

News for Network Dentists and Staff

Spring 2007

Delta Dental of Illinois' Mission: To deliver exceptional services to our stakeholders and improve the oral health of the communities we serve.

Dialogue

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Winners – Dialogue and Survey

Delta Dental of Illinois Supports Local Programs to Improve Oral Health

PLEASE READ AND ROUTE TO ALL OFFICE STAFF AND BE ELIGIBLE TO WIN A GIFT BASKET FOR YOUR OFFICE.

- Dentist(s)
- Office Manager
- Insurance Staff
- Dental Hygienist(s)
- Dental Assistant(s)

Office / Dentist Name:

Contact Name:

Email:

To increase readership of *Dialogue*, Delta Dental of Illinois is holding a drawing for a complimentary gift basket to three offices per *Dialogue* publication. To qualify for the drawing, all office staff must read *Dialogue* and fax a copy of the completed routing chart above with the requested office information to Professional Relations at 630-515-2885. Your office will then be entered into the drawing.

DeltaCare® News

Supplemental Payment Now Included

Beginning January 1, 2007, Delta Dental of Illinois included supplemental payment for certain procedures in addition to capitation and encounter payments. You received a listing of the supplemental fees with your newly formatted copayment schedule for DeltaCare plans. For any procedure with a supplemental fee, Delta Dental of Illinois will pay the amount listed as the supplemental fee if less than the patient's copayment (if the patient's copayment is equal to or greater than the supplemental fee, there will be no supplemental payment).

IMPORTANT: Please do not attempt to collect amounts in supplemental fee column from DeltaCare patients.

Please remember that only offices that have provided Delta Dental of Illinois with their Confidential Fee Filing Form, listing your regular office fees, will be eligible for supplemental payments. If you have not submitted the Confidential Fee Filing Form, please fax it to the Professional Relations department at (630) 515-2885 and contact us at (630) 515-2890 to confirm receipt. Please also contact us if you need the form or have questions regarding your Facility Encounter Payment Report.

New National DeltaCare® Program

If you participate in Delta Dental PPO and Delta Dental Premier®, you know that Delta Dental of Illinois administers all claims and handles all customer service inquiries for employees covered by Illinois-based employers regardless of where they live. This seamless administration is not only efficient for our network dentists, but also is a key selling point for our national clients.

DeltaCare historically has been administered by individual Delta Dental member companies, making administration cumbersome. To make the DeltaCare

program more attractive to national clients and more efficient to administer, the national Delta Dental system is using Alpha Dental Programs (Alpha Dental), a wholly owned subsidiary of Delta Dental of California, and their affiliates, to provide multi-state administration for DeltaCare USA (national DeltaCare) programs. Through this arrangement, Delta Dental member companies will be able to work with a larger number of employers to offer DeltaCare USA to employees nationwide with streamlined administration for the employer. This means potentially more business for your office.

Under the new national administration, Alpha Dental Programs will issue monthly capitation and rosters; reimburse patient encounters and pay specialty claims; and provide customer service for patients in Illinois who are covered under the DeltaCare USA national program (employers with members in and outside of Illinois). Delta Dental of Illinois will continue to administer local DeltaCare programs (employers with members in Illinois only).

As a result of this new arrangement, DeltaCare network dentists must sign a new contract for participation in all DeltaCare programs offered by either Delta Dental of Illinois or Alpha Dental.

JOIN DELTACARE TODAY!

Our DeltaCare network continues to grow. If you'd like to increase your patient base or want a fixed monthly payment, consider joining DeltaCare. If you would like to receive information on joining our DeltaCare Network, please contact Lynne Williams at (630) 724-4175 or contact Professional Relations at (630) 515-2890 or PR@deltadentalil.com.

Who Reads Dialogue?

You should! We're pleased to announce the three winners of complimentary gift baskets from the Fall 2006 *Dialogue*.

Dr. James Mathis and staff
Godfrey, IL (not pictured)



Dr. Wagstaff and staff
Bartlett, IL



Dr. Barbara Lin and staff
Oak Park, IL

Are You NPI Ready?

There are two basic types of NPIs available: individual and organizational. Individual NPIs, also known as Type 1 NPIs, are for healthcare providers such as dentists. Organizational, or Type 2 NPIs, are for use by incorporated businesses such as group practices and clinics. Organizational NPIs can also be assigned to subparts. Subpart NPIs are given to components of organizations such as owned laboratories. Subparts are not as common in dentistry as they are in other areas of healthcare such as hospitals but are worth noting.

If you submit claims or claims attachments electronically, or if you use the Internet to verify eligibility or check the status of claims, you are required by federal law to obtain an NPI. Even if you do not do any business electronically, Delta Dental strongly encourages you to obtain an NPI.

All dentists involved in electronic transactions should apply for an individual NPI. If you submit claims as an individual and receive payments in either your name or under your social security number (or other identifier unique to you as an individual), the individual NPI is the only number you'll need.

Organizational NPIs are needed for corporations and other business entities that want payments made to their business or corporate names or under their tax identification numbers (TIN). On a claim, the organizational NPI identifies the payee, and will usually be submitted in conjunction with an individual NPI to identify the dentist who rendered treatment.

To find out more information about NPI compliance, visit the official government NPI Web site at: <http://www.cms.hhs.gov/NationalProvIdentStand/>

You're NPI Ready, But is Your Practice Management System?

For those who have applied for NPIs, you already know how quick and easy it is to complete the process. While you can feel good about being among the ranks of the enumerated, you might not be done with NPI preparations just yet.

Have you checked to be sure your practice management system is NPI-ready? Make sure you allow time to prepare to use and share your NPI(s). Much of the work involves getting billing systems in order, which should include a call to your practice management vendor. Ask if your system can support the transmission of NPI compliant claims. If not, system upgrades might be needed.

If you submit claims to a clearinghouse, make arrangements for claims submitted on your behalf to be NPI compliant. All should be prepared to handle NPIs in claims, and some may even have systems in place to make the conversion from legacy identifiers to your new NPI for you.



The May 23 compliance date has past. Be sure to give your office enough time to make the necessary updates or upgrades. Delays in applying for and preparing to use your NPI could affect the processing of claims. To find out more information about NPI compliance, visit the official government NPI Web site at: <http://www.cms.hhs.gov/NationalProvIdentStand/>

Send Only Necessary Radiographs

Like most businesses, Delta Dental of Illinois continually looks for ways to increase efficiency and reduce administrative expenses. A recent review found that Delta Dental of Illinois is receiving a large number of radiographs daily which are not needed and result in increased postage expenses for you and Delta Dental of Illinois.

Delta Dental of Illinois is asking for your assistance. Please read and follow the attachment guidelines below. Adhering to these attachment guidelines should help reduce postage expenses for you and Delta Dental of Illinois.

When radiographs are needed, please send duplicates only – no originals. Please mark the radiographs as “copy.” Please do not send copies of the ID cards, perio charts or driver’s licenses. Please note these are general guidelines; upon written request, Delta Dental of Illinois may require radiographs and/or other attachments outside of these directives. As a general rule, radiographs are required only for the following procedures:

- **Bridge work (requires x-rays of arch)**
- **Any combination of three or more crowns, inlays or onlays, core buildups or posts**
- **Anterior crowns**

Duplicate x-rays are returned on request. Delta Dental of Illinois will not be returning x-rays unless requested. Please remember to retain the original radiographic image in the patient’s chart and only send copies to Delta Dental of Illinois.

Be sure to properly identify and date the copy of the image.

Now You Know...

Our most recent dentist survey asked several questions about your awareness of various services Delta Dental of Illinois offers. Many of you were not aware of the following:

- **Direct Deposit!** 52% of dentists and 51% of office staff were not aware Delta Dental of Illinois offers Direct Deposit. Delta Dental of Illinois continues to receive strong feedback from offices using Direct Deposit, with over 200 dental offices using the value-added service. You may choose to receive your Explanation of Payment (EOP) Statements for posting payments either by fax or by accessing the secured Dentist Connection on Delta Dental of Illinois’ Web site at www.deltadentalil.com. Paper or electronic claim submitters may utilize Direct Deposit. Sign up is quick and easy and receiving payments has never been faster. You can register for Direct Deposit at DDIL’s Web site through the following link: <http://www.deltadentalil.com/dentist/directdeposit/registration>. You can also download the authorization form online at the Dentist section of www.deltadentalil.com and fax it to (630) 515-2885 or call DDIL’s Customer Service Department at (800) 323-1743 to get an authorization form to sign up for Direct Deposit.
- **Faster Claim Payment!** 34% of dentists and 38% of office staff were not aware that Delta Dental of Illinois offers fax-in claims. If you do not use e-claims, you can fax claims to Delta Dental of Illinois at (630) 964-2494.
- **Dedicated Network Contacts!** 26% of both dentists and office staff were not aware that Delta Dental of Illinois has two network coordinators. Lynne Williams is the network coordinator for the Chicagoland area (including northern and western suburbs). Pam Woolsey is the network coordinator for central and southern Illinois. Pam and Lynne are responsible for network recruiting, conducting quality assessment reviews for network dentists, offering training for network dental offices and maintaining Delta Dental of Illinois’ networks. Lynne works out of the Lisle headquarters and Pam works out of Peoria. Both can be reached through the Professional Relations phone number at (630) 515-2890 or by email at lwilliams@deltadentalil.com and pwoolsey@deltadentalil.com.
- **Supporting Local Programs that Help Improve Oral Health!** 24% of dentists and 21% of office staff were not aware of Delta Dental of Illinois’ public benefit and charitable activities. As a not-for-profit company headquartered in Illinois and one that does business solely in Illinois, Delta Dental of Illinois is particularly concerned about the people in its own backyard. Part of Delta Dental of Illinois’ mission includes improving the oral health of the communities we serve. Delta Dental of Illinois advances this mission by supporting groups and programs that help provide oral health education and expand access to oral health care for the people of Illinois. Please see the articles in this publication about scholarships to graduating dental students and a donation to SIU’s School of Dental Medicine.

Survey Says

In February, Delta Dental of Illinois mailed surveys to participating Delta Dental PPO and Delta Dental Premier® dentists and their staff. More than 700 surveys were returned. We survey dentists annually and use the feedback to better meet network dentists' and their staffs' needs. Thank you for participating. Three offices received \$500 gift certificates for participating (selected in a random drawing– see photos). The following is a summary of the results for our 2006 network dentist survey.

Satisfaction with Delta Dental of Illinois

- 91% of both dentists and office staff say they are satisfied with Delta Dental of Illinois.
- 88% of dentists say Delta Dental of Illinois is committed to improving the oral health of the communities it serves.
- 83% of dentists say Delta Dental of Illinois respects and values its relationships with dentists.
- Both dentists and office staff identified Delta Dental of Illinois' greatest opportunity for improvement as reimbursement/coverage (22% of dentists and 12% of office staff).

Satisfaction with Delta Dental of Illinois' Customer Service

- 91% of both dentists and office staff say they are satisfied with Delta Dental of Illinois' Customer Service Department overall.
- 92% of office staff say they are satisfied with the professionalism of Delta Dental of Illinois' Customer Service Department.
- 91% of office staff say they are satisfied with the ability of Delta Dental of Illinois' Customer Service to provide accurate information.

(Customer Service, continued)

- 91% of dentists and 89% of office staff say they are satisfied with the professionalism of Delta Dental of Illinois' network coordinator.
- 89% of office staff say they are satisfied with the dental knowledge of Delta Dental of Illinois' Customer Service Department.
- 86% of office staff say they are satisfied with the call response time of Delta Dental of Illinois' Customer Service Department.

Satisfaction with Delta Dental of Illinois' Claims Processing

- 90% of dentists and 91% of office managers are satisfied with Delta Dental of Illinois' claims processing.
- 91% of office staff say they are satisfied with the clarification of pre-determinations.
- 90% of office staff say they are satisfied with the turnaround time of claims processing.
- 90% of office staff say they are satisfied with the clarity of EOPs.
- 90% of office staff say they are satisfied with the accuracy of claims processing.
- 86% of both dentists and office staff say they are satisfied with the attachment requirements.

Satisfaction with Key Delta Dental of Illinois' Service Offerings

- 94% of dentists and 92% of office staff say they are satisfied with Delta Dental of Illinois' direct deposit.
- 93% of dentists and 91% of office staff say they are satisfied with Delta Dental of Illinois' electronic claim submission.
- 93% of both dentists and office staff say they are satisfied with Delta Dental of Illinois' fax-back capability.
- 88% of dentists and 91% of office staff say they are satisfied with Delta Dental of Illinois' fax-in claims capability.
- 86% of dentists and 87% of office staff say they are satisfied with Delta Dental of Illinois' interactive phone system.

Delta Dental of Illinois also surveys brokers, clients and enrollees annually. Below are results of survey questions pertaining to Delta Dental of Illinois' network and network dentists.

Illinois Brokers and Consultants

According to our 2007 survey, they rated network size of a dental benefit carrier as critical in influencing their recommendation of a dental benefit carrier (rated second after customer service to enrollees). They rated Delta Dental of Illinois' PPO network size first among other Illinois dental benefit carriers including MetLife, Guardian, Cigna, Aetna and Blue Cross Blue Shield.

Delta Dental of Illinois' Clients

According to our 2007 survey, access and breadth of Delta Dental of Illinois' networks ranks in the Top 5 of reasons why the client chose Delta Dental of Illinois as their dental benefit carrier. Clients also rated Delta Dental of Illinois' greatest strength as its access and breadth of networks.

Delta Dental of Illinois' Enrollees

According to our 2007 survey:

- 97% of enrollees are satisfied with the professionalism of Delta Dental of Illinois' network dentists and dental staff.
- 97% of enrollees are satisfied with the quality of treatment they receive from Delta Dental of Illinois' network dentists.
- 89% of enrollees are satisfied with the choice of Delta Dental of Illinois' network dentists.
- 92% of enrollees are satisfied with the convenience of Delta Dental of Illinois' network dentist office locations.

SURVEY OFFICE WINNERS

The following offices won \$500 gift cards for completing the survey.



Dr. Hanna Kim & staff
Round Lake Beach, IL



Dr. Kinzler & staff
St. Charles, IL



Dr. J. Kent Guebert's staff
Bourbonnais, IL

Public Benefit Update

Delta Dental of Illinois Provides Grant to Southern Illinois University School of Dental Medicine for Advanced Care Wing

In an effort to further its mission of improving access to oral health and providing oral health education to the citizens of Illinois, Delta Dental of Illinois provided a \$250,000 grant to Southern Illinois University (SIU) School of Dental Medicine. The grant will provide resources for the expansion of the SIU School of Dental Medicine's Main Clinic in Alton, Illinois. The expansion includes an "Advanced Care Wing," which provides new operatory space and a new classroom.

"As part of our mission, Delta Dental of Illinois is committed to improving oral health in the communities we serve," said Dr. Robert E. Dennison, President and Chief Executive Officer. "Education and access to care play key roles in improving oral health. The school obviously does important work on both fronts, greatly benefiting the community. We are proud to support the school and its good work by doing what we can to help provide better education to its students and improved care to its patients."

This additional space allows the school to consolidate the teaching of general dentistry and specialty disciplines, including periodontics and endodontics, to one location. A prominent feature of the new addition is a pediatric dentistry bay, which includes four operatories dedicated to pediatric dentistry.

"The expansion will allow the dental school to better serve our patients, particularly those needing specialty consultations and complex treatment," said Dean Boyle. "Educational opportunities will be enhanced, giving pre-doctoral students greater exposure to and interaction with graduate students and specialty faculty."

Delta Dental of Illinois Presents Scholarship Awards to Two Southern Illinois University School of Dental Medicine Students and Two University of Illinois at Chicago Dental Students

Lisa K. Baldwin and Eric A. Mitra have won the 2007 Delta Dental of Illinois Award for outstanding professionalism in patient care services at the University of Illinois at Chicago College of Dentistry. The awards, which require that the students practice dentistry in Illinois, were given Wednesday, May 9, during a ceremony at the dental school. As part of the award, each student will receive a \$2,500 scholarship from Delta Dental of Illinois.

Baldwin and Mitra, who graduate this year, were selected for their high level of professionalism in patient care services, as evaluated by the dental school faculty. Baldwin, originally from Glenview, will participate in a general practice residency at Illinois Masonic Hospital before entering private practice. Mitra is from Hinsdale and will join a private practice in Chicago's western suburbs.

"We are grateful that Delta Dental of Illinois has continued its support of their student scholarships at the UIC College of Dentistry," said Dr. Bruce Graham, Dean of the College. "With students being asked to shoulder an increasing financial burden every year, it's very important that generous benefactors such as Delta Dental recognize the need for increasing private support of dental education. Delta Dental has been a tremendous partner to the College, and we appreciate the organization's positive contributions to our program and our students."

Two graduating students from the Southern Illinois University School of Dental Medicine have won the 2007 Delta Dental of Illinois Award for exemplary performance on national dentistry examinations. The awards were given to Andrea Bell and Douglas Teel at a dental school ceremony on Friday, May 18. As part of the award, each student will receive a \$2,500 scholarship from Delta Dental of Illinois.

Bell and Teel were selected based on their outstanding performances on the National Board Part II examination. Bell is from Miramar, Florida, and is entering into an advanced education in general dentistry program at the SIU Dental School. Teel, a native of DuQuoin, Illinois, will begin a general dentistry practice in his home state.

If you do not already participate in Delta Dental PPO, Join Today

More and more employers are seeking to offer PPO type plans to their employees.

The Delta Dental system covers one-third of all Americans with dental insurance. Delta Dental of Illinois covers more than one million enrollees. In 2005, we processed 1.6 million claims (in an average of 2.3 work days with 99.8% financial accuracy). More than 13 million enrollees are covered by Delta Dental PPO nationwide. In Illinois, nearly 1 million enrollees are covered by Delta Dental PPO.

We have the patients who are looking for Delta Dental network dentists. There are other advantages to joining Delta Dental PPO.

- When you join one of Delta Dental's networks in any state, you are a member of Delta Dental networks in every state.
- You can attract new patients and help maintain your existing patient base. Employees enrolled in Delta Dental PPO are free to visit any dentist, but can enjoy lower out-of-pocket costs when they visit a Delta Dental PPO dentist. So enrolled individuals are encouraged to receive care from a Delta Dental PPO dentist.
- Network dentists are paid directly by us for covered services. And benefit, eligibility and claim information are available online and through our toll-free number, which means less time on the phone for you and your staff.

If you are currently a participating dentist in the Delta Dental Premier network, a new and separate agreement is required to participate in the Delta Dental PPO network. If you would information on joining Delta Dental PPO, please contact DDIL's Professional Relations department at 630-515-2890 or PR@deltadentalil.com.

"The performance of Andrea Bell and Douglas Teel on these rigorous examinations demonstrates their readiness for their careers in dentistry," said Dr. Dennis Savoca, Associate Dean for Clinical Affairs at the Southern Illinois University School of Dental Medicine. "We're very appreciative that Delta Dental of Illinois has chosen to recognize these students and their achievements."

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Diallogue

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