Established in 1970, Delta Dental of North Carolina is a Raleigh-based nonprofit dental service corporation providing group and individual dental benefit programs. Working together with the largest network of dentists in the state of North Carolina and throughout the United States, our mission is to improve the oral health of our communities.

Delta Dental of North Carolina has a team of professionals in Raleigh, Charlotte and Greensboro serving our clients and network dentists throughout this state. Over the past two years, Delta Dental of North Carolina has doubled in size as interest in its dental programs and networks increases. Currently, Delta Dental serves 240,000 North Carolina subscribers and their dependents enrolled in the Delta Dental Premier® and Delta Dental PPO℠ benefit programs.

Thank you for your participation in our networks and for working with us to improve the oral health of the people we serve.

For general network information including participation and dentist contracting, please contact Emily Bowling, Professional Services Representative, at (919) 424-1048.

Smiles for Kids program to create even more smiles for local nonprofits

The Delta Dental Foundation is currently seeking applications from nonprofit organizations in North Carolina to help fund dental education initiatives and programs designed to promote children’s oral health, especially to those in underserved areas. The Smiles for Kids grant program will award up to $40,000 to organizations. Each grant request will be considered and carefully reviewed in terms of eligibility and conformity with the guidelines.

“Children nationwide miss a total of 51 million hours of school each year because of oral health problems including tooth decay,” said Curt Ladig, president and chief executive officer of Delta Dental of North Carolina. “We want to break this cycle and fund programs that help educate children about good oral health and provide better access to care. These things are critical in making sure kids are healthy and successful in school.”

Submission guidelines include:

- Smiles for Kids grants are limited to a maximum of $5,000 per grant.
- Grants must be dedicated to local not-for-profit programs designed to promote children’s oral health in North Carolina.
- Of particular interest are programs designed to promote/improve the oral health of underserved children in at-risk populations.
- Only one proposal per organization per year will be considered.

Upon submission, Delta Dental will evaluate each application based on factors such as the program’s focus on children, potential value to the community, measurable results, and the level of local community support it attracts. Those selected to receive a grant will be notified in January 2014.

“We know there are many wonderful organizations in North Carolina that share our mission to improve the oral health of our communities,” stated Ladig. “We look forward to receiving many applications.”

For a grant application, additional guidelines and eligibility requirements, visit www.deltadentalnc.com/smilesforkids.

The following grants, totaling $25,000, were awarded to local projects aimed at improving children’s oral health earlier this year:

- Alamance Caswell Give Kids a Smile Foundation in Burlington received a $5,000 grant for the Give Kids a Smile event that utilizes dental professionals and volunteers from the community to provide dental treatment to those in need.
- Duplin County Mobile Dental Unit/Duplin County Health Services (DCHS) in Kenansville received a $3,500 grant for a mobile dental unit that provides a dental access point for children in eight elementary schools and two middle schools in Duplin County.

continued on next page
Delta Dental helps to sponsor Read Across America events

At Delta Dental, we’re still smiling about sponsoring The Cat in the Hat’s visit earlier this year to North Carolina as part of a 17-state tour to kids to get excited about reading—and brushing their teeth! The Cat made two stops in North Carolina—at Reid Park Academy and Thomasboro Academy in Charlotte. Hundreds of children met the Cat, listened to some great Dr. Seuss books, pledged to read and brush every day and received a bag full of oral health and reading goodies.

Delta Dental partnered with the National Education Association to support the Cat-A-Van tours and provide other classroom resources throughout the year, including oral health tips and classroom materials for educators as part of the Read Across America program.

Christina Roling, Director of Professional Services at Delta Dental of North Carolina attended the event as did Marshall Molar, Delta Dental’s mascot. Delta Dental donated a $1,000 check and children’s toothbrushes to both schools.

Delta Dental is asking children and their parents to brush for two minutes, two times a day and read for 20 minutes each day. That’s a daily total of 24 minutes focusing on developing good oral health and good reading skills. We will continue to share this important message with children, parents and educators.

Giving Back

• The Delta Dental Foundation awarded a $5,000 grant to the North Carolina Dental Health Fund to support the North Carolina Missions of Mercy (NCMOM) events. NCMOM is a grassroots effort, dependent on volunteers, with funding from grants and donations. The NCMOM program has held more than 200 two-day clinics which provide free dental care to as many underserved people as possible. Since its founding in 2003, the NCMOM program has provided free dental care to more than 45,000 Carolinians.

• Delta Dental of North Carolina increased its scholarship endowment fund by $5,000 at the University of North Carolina at Chapel Hill School of Dentistry. The fund provides an annual scholarship to a dental student in honor of Dr. Glenn Bilder, the founder of Delta Dental of North Carolina, and former professor at the School of Dentistry.

• Each year, the UNC School of Dentistry recognizes their students upon completion of their first year with a “White Coat Ceremony.” Each student is given a white dentist lab coat to wear as a symbol of their dedication and their accomplishments. The event signifies the importance of professionalism and leadership as students begin their patient care experiences. Delta Dental of North Carolina was pleased to sponsor a reception following the ceremony for the students and their guests.

Claim submission improvements to reduce administrative burdens for dental offices

Delta Dental of North Carolina continually strives to make improvements to streamline claim submission and processing procedures to minimize administrative effort and paperwork for dentists where possible. To that end, we are pleased to announce the following improvements:

Indicating primary carrier payment

Delta Dental of North Carolina is eliminating the requirement for dental offices to file an additional attachment when a patient has coordination of benefits and Delta Dental of North Carolina is the secondary payer. Previously, most dental offices attached an EOB from the primary payer to fulfill the requirement for us to know the amount paid by the primary payer. Effective immediately, dental offices can simply enter the amount paid by the primary payer in the remarks field or the other fees field box #12 on the claim. This will provide for less paperwork and attachments on your behalf and more efficient processing within our system.

Simplifying orthodontic processing

To simplify claim submission for orthodontic claims, we are standardizing how we process orthodontic claims. With this change, it will no longer be required to submit the orthodontic initial fee and the number of months of treatment. Delta Dental of North Carolina will simply calculate the initial fee using 30 percent of the total fee and determine the number of payment months based on the type of orthodontic treatment being rendered as noted below.

This change does not affect patients in current treatment plans. Beginning in mid-August the following changes are being made on all new treatment plans to improve and simplify the processing of orthodontic claims:

• It will no longer be required for the dentist to submit an initial fee. We will calculate the initial payment using 30 percent of the total fee. If an initial fee is submitted, it will not be used.

• It will no longer be required for the dentist to submit the number of months. In processing orthodontic claims, we will use the following number of months for each treatment type:
  - Comprehensive—25 months
  - Interceptive—18 months
  - Limited—12 months

Delta Dental will continue however, to process one time payments for any orthodontic treatment plan where the approved fee for the total treatment plan is less than $2,000. With these changes, the only information required for orthodontic services is the procedure code and the total fee. As a reminder, retention should not be submitted as a service. The cost for retention should be included in the total treatment fee submitted.

For questions concerning this change, please call customer service at (800) 662-8856.

Oral cancer video to help increase awareness

Prevention and early detection are important tools in the fight against oral cancer.

Delta Dental is taking steps to help educate and spread awareness about the old and new risk factors associated with oral cancer. The company recently released a new oral cancer video which is the third of a five-part video series focusing on various oral health-related topics. To watch “Oral Cancer: We Need to Talk About It,” here is the link: www.deltadentalnc.com/oralcancer
Delta Dental helps to sponsor Read Across America events

At Delta Dental, we’re still smiling about sponsoring The Cat in the Hat’s visit earlier this year to North Carolina as part of a 17-state tour to kids to get excited about reading—and brushing their teeth! The Cat made two stops in North Carolina—at Reid Park Academy and Thomasboro Academy in Charlotte. Hundreds of children met the Cat, listened to some great Dr. Seuss books, pledged to read and brush every day and received a bag full of oral health and reading goodies.

Delta Dental partnered with the National Education Association to support the Cat-A-Van tours and provide other classroom resources throughout the year, including oral health tips and classroom materials for educators as part of the Read Across America program.

Christina Roling, Director of Professional Services at Delta Dental of North Carolina attended the event as did Marshall Molar, Delta Dental’s mascot. Delta Dental donated a $1,000 check and children’s toothbrushes to both schools.

Delta Dental is asking children and their parents to brush for two minutes, two times a day and read for 20 minutes each day. That’s a daily total of 24 minutes focusing on developing good oral health and good reading skills. We will continue to share this important message with children, parents and educators.

Giving Back

- The Delta Dental Foundation awarded a $5,000 grant to the North Carolina Dental Health Fund to support the North Carolina Missions of Mercy (NCMOM) events. NCMOM is a grassroots effort, dependent on volunteers, with funding from grants and donations. The NCMOM program has held more than 200 two-day clinics which provide free dental care to as many underserved people as possible. Since its founding in 2003, the NCMOM program has provided free dental care to more than 45,000 Carolinians.
- Delta Dental of North Carolina increased its scholarship endowment fund by $5,000 at the University of North Carolina at Chapel Hill School of Dentistry. The fund provides an annual scholarship to a dental student in honor of Dr. Glenn Bider, the founder of Delta Dental of North Carolina, and former professor at the School of Dentistry.
- Each year, the UNC School of Dentistry recognizes their students upon completion of their first year with a “White Coat Ceremony.” Each student is given a white dentist lab coat to wear as a symbol of their dedication and their accomplishments. The event signifies the importance of professionalism and leadership as students begin their patient care experiences. Delta Dental of North Carolina was pleased to sponsor a reception following the ceremony for the students and their guests.

continued from page 1...

- Mecklenburg County-Give Kids a Smile in Summer 2013 Delta Dental
- Raleigh received a $3,500 grant for the Baby Teeth Are Important campaign which targets parents of young children to address the importance of caring for baby teeth.
- Special Olympics North Carolina in Morrisville received a $1,500 grant for a dental screening and oral health education clinic, in partnership with the UNC School of Dentistry, for children and youth with intellectual disabilities.
- Stanly County Health Department in Albemarle received a $2,500 grant for a pilot program in which the Stanly County dental clinic staff will provide preventative care to eligible children enrolled in the WIC Program.
- Wake County Human Services, Dental Health in Raleigh received a $4,000 grant to provide dental sealants for uninsured and underserved children from low income households.

Claim submission improvements to reduce administrative burdens for dental offices

Delta Dental of North Carolina continually strives to make improvements to streamline claim submission and processing procedures to minimize administrative effort and paperwork for dentists where possible. To that end, we are pleased to announce the following improvements:

Indicating primary carrier payment

Delta Dental of North Carolina is eliminating the requirement for dental offices to file an additional attachment when a patient has coordination of benefits and Delta Dental of North Carolina is the secondary payer.

Previously, most dental offices attached an EOB from the primary payer to fulfill the requirement for us to know the amount paid by the primary payer.

Effective immediately, dental offices can simply enter the amount paid by the primary payer in the remarks field or the other fees field box #12 on the claim. This will provide for less paperwork and attachments on your behalf and more efficient processing within our system.

Simplifying orthodontic processing

To simplify claim submission for orthodontic claims, we are standardizing how we process orthodontic claims. With this change, it will no longer be required to submit the orthodontic initial fee and the number of months of treatment. Delta Dental of North Carolina will simply calculate the initial fee using 30 percent of the total fee and determine the number of payment months based on the type of orthodontic treatment being rendered as noted below.

This change does not affect patients in current treatment plans. Beginning in mid-August the following changes are being made on all new treatment plans to improve and simplify the processing of orthodontic claims:

- It will no longer be required for the dentist to submit an initial fee. We will calculate the initial payment using 30 percent of the total fee. If an initial fee is submitted, it will not be used.
- It will no longer be required for the dentist to submit the number of months. In processing orthodontic claims, we will use the following number of months for each treatment type:
  - Comprehensive—25 months
  - Interceptive—18 months
  - Limited—12 months

Delta Dental will continue however, to process one time payments for any orthodontic treatment plan where the approved fee for the total treatment plan is less than $2,000. With these changes, the only information required for orthodontic services is the procedure code and the total fee.

As a reminder, retention should not be submitted as a service. The cost for retention should not be included in the total treatment fee submitted.

For questions concerning this change, please call customer service at (800) 662-8856.

Oral cancer video to help increase awareness

Prevention and early detection are important tools in the fight against oral cancer. Delta Dental is taking steps to help educate and spread awareness about the old and new risk factors associated with oral cancer. The company recently released a new oral cancer video which is the third of a five-part video series focusing on various oral health-related topics.

To watch “Oral Cancer: We Need to Talk About It,” here is the link:
www.deltadentalnc.com/oralcancer
Established in 1970, Delta Dental of North Carolina is a Raleigh-based nonprofit dental service corporation providing group and individual dental benefit programs. Working together with the largest network of dentists in the state of North Carolina and throughout the United States, our mission is to improve the oral health of our communities.

Delta Dental of North Carolina has a team of professionals in Raleigh, Charlotte, and Greensboro serving our clients and network dentists throughout this state. Over the past two years, Delta Dental of North Carolina has doubled in size as interest in its dental programs and networks increases. Currently, Delta Dental serves 240,000 North Carolina subscribers and their dependents enrolled in the Delta Dental Premier® and Delta Dental PPO® benefit programs.

Thank you for your participation in our networks and for working with us to improve the oral health of the people we serve.

Delta Dental of North Carolina is growing

Established in 1970, Delta Dental of North Carolina is a Raleigh-based nonprofit dental service corporation providing group and individual dental benefit programs. Working together with the largest network of dentists in the state of North Carolina and throughout the United States, our mission is to improve the oral health of our communities.

Delta Dental of North Carolina has a team of professionals in Raleigh, Charlotte, and Greensboro serving our clients and network dentists throughout this state. Over the past two years, Delta Dental of North Carolina has doubled in size as interest in its dental programs and networks increases. Currently, Delta Dental serves 240,000 North Carolina subscribers and their dependents enrolled in the Delta Dental Premier® and Delta Dental PPO® benefit programs.

Thank you for your participation in our networks and for working with us to improve the oral health of the people we serve.

For general network information including participation and dentist contracting, please contact Emily Bowling, Professional Services Representative, at (919) 424-1048.

The Delta Dental Foundation is currently seeking applications from nonprofit organizations in North Carolina to help fund dental education initiatives and programs designed to promote children’s oral health, especially to those in underserved areas.

The Smiles for Kids grant program will award up to $40,000 to organizations. Each grant request will be considered and carefully reviewed in terms of eligibility and conformity with the guidelines.

“Children nationwide miss a total of 51 million hours of school each year because of oral health problems including tooth decay,” said Curt Ladig, president and chief executive officer of Delta Dental of North Carolina. “We want to break this cycle and fund programs that help educate children about good oral health and provide better access to care. These things are critical in making sure kids are healthy and successful in school.”

Submission guidelines include:

- Smiles for Kids grants are limited to a maximum of $5,000 per grant.
- Grants must be dedicated to local not-for-profit programs designed to promote children’s oral health in North Carolina.
- Of particular interest are programs designed to promote/improve the oral health of underserved children at-risk populations.
- Only one proposal per organization per year will be considered.

Upon submission, Delta Dental will evaluate each application based on factors such as the program’s focus on children, potential value to the community, measurable results, and the level of local community support it attracts. Those selected to receive a grant will be notified in January 2014.

“We know there are many wonderful organizations in North Carolina that share our mission to improve the oral health of our communities,” stated Ladig. “We look forward to receiving many applications.”

For a grant application, additional guidelines and eligibility requirements, visit www.deltadentalnc.com/smilesforkids.

The following grants, totaling $25,000, were awarded to local projects aimed at improving children’s oral health earlier this year:

- Alamance Caswell Give Kids a Smile Foundation in Burlington received a $5,000 grant for the Give Kids a Smile event that utilizes dental professionals and volunteers from the community to provide dental treatment to those in need.
- Duplin County Mobile Dental Unit/Duplin County Health Services (DCHS) in Kenansville received a $3,500 grant for a mobile dental unit that provides a dental access point for children in eight elementary schools and two middle schools in Duplin County. Continued on next page