

THE BRIDGE

News from Delta Dental of Tennessee

Cumberland Mountain State Park, Crossville

SUMMER 2018

Delta Dental Launches National EFT Program

National Electronic Remittance Now Available Via Single Sign on

Get paid faster and easier through National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) *with all Delta Dental plans!*

Signing up for National EFT/ERA will allow your office to receive direct deposit payments from Delta Dental member companies nationwide. EFT payments are issued daily, and most offices receive payment of correctly submitted claims in their account within 24-72 hours.

By signing up for EFT, you will also receive copies

of your payments, Explanations of Benefits (EOBs), pre-treatment estimates and information requests on the Dental Office Toolkit® (DOT).

How to participate:

If you are already enrolled in EFT with Delta Dental of Tennessee:

You can easily take advantage of this new option by updating your direct deposit payment method from non-national EFT to National EFT within the DOT. By doing so, the other Delta Dental plans can

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Smile180 Hosts Tennessee Charitable Clinics

Delta Dental of Tennessee's corporate foundation, Smile180, is a proud supporter of many of Tennessee's free and low-cost charitable clinics.

For five years, the foundation has hosted a workshop to provide educational programming to the clinics it serves and give them a forum to discover best practices and share ideas.

This year, attendees from 21 clinics took on topics ranging from a roundtable discussion of the Tennessee Dental Safety Net to leading through patient-centered care and other leadership topics.



The Smile180 Foundation supports clinics across Tennessee by providing modern dental equipment, educational materials and financial encouragement. For information on how you can get involved or volunteer in a clinic near you, visit www.Smile180.org.

EFT ctd.

use the information on file and generate EFT payments for claims paid.

If you have not yet enrolled with Delta Dental of Tennessee for direct deposit:

Visit DOT at www.toolkitonline.com. Then, choose "National EFT" as your payment method when entering your bank or financial institution information.

How to review statements:

Providers who participate in National EFT/ERA will have access within DOT to view EFTs and EOBs for Delta Dental plans in Arkansas, Indiana, Kentucky, Michi-

gan, New Mexico, North Carolina, Ohio and Tennessee, as well as federal government programs.

For claims filed with other Delta Dental member companies, you can create an account or log in to your account at www.deltadental.com. Once logged in, click on "Explanation of Payment Links," and you will have the ability to choose the correct Delta Dental plan to view your EOB/ERA from another Delta Dental plan.

If you have any questions about this change or need assistance with the DOT, please contact our Professional Relations Department at 888-281-9396 or send an email to professionalrelations1@deltadentaltn.com.

Delta Dental of Tennessee Brings Awareness to Oral Health With 3rd Annual Smile Power Week

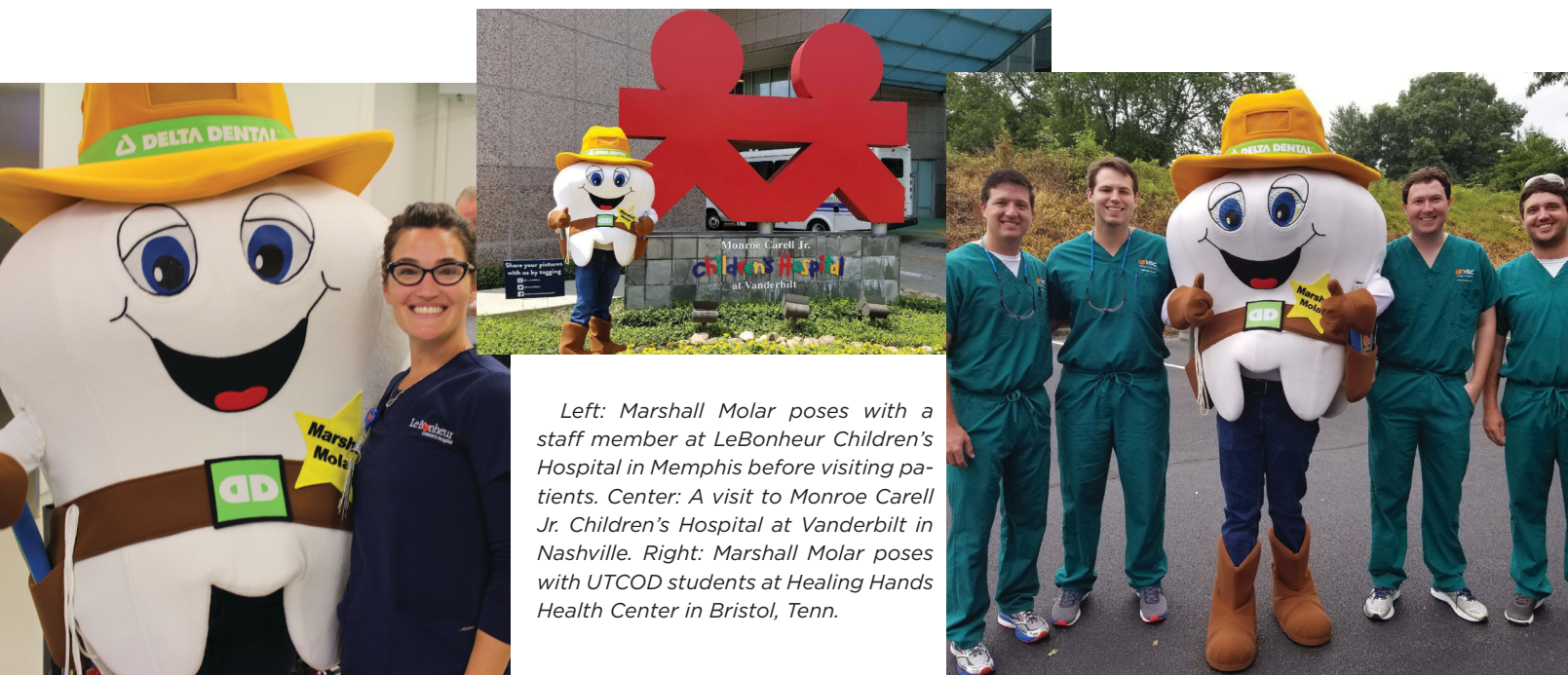
Smile Power Week was created to promote healthy smiles across Tennessee during National Smile Month. Governor Bill Haslam, at the request of the Tennessee Charitable Care Network, proclaimed June 11-15, 2018, Tennessee Oral Health Smile Power Week.

Studies show that 13 percent of Tennessee adults ages 18-64 have lost six or more teeth due to decay, infection or gum disease, ranking our state 39th in the national study. While this number has improved by 5 points since 2012, there is still much work to be done as the number of adults not seeing a dentist in the past 12 months has risen slightly. As a result, many adults suffer from oral health problems. The latest Delta Dental study reveals

that more than half of Americans (57 percent) have made an unplanned visit to the dentist, with pain in the mouth being cited as the leading cause (33 percent). Delta Dental wants to help improve those statistics.

During Smile Power Week, Delta Dental of Tennessee promoted oral health across the state, visiting 5 children's hospitals with mascot Marshall Molar, as well as helping raise awareness at children's oral health events put on by several of Tennessee's charitable clinics and a book reading from Tennessee First Lady Crissy Haslam.

Be looking for information on next year's event in an upcoming issue of *Bridge*!



Left: Marshall Molar poses with a staff member at LeBonheur Children's Hospital in Memphis before visiting patients. Center: A visit to Monroe Carell Jr. Children's Hospital at Vanderbilt in Nashville. Right: Marshall Molar poses with UTCOD students at Healing Hands Health Center in Bristol, Tenn.

TDA Wellness Committee Helps Dental Professionals Deal With Job Stress

by David Sain, DDS, MS

Working in the dental profession can be emotionally stressful, physically demanding, and mentally exhausting. As dental professionals, we are only human, but many times we feel the pressure to perform with superhuman perfection and at an unrealistic pace.

Recognizing this potential problem, the Tennessee Dental Association (TDA) established the Wellness Committee in 1981. Since that time, it has discretely assisted hundreds of dentists, dental hygienists, and dental assistants practicing in our state when they might succumb to challenges that are capable of affecting their performance.

For example, we have assisted in situations where age-related decline in performance is cause for the staff and/or family to be concerned. Also, many chronic diseases can cause a decline in performance long before age is an issue.

Diabetics need to be aware of their disease's effect on their eyes and peripheral neurological function. Arthritis, back and neck dysfunction, and pain can hinder the ability to function optimally. It is not uncommon for our colleagues to become dependent on opioids while attempting to manage pain that might be secondary to practicing our dental profession. Dealing with these challenging circumstances, hopefully before the Board of Dentistry becomes involved and dental professionals and patients suffer, is what we do.

The Substance Use Disorder Epidemic

By far, the most common condition we assist in is what is now termed substance use disorder (SUD). The Centers for Disease Control (CDC) has called the opioid dependency in our country an epidemic. If we follow the news, we are all aware of the devastation this epidemic has produced. This is even more reason to understand the disease and how our committee can benefit you and your patients.

Substance use disorder is classified as a chronic disease much like diabetes, hypertension, obesity, and rheumatoid arthritis. Studies have shown that at least 10 percent of the general population will have an SUD at some point in their life.

Many assume it is higher among health care professionals due to easy access to prescription medication and the stress associated with our profession. However, much like other chronic diseases, studies have led experts to report



that at least 40 percent (and some report as high as 60 percent) of SUD is likely due to genetic factors.

By definition, chronic diseases are multifactorial in nature, leading to multifactorial control of the disease. There is no “one size fits all” cure, just as there is not a single treatment to cure a chronic disease. Therefore, most chronic diseases tend to be hard to manage.

The successful management of this disease requires long-term follow-up and support that has afforded us an approximately 90 percent success rate. This approach has been proven to (as our mission states) “restore lives, save careers, and thereby serve dental patients of Tennessee.” The TDA Wellness Committee has been recognized as one of the top in the country, in part due to our success record.

If you, a fellow dentist, your staff, or even family or friends have SUD and you need guidance in what you can do, just visit our website at www.tndentalwellness.com, call us at (615) 628-3200, or email us at info@tndentalwellness.com. Your TDA Professionals Wellness Committee is here to help. You can also become a TDA Wellness Committee supporter. Contact David Sain at David@tndentalwellness.com for information.

David Sain has been a member of the TDA's Wellness Committee for 14 years, and director for 10 years. He also serves on the Tennessee Commission on Pain and Addiction Medicine Education.



Delta Dental of Tennessee is a long-time supporter of the TDA Wellness Committee.

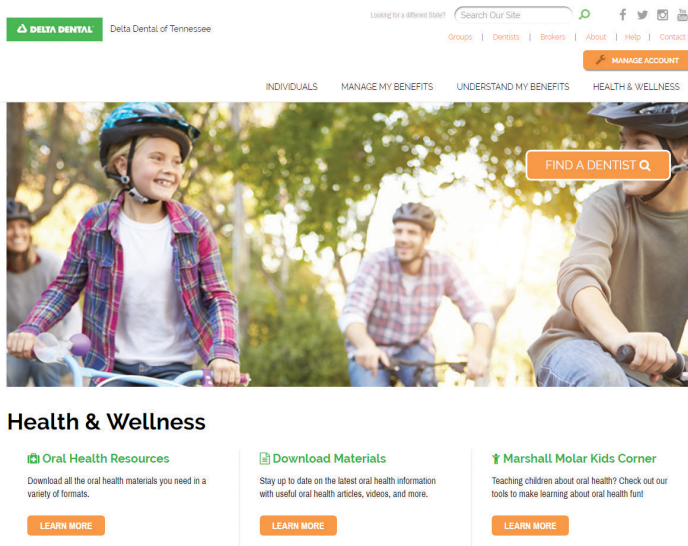


Delta Dental of Tennessee
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NEW CDT
info enclosed!

Free Resources for Your Practice



If you're looking for materials to boost your practice, you might find just what you need at www.DeltaDentalTN.com. We have a variety of free resources that you can download and either print for your patients or add to your own website and emails.

You can choose from printable flyers and oral health materials in our "Health & Wellness" section or visit the Marshall Molar Kids Corner to download printable games and coloring materials. The Kids Corner contains Tooth Fairy Tips that can be used on your website and social media to help connect with your younger patients (and their parents).

You can also find issues of Delta Dental's oral health magazine *grin!* on our website. New every quarter, *grin!* contains fun dental health facts, mouth-friendly recipes, and the latest news on dental issues like charcoal whitening. Find *grin!* at <http://ddtn.grinmag.com>.

Are there other materials you'd like to see added to our website? We would love to hear your ideas. Send an email to Marketing@DeltaDentalTN.com.

New Delta Dental Providers

Delta Dental of Tennessee welcomes our new and returning contracted providers.

Nicholas Brooks	Atoka	Mitra Kohan	Memphis
Katherine Bell	Bartlett	Scott Werner	Memphis
Alena Reich	Brentwood	Andrew Glassell	Memphis
James Boulton	Bristol	William King	Memphis
Timothy Harning	Chattanooga	Syreeta McTavous	Memphis
Sara Oh	Clarksville	Stanley Werner	Memphis
Christine Wenrick	Clarksville	Vrushali Abhyankar	Memphis
Matthew Damin	Clarksville	Timothy Bakelaar	Memphis
David Fryszak	Clarksville	Ammaar Abidi	Memphis
Danni Cottrill	Clarksville	Larry Eddy	Murfreesboro
Tommy Whited	Collierville	John Harrison	Murfreesboro
John Ford	Collierville	Jonathan Mims	Murfreesboro
Matthew Whitson	Cookeville	John Munro	Nashville
Candace Reddick	Dickson	Amera Qureshi	Nashville
Kenneth Brunson	Dyersburg	Jacqueline Sonceau	Nashville
Andrew Bateman	Franklin	Annika Marschall	Nashville
Lance Hankinson	Franklin	Andrew Gutierrez	Nashville
Tomasz Charowski	Germantown	Waqas Ahmad	Nashville
Natalie Carruth	Germantown	Macy Begley	Nashville
Kimberly Scott	Jackson	Wesley Cowan	Nashville
Sarath Bachali	Jamestown	Brandon Pitcher	Nashville
Walter Pattison	Knoxville	James Kirby	Nashville
Dean Argo	Lawrenceburg	Brian Detari	Nashville
Carol Nixon	Lawrenceburg	Hannah Yi	Newport
Frank Cartwright	Lyles	Patrick Knoell	Savannah
Toye Watts	Madison	Rachel Carlson	Smyrna
Michael Konrad	Maryville	Alexander Ristau	Waverly
John Williams	Maryville		

*See reverse side for new
Delta Dental Groups >>*

Delta Dental of Tennessee wants to hear your story.

Part of our mission involves sharing oral health information with Tennesseans, and we want them to understand that visiting the dentist is important for more than just a healthy smile.

We know that dentists sometimes discover diseases from heart disease to diabetes, and your accounts of situations like that can help the people in your community understand that regular dental checkups are an important part of maintaining overall health. If you have stories you can share, send them to us at marketing@deltadentaltn.com.

New Delta Dental Groups

The following groups have recently contracted with Delta Dental of Tennessee. If you have any questions regarding coverage for any Delta Dental of Tennessee groups you may check eligibility online at www.DentalOfficeToolkit.com or call Customer Service at 800-223-3104.

Twin City Dealerships	Alcoa
Gary Force Acura	Brentwood
Atlas Management Corp.	Brentwood
Urgent Care Group	Brentwood
Green Form Construction	Chattanooga
Girls Inc. of Chattanooga	Chattanooga
Little Miss Mag Early Learning Center	Chattanooga
H3 Therapy	Clarksville
Formall, Inc	Clinton
Little Sunshine	Franklin
Ellis Medical Consulting, Inc.	Franklin
KR Calvert & Company, LLC	Franklin
Cumberland Consulting Group, LLC	Franklin
McDonald Murrmann Women's Center for Health	Germantown
The Waldrop Law Firm	Germantown
MONQ, LLC.	Goodlettsville
One Team Clinic	Greeneville
The Peoples Bank	Henderson
Robinson Animal Hospital	Johnson City
Transit Mix Concrete	Johnson City
Principle USA, Inc.	Knoxville
Basis Health Group	Knoxville
My Professional Plumber	Knoxville
Town and Country Apartments	Knoxville
Fisher Tire	Knoxville
Kennerly, Montgomery & Finley	Knoxville
St. Mary's Episcopal School	Memphis

TriCore Builders	Memphis
Breath of Life Christian Center	Memphis
Image Environmental, Inc.	Memphis
Easley Transportation	Memphis
Hi-Light USA, Inc.	Memphis
Memphis Symphony Orchestra	Memphis
Carty & Company, Inc.	Memphis
Cohen Cardiology	Memphis
LBJ Enterprises	Memphis
First Community Mortgage, Inc.	Murfreesboro
Manning Materials, Inc.	Nashville
Carpenters Trust	Nashville
First Express, Inc.	Nashville
Subway	Nashville
Surgical Laboratories, LLC	Nashville
Mendell Sales LLC	Nashville
ProKids Productions, Inc.	Nashville
O'Neil Hagaman, PLLC	Nashville
Gilmartin Engineering Works	Oak Ridge
Miller Industries	Ooltewah
Music Road Resort	Pigeon Forge
The Keenan Group, Inc.	Pleasant View
DNA Enterprise Security	Rossville
HASKO, Inc.	Soddy Daisy
S.E. International	Summertown
Lifeline Ambulance Service, Inc.	Tazewell
Milestone Stables, Inc.	White House
Value Cargo Vans	White House

See reverse side for new and returning Delta Dental Providers >>

Important Code Change Effective 9/1/2018

We need to make you aware of a CDT code policy change. Effective September 1, 2018, there will be a limit of two bitewing images for patients under age 10. A D0273 or D0274 submitted for a patient under age 10 may be processed as D0272 and the excess fees of D0272 are **DISALLOWED**.