

new england **DENTAL** *NEWS* ADMINISTRATORS, LLC®

WINTER 2009

A CURRENT EVENTS NEWSLETTER FOR PARTICIPATING DENTISTS

Participating
dentist
network—
still growing

*NEDA's network
in Massachusetts
is growing...*



*If you would
like to learn
more about the
Dividends
for DentistsSM
program,
contact Melanie
Huntington at
877-603-8068
or visit us at the
Yankee Dental
Congress in
Boston at
Booth #135.*

NEDA at Yankee Dental Congress 34

For the eleventh year in a row, the NEDA team will participate at the Yankee Dental Congress from January 29 through January 31, 2009 in Boston. Stop by our booth, #135, to learn more about New England Dental Administrators and our Dividends for DentistsSM program.



New England Dental Administrators, LLC **Vision Discount Program Reminder**

New England Dental Administrators, LLC would like to remind all our participating dentists, office staff, and their families of the great savings—up to 35% off eyewear is available through NEDA's Dividends for DentistsSM program. Choose from any available frame including quality name brand products such as Brooks Brothers®, Ann Klein®, Vogue®, and more at the provider locations. To request your discount simply log onto www.nedallc.com, click on the EyeMed link, and print out a flyer.



CDT 2009/2010 Effective January 1, 2009

In order to comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations, New England Dental Administrators will convert to the American Dental Association's Current Dental Terminology-2009/2010 (CDT-2009/2010) procedure codes for processing and payment of claims on January 1, 2009. HIPAA regulations require providers and insurance carriers to use the current set of American Dental Association's procedure codes when submitting and processing claims.

A team at New England Dental Administrators has reviewed CDT-2009/2010 and is leading the process to implement the changes. As you may be aware, there are four new procedure codes and no deleted codes. Three of the codes will not be covered by New England Dental Administrators, unless a specific employer requests the coverage. They are:

- D0417** Collection and preparation of saliva sample for laboratory diagnostic testing
- D0418** Analysis of saliva sample
- D5991** Topical medicament carrier

One code will be added as a standard benefit unless a specific employer requests otherwise:

- D3222** Partial pulpotomy for apexogenesis – permanent tooth with incomplete root development



New Identification System - A Reminder

We have migrated from the use of Social Security numbers to assigning new unique identification numbers.

All new groups are assigned these new numbers, which they received on their ID cards. Existing groups have all been converted to new identification numbers.

There was no general reissue of ID cards since our business system links new ID numbers and Social Security numbers, allowing claims to be submitted and processed under either number.

When we mail the notification of benefits, it now shows the new identification number and does not disclose the subscriber's Social Security number.



Crown Lengthening Covered Effective January 1, 2009

New England Dental Administrators is pleased to announce that clinical crown lengthening will be added as a standard benefit to those dental benefit plans that currently do not cover this procedure. Standard benefit limitations and exclusions are as follows:

- Covered under Basic/Coverage B; Procedure code D4249.
- Covered once per tooth in a lifetime.
- Participating dentists agree not to charge the patient for crown lengthening performed on the same day as the crown preparation or a restoration.
- Clinical notes and radiographs are required for consultant's review.
- Photographs, if available, will be accepted.

Why add crown lengthening as a covered benefit? New England Dental Administrators constantly reviews its covered benefits and processing policies to ensure they are evidence-based and consistent with clinical best practices. As part of this routine process, crown lengthening was re-evaluated. Crown lengthening is a well-accepted clinical procedure that has good support in the scientific literature. In certain situations, clinical crown lengthening is the most conservative available treatment and allows the patient to retain a natural tooth that otherwise would be extracted. This is especially important if the patient is a poor candidate for implants or placement of a fixed partial denture ("bridge") that would involve cutting down otherwise healthy, unrestored teeth.

Dependent Verification Process Improvement

Based on feedback from dentists and their office staff, New England Dental Administrators is revising our process for obtaining dependent verification status.

Instead of requiring office staff to indicate the dependent's status as a full-time student or a handicapped status, we will now send form letters to the subscribers asking for that information.

Upon receipt of the completed forms, we will update the dependent's information online and process the claims accordingly.

We will send a copy of the form letter to the dental office to advise staff that we have contacted the subscriber for the information needed. **The copy sent to the dental office is for informational purposes ONLY and does not need to be completed by the dental office or returned to New England Dental Administrators.**

We are pleased to implement this process improvement that will further reduce the office staff's administrative burden.

Visit our Website

If you are interested in browsing the New England Dental Administrators library of past newsletters, please visit the website at www.nedallc.com.

Click on Dentists, then Dentist Newsletters. While you are there, take a few minutes to navigate the rest of the website. We think you will find the content informative.

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