

# SPECIAL EDITION



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## DELTA DENTAL OF NORTH CAROLINA ANGEL FUND: BECOME A DELTA DENTAL ANGEL!

Delta Dental of North Carolina would like to applaud and commend the many dentists who contribute their time and skill in providing free or low-cost dental care to patients suffering financial hardships.

To financially support these efforts, Delta Dental has created the Delta Dental Angel Fund. This fund provides special financial assistance to dentists who are providing help to those in need of dental services.

*Do you volunteer at a local free clinic that is in need of financial support? Maybe the dental society in your community has a program to treat the indigent? Perhaps you have developed a special way to meet dental care needs in your community? If this sounds like you or a dentist in your office, please let us know!*

Write us a letter describing what you are doing to improve access to dental care and the accompanying financial needs. Please submit your letter starting November 1, 2008.

**All grants will be awarded in January 2009.**

The maximum grant that any one facility or program will be awarded is \$1,000. A total of 10 grants will be awarded. Please refer all questions to Christina Sileo, Director of Professional Services at (800) 587-9514, extension 1039.

Please send your letter and application to:

**Dr. Robert Rosenthal, CEO**  
**Attn: Delta Dental Angel Fund**  
**Application**  
**Delta Dental of North Carolina**  
**343 E. Six Forks Road, Suite 180**  
**Raleigh, NC 27609**

# DIAGNOSTIC MATERIAL CHARTING

There have been some questions regarding when x-rays and perio charting are needed. Below we have provided a list of procedure codes that we have identified as requiring x-rays or perio charting.

Only Restorations (X-rays needed – periapical)  
2542, 2543, 2544, 2642, 2643, 2644, 2662, 2663, 2664

Crowns - Single Restorations only  
(X-rays needed – periapical)  
2710, 2712, 2720, 2721, 2722, 2740, 2750, 2751, 2752, 2780,  
2781, 2782, 2783, 2790, 2791, 2792, 2794

Other Restorative Services (X-rays needed – periapical)  
2950, 2951, 2952, 2954, 6972, 6973, 6973

Periodontics (Perio charting needed)  
4245, 4260, 4261, 4263, 4264, 4274, 4341, 4342

Implant Service (X-rays needed – FMX/panorex)  
6010, 6012, 6040, 6050, 6056, 6057, 6058, 6059, 6060,  
6061, 6062, 6063, 6064, 6094, 665, 6066, 6067, 6068,  
6069, 6070, 6071, 6072, 6073, 6074, 6094, 6075, 6076,  
6077

Prosthodontics, fixed (X-rays needed – FMX/panorex)  
6210, 6211, 6212, 6214, 6240, 6241, 6242, 6245, 6608,  
6609, 6610, 6611, 6612, 6613, 6614, 6615, 6634, 6720,  
6721, 6722, 6740, 6750, 6751, 6752, 6780, 6781, 6782,  
6783, 6790, 6791, 6764

Oral Surgery (X-rays needed – FMX/panorex)  
7950, 7951, 7953

## RE-CREDENTIALING: WHY IT'S IMPORTANT FOR YOUR OFFICE

Thank you to the dental offices that have completed and returned the credentialing packets. We appreciate your timely response. For the offices that have not yet returned the credentialing packet, it is not too late!

The credentialing/re-credentialing process is performed every four years and serves a variety of purposes. The credentialing/re-credentialing process:

- Enhances Delta Dental of North Carolina's commitment to long-term partnerships with highly qualified individuals and organizations that share our commitment to quality dental services.
- Ensures a formalized process through which dentists are objectively evaluated against formalized standards.
- Assures Delta Dental of North Carolina subscribers that member dentists undergo a thorough validation process before being accepted.
- Enables Delta Dental of North Carolina to attract more purchasers and consumers, thus increasing a participating dentist's patient base.

- Ensures that a dentist's claims are paid properly and that accurate information is posted on the Delta Dental of North Carolina Web site.

If you have not returned or have misplaced the credentialing application, please call Delta Dental's Credentialing Department at (800) 587-9514 for a new packet.



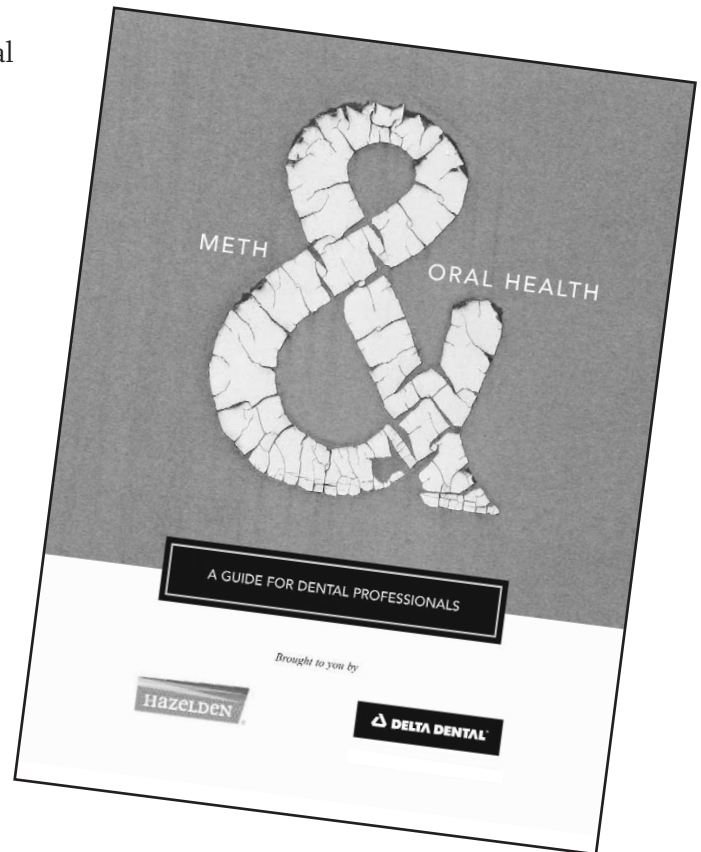
# METH & ORAL HEALTH: A GUIDE FOR ORAL HEALTH PROFESSIONALS

Today your office may face a public health challenge that no one could have predicted a decade ago—the devastating impact of methamphetamine (meth) use on a patient’s health and oral health. To address this issue, Hazelden Foundation, one of the nation’s most highly respected drug rehabilitation centers, collaborated with Delta Dental to create the informational guide, “Meth and Oral Health: A Guide for Dental Professionals”.

The guide offers information about methamphetamine, user profiles and can help public and dental health care professionals deal with the following questions:

- How can you talk to a patient who shows signs of meth use?
- What ethical obligations do you have to report a suspected meth user?
- What causes decay from meth use?
- How can you motivate patients who have decay due to meth or other drug use?
- How can you help an addicted patient find an appropriate drug/alcohol treatment facility?

Interested individuals may download the guide in its entirety at [www.deltadentalnc.org](http://www.deltadentalnc.org), under the Oral Health Information section.



## PRACTICE RELOCATING? IT'S CRITICAL TO LET US KNOW

As a participating dentist, it is important for you to inform Delta Dental of North Carolina of changes to your practice locations. This information is vital for accurate claims processing and payment. Please notify Delta Dental whenever there is a change in:

Location – A dentist adds, changes or ends a location  
Name – A clinic name or dentist’s name changes  
Tax Identification Number – Complete and submit a W9 form

Submit changes in writing to:  
**Delta Dental of North Carolina  
Provider File  
P.O. Box 9304  
Minneapolis, MN 55440-9304**

Changes can also be faxed to:  
**(866) 286-8840  
Attention: Provider File**

# QUICK GUIDE

PURPOSE	CONTACT
General Network Questions or Dentist Contracting	<b>Professional Relations Network Representatives:</b> (919) 424-1035 or (800) 587-9514
General Information Regarding Claims, Member Eligibility Verification or Member Questions	<b>Customer Service:</b> (800) 662-8856
Credentialing/Re-Credentialing, Change of Address, W-9 or Adding a Dentist or Location	<b>Mailing Address:</b> Delta Dental of North Carolina P.O. Box 9304 Minneapolis, MN 55440-9304
Claims and Pre-Estimates	<b>Mailing Address:</b> Delta Dental of North Carolina Claims Attn: Customer Service P.O. Box 1609 Minneapolis, MN 55440-1609

Special Edition is published for participating dentists. Article ideas and questions from readers are welcome. **Publisher:** Delta Dental of North Carolina. **Send questions or comments to:** Heather Hofmeister, Editor, E-mail: [hhofmeister@deltadentalnc.org](mailto:hhofmeister@deltadentalnc.org).

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[www.deltadentalnc.org](http://www.deltadentalnc.org)

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