

THE BRIDGE

News from Delta Dental of Tennessee

Walking Bridge, Downtown Chattanooga

SPRING 2018

2018 Mid-South Mission of Mercy

Dental professionals make a difference for hundreds of Tennesseans in two-day clinic

Delta Dental of Tennessee's charitable foundation, Smile180, is a proud supporter of Tennessee's charitable dental clinics, and one of the largest annual events it supports took place in January. **Mid-South Mission of Mercy** is a two-day clinic in Memphis, but patients come from all over Tennessee and neighboring states to be treated in the free event.

Dentists, hygienists and volunteers of all types treated 1,983 patients in the 2018 clinic, resulting in 775 cleanings, 910 restorations, 1,997 x-rays, 2,174 extractions and more than 100 partials, totaling more than \$1.4 million in free dental care.

If you're interested in learning more about Mid-South Mission of Mercy or volunteering for the 2019 event, visit www.midsouthmissionofmercy.org.



Part of the team that restored Memphis resident Angela's smile during the two-day event.



Important Note About Individual Plan Claims Processing

In the last issue we shared with you details of our new individual plans, **Superior Advantage** and **Brighter Advantage**. If your patients are covered by one of these popular new plans, **Group 7802 or 7803**, it is important to note that the claims are processed in Tennessee, same as our group plans. Claims should be submitted directly to Delta Dental of Tennessee through Dental Office Toolkit (see story page 2), fax or mail. Please direct any attachments to Delta Dental of Tennessee as well, i.e. NEA. Customer service questions can be directed to 1-855-844-0445.

The Original Individual Plans **5850, 5860, 18260** and **TNDDEX** are now being processed in Ten-

nessee. Claims, including attachments, should be submitted directly to Delta Dental of Tennessee through Dental Office Toolkit, fax or mail. Customer Service for these individual plans continues to be 1-800-971-4108.

We want to make sure your patients are enjoying the advantages of their new dental benefits and that you are compensated promptly.

Individual plan claims are processed in our Nashville, Tenn., office. The quickest way to submit is through Dental Office Toolkit, or you may submit by fax to (615) 244-8108, or mail to Delta Dental of Tennessee, 240 Venture Circle, Nashville, TN 37228.

Are You Taking Advantage of Delta Dental's Professional Relations Tools?

Delta Dental of Tennessee has a number of tools to make resolving insurance questions easier. Our **Dental Office Toolkit (DOT)** is probably the easiest option when you're looking for patient information, benefits information like eligibility and coverage limits, or requesting a pretreatment estimate.

Our DOT allows you to view a patient's eligibility, their deductible information, any waiting periods that apply to their account, as well as claims history. A detailed reference guide is available from our website at www.DeltaDentalTN.com/Dentists/Dental-Office-Toolkit.

It also gives you the option to search appropriate codes to find benefit information for a specific procedure code or service. As you're probably aware, the American Dental Association has added 18 new CDT codes and deleted three others, effective January 1, 2018. These are searchable through the DOT.

Another tool available to our dental office partners is our **Automated Voice Response** system. Nicknamed **DASI** (Delta Dental's Automated Service Inquiry), it accesses our live database to give you the most up-to-date information for your patients, like eligibility, breakdown of benefits, time limitations and much more.

When you call us at 800-223-3104, you will be greeted by DASI and asked for caller validation. Dental offices need to provide the dentist's valid tax identification number (TIN). This validation is required by HIPAA (the Health Information Portability and Accountability Act of 1996) and must be approved before the caller can proceed.

To access patient information, you need the subscriber's member number (usually Social Security number),



Dental Office Toolkit makes it easy to access patient information, get started with EFT payments and more.

relationship of the patient to the subscriber, and the patient's date of birth.

Once you become familiar with the system and know what information you want, you can speak or press the digits on your touch-tone keypad and go directly to the data. If your office is noisy, it may be easier to mute your phone and use the keypad. An easy reference guide is enclosed in this bulletin and is also available on our website at www.DeltaDentalTN.com/Dentists/Automated-Voice-Response-for-Dental-Offices.

Delta Dental's 2018 Dentist Handbook is now available!

We want to be a company you can depend on for the latest insurance-related information. With that in mind, the latest Delta Dental Dentist Handbook is now available through your professional relations team. It includes procedure codes and definitions, as well as basic guidelines for serving

Delta Dental customers. You can request your copy of the dentist handbook through DeltaDental.com, or our Professional Relations team is also happy to send an electronic copy via email. Just send your request to ProfessionalRelations1@DeltaDentalTN.com.

Water Fluoridation in Your Community

by Matt Jacob and Johnny Johnson, DMD

As a dental professional, you likely know that community water fluoridation (CWF) is recommended by a long list of leading health and medical organizations, including the Centers for Disease Control and Prevention, American Dental Association and the American Academy of Pediatrics (AAP). Fortunately, 88 percent of Tennesseans who are served by public water systems receive drinking water that is fluoridated. But here's the bad news: in recent years, several Tennessee communities have begun to consider ceasing water fluoridation.

Dental professionals can play crucial roles in encouraging their communities to continue fluoridation. For example, a dentist in Jonesborough met one-on-one with city council members and shared facts about CWF with them. His leadership and expertise led the city to reverse its decision and resume fluoridation after it had stopped.

Consider what is at stake when a community ends water fluoridation. A 2016 study compared two large cities in Canada. Calgary, the first city, ceased fluoridation in 2011. Edmonton, located 185 miles north of Calgary, provided fluoridated water throughout the study period. Researchers compared children's cavity trends in Calgary and Edmonton both before and after Calgary stopped fluoridation. The cavity rate for Calgary children jumped 146 percent — far higher than the rate for Edmonton kids.

Dental professionals can take concrete steps to educate their communities and encourage local officials to make informed decisions about fluoridation:

1. **Tour your local water plant.**
2. **Read your local water system's consumer confidence report to see if your community's water is being properly fluoridated.** The Centers for Disease Control and Prevention has an excellent resource on its website called "My Water's Fluoride" at https://nccd.cdc.gov/DOH_MWF where anyone can look up the fluoridation status of their county and community.
3. **Use your social media, website and physical space to post positive messages about fluoride.**
4. **Monitor the letters published by your local newspaper.** Dental professionals are respected members of their communities. Residents will appreciate it when you weigh in to clarify what the evidence shows.

Dentists who lend their voice can make a powerful difference to improve oral health. For more information and a longer article on this topic, visit DeltaDentalTN.com/CWF.

Johnny Johnson, DMD, MS, is a Florida pediatric dentist who serves as president of the American Fluoridation Society (AFS). Matt Jacob is a communications and training consultant for AFS. For more information, visit www.americanfluoridationsociety.org



Social Media and Printable Resources

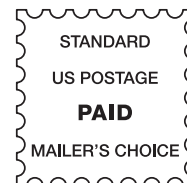
Delta Dental has made some water fluoridation basics available on its website at DeltaDentalTN.com/CWF. Below are some pages with resources about community water fluoridation to help you with social media as well as printable posters and other material for your practice or clinic:

- The AAP manages an oral health website providing samples of posters, videos and other materials about fluoride and water. Explore these materials at <https://ilikemyteeth.org/learn-share/>.

- The Association of State & Territorial Dental Directors has a social media library that includes sample messages about fluoride you can copy and paste into your Twitter or Facebook account: www.astdd.org/docs/social-media-message-library-02-07-2017.doc

- Visit Delta Dental of Tennessee's Oral Health Video page at www.DeltaDentalTN.com/OralHealthVideos for a shareable two-minute presentation on fluoridated water that you can use on your Facebook page, Twitter or YouTube channel.





Making tax ID or other changes to your practice?

Your insurance partners may need new documentation.



The new year often means changes to records or methods of doing business. If you are making changes to your practice's tax information or location, you may need to update your information with your insurance partners.



A quick visit to our website can get you on your way and help us be sure you get the compensation you deserve as quickly as possible. Just visit <https://www.deltadentaltn.com/Dentists/Dental-Office-Resources/Forms.aspx> or scan the QR code shown.

While you're on our website, be sure to check that we have correct contact information for your practice. We want to make it easy for potential patients to find you. From our home page at www.DeltaDentalTN.com click on Dentist Search to see what information we currently have in our system. If changes are needed, send an email to professionalrelations1@deltadentaltn.com or call 888-281-9396.

New Delta Dental Groups ctd.

Anesthesia and Pain Management Consultants	Knoxville	Paul Davis Restoration & Remodeling	Memphis
First Lutheran Church	Knoxville	SoIFuels	Memphis
Cornerstone Roofing Services	Knoxville	Commercial Radiator Repair, LLC	Memphis
Functional Pathways of Tennessee, LLC	Knoxville	Dunavant Enterprises, Inc.	Memphis
Harris Restaurant Group, LLC	Knoxville	Chameleon Resource Group, LLC	Memphis
Kramer Rayson, LLP	Knoxville	Kasai North America, Inc.	Murfreesboro
University Physicians Association, Inc.	Knoxville	Store Opening Solutions	Murfreesboro
Focus on Therapeutic Outcomes	Knoxville	Contessa Health Management	Nashville
Knoxville TVA Employees Credit Union	Knoxville	Vanderbilt University Medical Center	Nashville
Sevier Heights Baptist Church	Knoxville	PatientFocus	Nashville
BDS Management DBA: B DRY LLC	Knoxville	American Heating & Cooling	Nashville
Aqua-Chem, Inc.	Knoxville	Envision Healthcare Corporation	Nashville
Blaine Construction Corporation	Knoxville	MGM, Inc.	Nashville
American Technical Associates, Inc.	Knoxville	Girilla Marketing, LLC	Nashville
ABS National Auto	Knoxville	Black Diamond of Nashville	Nashville
Avkem International	Lenoir City	Reviver Records, LLC	Nashville
Southern Carton Company	Lewisburg	Healthcare Realty Trust Incorporated	Nashville
Lookout Mountain Presbyterian Church	Lookout Mountain	Bass, Berry & Sims	Nashville
Loudon Pediatric Clinic, PC	Loudon	Tango Limited of TN, Inc.	Nashville
Relyant Global	Maryville	Smith Gee Studio, LLC	Nashville
EXEDY America Corporation	Mascot	M Street Entertainment Group	Nashville
Moore Land Surveys	Mcminnville	St. Luke's Community House	Nashville
Bryce Corporation	Memphis	The Family Center	Nashville
Highline Aftermarket, LLC	Memphis	Cumberland Pharmaceuticals	Nashville
Building Plastics, Inc.	Memphis	Park Center, Inc.	Nashville
Hicks Convention Services	Memphis	PrimeFlight Aviation Services, Inc.	Nashville
Allen & O'Hara Development	Memphis	Remington Industries, Inc.	Ooltewah
Memphis Goodwill, Inc.	Memphis	National Barn Company	Portland
Children's Museum of Memphis	Memphis	Absolute PS, Inc.	Smyrna
Superior Staffing Solutions	Memphis	White County Lumber Company	Sparta
Lewis & Knowlton Financial Group	Memphis	The Credit Union for Robertson County	Springfield
Share One, Inc.	Memphis	Claiborne County Board of Education	Tazewell
Presbyterian Day School	Memphis	Hydrasports	Vonore
		Citizens First Bank	Wartburg