com or fax to 401-752-6060.

**NEA FastAttach**
Delta Dental accepts electronic attachments like x-rays, periodontal charting, narratives and COB information using National Electronic Attachment, Inc. (NEA) services.

**ADA Claim Form**
To prevent claims from being rejected, please use the ADA Claim Form.

**Re-credentialing Policy**
When re-credentialing, please return the following documents:

- Your completed re-credentialing profile
- A copy of the first page of your current professional liability insurance
- An updated W9 form, if changes have been made

### 2017 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 2017:

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
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<tbody>
<tr>
<td>January 2</td>
<td>New Year's Day Observed (Monday)</td>
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<tr>
<td>May 29</td>
<td>Memorial Day (Monday)</td>
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<tr>
<td>July 4</td>
<td>Independence Day (Tuesday)</td>
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<tr>
<td>August 14</td>
<td>Victory Day (Monday)*</td>
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<tr>
<td>September 4</td>
<td>Labor Day (Monday)</td>
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<tr>
<td>October 9</td>
<td>Columbus Day (Monday)*</td>
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<tr>
<td>November 13</td>
<td>Veterans Day Observed (Monday)*</td>
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<tr>
<td>November 23</td>
<td>Thanksgiving Day (Thursday)</td>
</tr>
<tr>
<td>November 24</td>
<td>Thanksgiving Friday (Friday)</td>
</tr>
<tr>
<td>December 25</td>
<td>Christmas Day (Monday)</td>
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</tbody>
</table>

*Customer Service open

### 2017 Credentialing Meeting Schedule

<table>
<thead>
<tr>
<th>Meeting Date</th>
<th>Application due by:</th>
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<tbody>
<tr>
<td>January 25, 2017</td>
<td>January 18, 2017</td>
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<tr>
<td>February 22, 2017</td>
<td>February 15, 2017</td>
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<tr>
<td>March 29, 2017</td>
<td>March 22, 2017</td>
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<tr>
<td>April 26, 2017</td>
<td>April 19, 2017</td>
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<tr>
<td>May 31, 2017</td>
<td>May 22, 2017</td>
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<td>June 28, 2017</td>
<td>June 21, 2017</td>
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<tr>
<td>July 26, 2017</td>
<td>July 19, 2017</td>
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<td>August 30, 2017</td>
<td>August 23, 2017</td>
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<td>September 27, 2017</td>
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<td>December 18, 2017</td>
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<tr>
<td>January 31, 2018</td>
<td>January 24, 2018</td>
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</tbody>
</table>

Completed applications must be received seven calendar days prior to the scheduled meeting date. (Due to holidays in May, November and December, applications must be received 10 days prior to the scheduled meeting). Only a completed application will be reviewed. Incomplete applications will be considered at the next available meeting date after 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 2017. They are required by the Delta Dental Plans Association to ensure consistent claims processing standards and will be effective January 1, 2017. In accordance with R.I. Law, the policy changes are presented in an edited (or “red line”) version. New language is underlined and deleted language is shown as a strikethrough. Please log in to your online account in the Dentists section of our website for the new version of our Utilization Review Guidelines incorporating these changes.

**Diagnostic**

**Procedure Code D0330 - Panoramic radiographic image**

- An intraoral complete series or panoramic radiographic image is covered in accordance with the subscriber’s contract.
- A panoramic radiographic image, with or without supplemental radiographic images (such as periapicals, bitewings and/or occlusal), is considered a complete series for time limitations and any fee in excess of the fee allowed for D0210 is DISALLOWED on the same date of service.
- When benefits are requested for D0330 in conjunction with D0210 by the same dentist/dental office, fees for the D0330 are DISALLOWED as a component of the D0210 on the same date of service.
- Benefits for subsequent panoramic radiographic images taken within the contractual time limitation for a full mouth series are denied.

**ADD TO THE PRESENT POLICY:**

- A panoramic film is a benefit for individuals ages 6 and older.

_Dental Consultant Criteria/Notes: Exceptions:_

- When medically necessary for the diagnosis and/or follow-up of oral and maxillofacial pathology and trauma (documentation required).
- When medically necessary for the diagnosis and treatment of symptomatic third molars if root formation is incomplete at time of previous panoramic film (documentation may be requested).
- Once every three years for children who cannot cooperate for intraoral film due to developmental disability or medical condition that does not allow for intraoral film placement.

**Procedure Code D0470 - Diagnostic casts**

Benefits are available for diagnostic casts when taken as an initial diagnostic aid in determining a patient’s total treatment plan.

_Limitation:_ Fees for working models, such as those utilized for preparation of crowns, bridges, periodontal surgical stents, occlusal guards, nightguards etc. are not considered diagnostic in nature and are included in the fees for those procedures. The patient cannot be billed separately for such working models.

If definitive prosthetic treatment (crown, bridge, dentures) is completed within 12 months after date of service of diagnostic casts, the fee for diagnostic casts will be deducted from the definitive treatment fee.
Rationale: Diagnostic models are considered part of the overall treatment rendered.  
a. Diagnostic casts are payable only once per case in conjunction with orthodontic services. Additional casts taken by the same dentist/dental office during or after orthodontic treatment are included in the fee for orthodontics and separate fees are DISALLOWED. Benefit once per lifetime.  
b. Benefits for diagnostic casts taken in conjunction with any other procedure are DENIED.

PERIODONTICS

General Policy - Periodontics

- Reporting separately for periodontal root planing is DISALLOWED on the same date as procedures D4240-D4241, D4249, D4260-4261, D4270-D4276 -D4285 Non-autogenous connective tissue graft procedure.
- Periodontal maintenance (D4910), scaling in presence of generalized moderate or severe gingival inflammation (D4346) or prophylaxis (D1110) is DISALLOWED on the same date as scaling and root planing (D4341).