Delta Dental of New Jersey to Offer Dental Plans for Individuals and Families

Beginning in April 2012, Delta Dental of New Jersey will offer dental coverage that can be purchased directly by individuals and families. Those whose employer does not offer dental coverage, retirees and/or those that are self-employed can now purchase coverage if they reside in New Jersey. Initially, three different types of plans will be offered: the Classic Plan, the Enhanced Plan, and the Clear Plan. Patients also can obtain services from a non-participating dentist for the Classic and Enhanced plans, but there are no out-of-network benefits under the Clear Plan.

Under all plans, Delta Dental of New Jersey provides benefits for a wide range of dental services including diagnostic, preventive, restorative, periodontics, endodontics, oral surgery, crowns, and dentures. The Classic and Enhanced plans have specified coinsurance percentages and are structured similar to our group plans. Dentists should be aware that these plans have waiting periods before the member becomes eligible for basic restorative services such as fillings or major restorative services such as crowns. The Clear Plan offers patients a fixed copayment for each procedure or “combination” of procedures covered under the program and has no waiting periods.

As with any plan, it is important to check the member’s eligibility and benefit structure before beginning treatment.

The most efficient way to check eligibility and benefits for these programs is online at www.deltadental.com. Please remember that Delta Dental of New Jersey will not begin offering these plans until April 2012. Therefore, specific information regarding patient eligibility and benefit coverage will not be available until that time.

Under all plans, patients are free to select the participating Delta Dental Premier® or Delta Dental PPOSM dentist of their choice.

For patients with the Clear Plan, Delta Dental of New Jersey will pay the difference between the patient’s copayment and the approved amount applicable to your participation in the network. The patient is responsible for paying the copayment. The Clear Plan also “combines” certain groups of dental services so that the patient pays a single copayment. For example, a dental “check-up” consisting of an examination, cleaning, and radiographs is subject to a single copayment amount for the patient. However, dentists will be reimbursed up to the approved amount for each of the covered services rendered.

The DeltaUSA Processing Policies are applicable to all of our individual plans. Claim forms, documentation, and other administrative processes are the same as our group programs.
News You Can Use Available Online

There's no need to dig through filing cabinets to find information you need from Delta Dental. Almost everything is just a click away on our website, including the 2012 Diagnostic Requirements and the list of companies where Delta Dental is the primary payer for oral surgery.

2012 Diagnostic and Medical EOB Requirements

Some procedures require supporting diagnostics and/or information, while many others don't. You can save time and money by making sure you submit only what's necessary. Our updated diagnostic requirements are located on our website at www.deltadentalnj.com. Click “Dentists,” then “Required Documentation and Medical EOB Information” under “Professional Services.”

Also, we remind you to only send duplicate x-rays to Delta Dental and ask that you include a note as to whether the x-ray needs to be returned or could be shredded with other Protected Health Information.

Delta Dental as Primary for Oral Surgery

Most Delta Dental members also have group medical coverage. The vast majority of these medical plans cover complex oral surgery procedures, such as removal of impacted wisdom teeth.

However, in some cases, employers have contracted with Delta Dental as the primary payer for selected oral surgery procedures. An updated list of these employers is located on our website at www.deltadentalnj.com. Click “Dentists,” then “Delta Dental as Primary for Oral Surgery” under “Professional Services.”

Whenever you don't know where to find information on our website, you can always click the “Search” icon at the top of every screen.

Delta Dental of New Jersey to Offer Dental Plans for Individuals and Families

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The individual plans for New Jersey residents are underwritten by Delta Dental of New Jersey, but please note that claims processing, customer service, and related administration are performed by Encara/Delta Dental of Wisconsin. For all individual plans, send paper claims to:

Delta Dental
P.O. Box 103
Stevens Point, WI 54481-0103

Submit electronic claims for these plans to payer I.D. “WDENC.” Their customer service center will be available to answer your questions about these plans at 888-899-3734. This information will appear on the patient’s ID card and in their policy. Claims and phone calls concerning these plans should not be directed to Delta Dental of New Jersey.

Individuals residing in New Jersey who want to inquire about purchasing individual dental coverage can visit DeltaDentalCoversMe.com to enroll, or they can call 888-899-3736 after the plans become available in April.

The Surgeon General has reported that dental coverage is associated with better oral health and may improve overall health. These programs provide access to dental coverage for those who previously could not obtain it through an employer, helping to lower financial barriers to dental care and improve their oral health.

Dental News

A publication of Delta Dental of New Jersey, Inc.

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In Connecticut, Delta Dental Insurance Company writes dental coverage on an insured basis and Delta Dental of New Jersey administers self-funded dental benefit programs.

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February was National Children’s Dental Health Month. We used this opportunity to reach as many people as possible about the importance of children’s oral health.

On the Screen
Emmy-award winning actress Julia Barr starred in All My Children—and she has a very important message about all of our children in a new public service announcement produced by the Delta Dental of New Jersey Foundation, the New Jersey Dental Association, and Give Kids A Smile. “Tooth decay is five times more common than asthma and seven times more common than hay fever,” Julia notes. “More than 51 million school hours are lost due to dental-related illness each year. Yet tooth decay is easily preventable with proper oral care.”

Julia—who is married to a participating Delta Dental dentist—joins us in the hope that people will share the PSA with their friends on Facebook, Twitter, YouTube or via e-mail to spread the word. You can see the video by visiting our website at www.deltadentalnj.com, clicking “Dental Videos,” scrolling down to PSAs, and then clicking the “Children’s Dental Health PSA” image.

In the Community
The Delta Dental of New Jersey Foundation worked with the New Jersey Dental Association on the annual Give Kids A Smile (GKAS) Day, which took place on February 3. Patients received free cleanings, screenings, X-rays, fillings, extractions, fluoride treatments, oral health education and other services. In some cases, it was the first visit a child ever had with a dentist. GKAS Day events took place at locations throughout the United States.

In the Schools
It’s a Molar! It’s a Bicuspid! It’s Captain Supertooth! Delta Dental’s caped crusader visited more than 25 schools and more than 7,000 kids in kindergarten through second grade in New Jersey and Connecticut. In addition, Captain Supertooth and

“More than 51 million school hours are lost due to dental-related illness each year. Yet tooth decay is easily preventable with proper oral care.”
—Julia Barr, who stars in a new PSA

Delta Dental of New Jersey employee volunteers were at Children’s Dental Health Awareness Day at the Liberty Science Center on February 26.

Captain Supertooth visited KinderSmile Foundation in Montclair, NJ, on GKAS Day this year, along with Delta Dental volunteers who entertained the kids with an oral health fair. Also pictured are Dr. Sara Kalambur (left) and Dr. Nicole McGrath (right) from KinderSmile.

Delta Dental volunteers, Dr. Robert Grunstein (seated next to his therapy dog Snickers), and Captain Supertooth helped make this year’s Children’s Dental Health Awareness Day at Liberty Science Center a success.
NEA Offers Free Registration for FastAttach™

For a limited time, National Electronic Attachment, Inc. (NEA) is offering free registration and no monthly billing for Delta Dental participating dentists who sign up with NEA's FastAttach.

FastAttach enables dental offices to electronically transmit x-rays, EOBs, narratives, and other attachments to insurers in support of electronic claims. NEA interfaces with most major software systems, making FastAttach very easy to use.

Participating dentists receive free registration through April 30 (a $200 savings), which includes the software, installation, and training. Plus, your office will not have to pay the monthly $25 fee until May 31. The earlier you register the more savings you will receive.

To take advantage of this offer, go to NEA's website, www.nea-fast.com, click the “FastAttach Registration” link, and enter DDNJFBD5 in the promotion code field. Or, call 800-782-5150, option #2.

TAP® Appliance Inventor Featured at Next Dental Seminar

Dr. W. Keith Thornton, inventor of the Thornton Adjustable Positioner (TAP) appliance for snoring and sleep apnea, is the featured speaker at Delta Dental's next dental seminar on March 28.

“Sleep-Disordered Breathing: A Medical Problem with a Dental Solution” will take place at the Pines Manor in Edison, NJ. Registration begins at 8 a.m., with the seminar running from 9 a.m. to 4 p.m. Lunch will be provided.

The course will cover the use of TAP appliance therapy for patients, including:

- The basics of sleep-disordered breathing
- Treatment by the dentist
- Delivering oral appliances: the TAP device
- Methods of reimbursement
- Working collaboratively with physicians

The course has been approved for 6 NJ state CEU credits.

To register, visit our website at www.deltadentalnj.com. Click the link under “Register Now for the Foundation Seminar,” under “Welcome.”

Benefits Connection Reminder

With online Benefits Connection, you can quickly access benefits and eligibility information for your Delta Dental patients. You can even use Benefits Connection to submit online claims!

Just a few things to note when registering for Benefits Connection:

- **If you have multiple dental offices**, each office must be registered separately for Benefits Connection.
- **If your office has several dentists**, you must register each dentist's license number and TIN.

To access Benefits Connection, visit our website at www.deltadentalnj.com and click “Login | Register” at the top of the page.

Treating Patients with Special Needs

Good oral health is vitally important to everyone. But for those with special needs, maintaining good oral health can be difficult. Many dental practices aren't equipped to handle patients with severe physical or developmental disabilities. Fortunately, several clinics, as well as some dentists in private practice, offer such services.

For a list of clinics, please go to www.deltadentalnj.com/foundation/disabled.shtml.

To find a private dental practice in your area that serves patients with special needs, please email Eric Elmore (eelmore@njda.org) at the New Jersey Dental Association (www.njda.org).
One April night last year, while most of us slept in comfy beds, hundreds of Connecticut residents were lined up outside in the cold. They weren’t waiting for concert tickets or the newest smartphone to go on sale. They were waiting for Connecticut Mission of Mercy (CTMOM) to open its doors so they could receive much needed dental care. Many had not seen a dentist in years.

The two-day CTMOM clinic provides free dental services to the underserved and uninsured in Connecticut—those who would otherwise go without dental care. The Delta Dental of New Jersey Foundation has awarded $85,000 in grants to CTMOM since 2009, including $15,000 this year to purchase dental equipment.

This year’s clinic takes place in Danbury on March 23 and March 24 at the O’Neill Center on the West Side Campus of Western Connecticut State University.

“We are extremely grateful for all the support the Delta Dental of New Jersey Foundation has given us,” said Josephine De Lucia Bicknell, Director of Programs, Connecticut Foundation for Dental Outreach. “Along with their generous financial support, some of their people volunteer at the clinic. We thank them for all they have done for CTMOM throughout the years. We want them to feel proud in knowing their support helps make Connecticut smiles healthy.”

The Connecticut Foundation for Dental Outreach in collaboration with the Connecticut State Dental Association recruits more than 1,600 dentists, hygienists, dental assistants, and others as volunteers each year. Organizers expect 2,100 patients will receive $1 million in free dental care this year. CTMOM services include cleanings, oral cancer screenings, fluoride treatments, sealants, oral hygiene instructions, x-rays, fillings, restorative procedures, root canals, extractions, and removable partial dentures. No appointments can be made. Patients are treated on a first-come, first-served basis.

“We are extremely grateful for all the support the Delta Dental of New Jersey Foundation has given us,” said Josephine De Lucia Bicknell, Director of Programs, Connecticut Foundation for Dental Outreach.

Since CTMOM began in 2008, more than 6,700 people have received more than $3.5 million in donated dental care. National MOM programs have been taking place since 2002. In 2011, the Delta Dental Plans Association contributed $162,000 to the National MOM program; Delta Dental of New Jersey was one of 18 member companies that contributed to that donation.

To learn more about CTMOM, go to the Connecticut Foundation for Dental Outreach website at www.cfdo.org. For information about other Missions of Mercy programs, go to www.adcfmom.org.
Dental Office Spotlight

No Dental Fear When the Tooth Fairy’s Near

Ask kids where Santa works and most will say “North Pole.” Ask kids in Marlton, New Jersey, where the Tooth Fairy works, and they’ll say, “South Jersey Center for Advanced Dentistry.” Dr. LaDerrick Bullock’s practice incorporated a pediatric dentist, Dr. Tamara Brown, and the Tooth Fairy about a year ago. Now Dr. Brown and the Tooth Fairy visit local schools, daycare centers, and community events to help promote the center’s message of oral health.

“It’s a great program and the kids love it,” says Dr. Bullock, a participating dentist. “After kids meet her, they’re not afraid of the dentist anymore.”

The multi-specialty office—it has a pediatric dentist, prosthodontist, and periodontist on staff—strives to make patients feel comfortable, whether they are 1 or 99. “A lot of patients are nervous about going to the dentist, and we work hard to make sure everyone has a good experience,” he added. Maybe that’s why many local dentists see Dr. Bullock for their dental care!

Office Manager Avanel Dixon says Delta Dental helps make her job easier so she can keep focused on patients. “From the customer service reps to the dental network coordinators to the website, everything with Delta Dental is great,” she says. “It’s one of the easiest insurance companies to work with. We love Delta Dental!”

For more about the South Jersey Center for Advanced Dentistry, visit its website at www.marltondentist.com.

Does your practice have a great story to tell? Tell us about it! Email Diane Belle at dbelle@deltadentalnj.com. Be sure to include a contact name, email address, and phone number.

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