

# SPECIAL EDITION



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## WHY JOIN THE DELTA DENTAL OF NORTH CAROLINA PREFERRED OPTION NETWORK?

Over the years, Delta Dental of North Carolina has added several new programs to accommodate the needs of the marketplace. The Delta Dental system has also expanded its presence in the marketplace by offering a national Delta Dental PPO program for more than ten years and currently covers over 10 million enrollees – all looking for an in-network dentist. Nationally, 64,000 dentists participate in the Delta Dental PPO Network and at present 600 North Carolina dentists participate in the Delta Dental of North Carolina Preferred Option Network, which is known nationally as the Delta Dental PPO.

Delta Dental works with employer groups who want productive and healthy workforces. Employers count on the dentists in their area to keep their employees healthy because they understand that dental care is an intricate part of the health care delivery system. From a business standpoint, you can't deny the power of 10 million enrollees all looking for an in-network dentist.

Your participation in the Delta Dental Preferred Option Network gives you an opportunity to gain new patients and retain existing patients. It allows your patients who have a Delta Dental Preferred Option Network plan to receive the highest cost savings available to them. Subscribers with a Delta Dental Preferred Option Network plan receive

lower out-of-pocket costs, and in some cases enhanced benefits.

As with the Delta Dental Premier network, dentists participating in the Delta Dental Preferred Option Network also participate on a national level. Participating in the Delta Dental Preferred Option Network assures direct payment to your office based on your Delta Dental of North Carolina Maximum Plan Allowance (MPA) even if another Delta Dental plan processes the claim. Dentists participating in the Delta Dental Preferred Option Network also have access to patient benefit and eligibility information on a local and national level.

Delta Dental enrollees in your community are seeking the services of participating dentists. Your patients are looking to use their dental benefits and they are asking you to participate as a network provider. In today's economy patients need their benefits and appreciate their community dentist who works with them to make sure they are getting the best care and getting the most out of their benefits.

## Thank you!

We would like to thank all dentists in North Carolina for cooperating to their fullest extent during our recent re-credentialing process.

# DELTA DENTAL OF NORTH CAROLINA COMMUNITY OUTREACH PROGRAM AWARDS LOCAL CLINICS

Delta Dental of North Carolina recognizes the numerous 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 of North Carolina's Community Outreach Program provides special financial assistance to dentists who are providing help to those in need of dental services.

Five checks were recently awarded to the following:

- Gaston Family Health Services Dental Clinic – \$1000
- Guilford Adult Health Inc. – \$1000
- Dental Foundation of North Carolina Moldova Partnership – \$1000
- Raleigh Wake County Dental Society – \$1000
- Guilford County Dental Society (Give Kids a Smile) – \$725

## ADDRESS SUBMISSION

Delta Dental of North Carolina has the ability to house three different addresses for each dental office location at which a dentist may practice. The description of each is outlined below:

**Directory/Physical address:** This street address is used for a number of different purposes. Patients will find this address in our paper and electronic directories and on the Delta Dental of North Carolina Web site. This address can also be obtained through Delta Dental of North Carolina Customer Service for referrals. The directory address is the address used to monitor our success in ensuring our members have dentist access.

**Billing/Pay To address:** This address is used for processing and paying dental claims. It may or may not be the same as the dentist's directory address. Many offices use an administrative office or a PO Box for the payment address. Typically this address is not the actual practice address, and is not listed in directories or in Web searches.

**Correspondence address:** In a rare occurrence, a dental office may elect to also have an additional correspondence address. This address may be used to direct mailings to a location other than the street or billing address. This would not be used for claims or directory information, but strictly for correspondence such as newsletters.

It is very important that a dental office clearly designate the various addresses as applicable. If a dental office only gives Delta Dental of North Carolina a request to change a physical location address, the billing and correspondence addresses will default to the physical location address. Our claim system pays claims based on the provider's billing address. If an office submits a claim with an address that is different than our system's billing address, the claim will not be paid properly.

## FAST ATTACH

A service called National Electronic Attachment (NEA) offers dental providers a cost-effective and reliable method of transmitting supporting documentation for electronic claims. If you are interested in NEA's Fast Attach services to submit dental claims attachments, go to <http://www.nea-fast.com> to learn more.



## INCREASE IN REIMBURSEMENT FOR DELTA DENTAL OF NORTH CAROLINA DENTISTS

TRICARE Federal Services honors Delta Dental of North Carolina's Preferred Option Network reimbursement for the retired military when a dentist signs a Preferred Option Network contract. You would receive a higher reimbursement for your retired military patients. Joining our Preferred Option Network automatically puts you in the TRICARE Retiree Dental Program's list of participating providers, which gives you access to thousands of Delta Dental Federal Services subscribers statewide.

Consider participating in the Preferred Option Network program for the benefit of your current patients and the dental benefits that they will be able to utilize at your office. As a Preferred Option Network provider, your office would be offering your community a Preferred Option Network dentist and an overall package deal.

**For more information, contact Christina Sileo, Director of Professional Services at 800-587-9514, ext. 1039.**

# FREQUENTLY ASKED QUESTIONS

**Q. What is the difference between Delta Dental Premier and Delta Dental Preferred Option Network?**

**A.** The Delta Dental Premier network is the largest and main Delta Dental network. Reimbursement for Delta Dental Premier is based on a participating dentist's usual fees or the fees actually submitted on a claim, whichever is less, subject to the fee table Maximum Plan Allowance (MPA). The Delta Dental Preferred Option Network requires a separate signed agreement from a Delta Dental Premier provider. The reimbursement for Delta Dental Preferred Option Network will generally be lower than Delta Dental Premier as payments are based on a separate MPA.

Dentists who participate in these networks also participate in the national Delta Dental Premier and national Delta Dental PPO networks. Payment for national Delta Dental members will still be based on your North Carolina Delta Dental Premier and Delta Dental Preferred Option Network MPA.

**Q. I am a participating Delta Dental provider, why can't I get a full fee schedule that lists all of my allowed amounts?**

**A.** Delta Dental of North Carolina maintains the Maximum Plan Allowance (MPA) as confidential due to legal principles. Publication of the MPA could lead to providers all charging the same amount for dental services. This could lead to fixing the price at which dental services are delivered in the relevant market in which Delta Dental sells its prepaid group contracts and possible violation of state and federal Anti-Trust laws. Although Delta Dental does maintain the MPA as confidential, a Network Representative can assist you in determining how your fees compare to the MPA.

A dental office can also submit a pre-estimate of benefits to obtain information regarding their payment responsibility. In most cases, pre-estimates submitted electronically will be mailed from Delta Dental within a few days.

## BENEFITS OF PARTICIPATION

Delta Dental's Preferred Option Network (known nationally as the Delta Dental PPO program) and Delta Dental Premier networks are practice builders. Participating in both networks will generate new business and enable the dental practice to build a reputation for you and your practice.

### **Benefits to consider:**

- Preferred Option Network reimbursements have been raised as of July 2008 – take another look at what the Preferred Option Network plan has to offer your practice.
- Patients are seeking care from in-network dentists to use their benefits. Once they find a network dentist, patients are far more likely to seek regular care than patients without dental coverage.
- More and more companies are purchasing Preferred Option Network plans for their employees; these employees are looking for dentists in their network.

- DDNC accepts NEA Fast Attach: Electronic claims submission (ECS) can save you time and money by helping to streamline your office processes.
- You are promoting better oral health care to more people in your community.
- Employers promote use of the Delta Dental network.
- As a participating provider with Delta Dental of North Carolina, you are automatically part of our nationwide network.
- Quick and accurate processing of claims.
- Professional and knowledgeable Delta Dental of North Carolina staff.
- Access to claims and patient information any time at [www.deltadental.com](http://www.deltadental.com).

# 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

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

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