

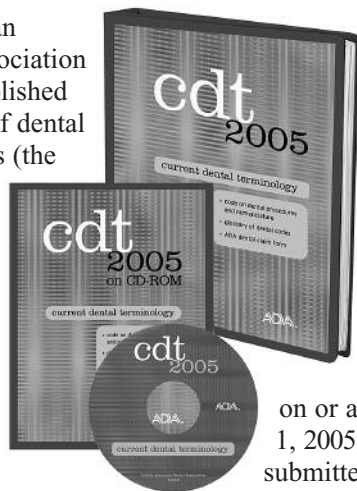
Special Edition

Fall 2004

Reminder: CDT 2005 Codes Effective Jan. 1, 2005

The American Dental Association (ADA) published a new set of dental procedure codes (the Code on Dental Procedures and Nomenclature, or CDT 2005) that go into effect Jan. 1, 2005.

Under the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act (HIPAA), all dental offices that transmit health information electronically must use the current version of dental procedure codes found in CDT 2005 and all payors must accept



current codes. Here's what you need to know: All claims and pre-estimates for services that are performed on or after January 1, 2005, should be submitted using the new, appropriate CDT 2005 procedure codes.

The newest version of the code incorporates changes to reflect dental procedures that are recognized by organized dentistry and the dental community as a whole. There are 39 new procedure codes and 47 revisions to

procedure code nomenclatures or descriptors, and three codes have been removed.

The Code is designed to be a useful educational resource, incorporating other instructive tools for dentists and office staff when processing claims and addressing other administrative matters.

In order for dental claims to be paid under any Delta Dental Plan of Minnesota program, the claims must be coded using CDT 2005. With accurate coding, Delta Dental Plan of Minnesota is able to provide prompt claims payment.

To obtain a copy of the new CDT 2005 codes, please call the ADA's catalog, sales and service department at 1-800-947-4746.

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Delta Dental Workshops Informative

Delta Dental Plan of Minnesota's annual Office Administrator Workshops are designed to update and inform dental practice administrators and dentists, offering the information they need to operate a

dental practice in an efficient, effective manner.

The 2004 workshops were no exception, providing educational information to office administrators in sessions at three locations.

The workshops, held in Bloomington, Mankato and

St. Cloud, covered a wide variety of topics ranging from the DDPMN web site and portal to issues related to HIPAA, administrative manual updates, an operational update on processing policy changes and child abuse & neglect.

Continued on back cover ...

Please share this newsletter with your hygienists and administrative staff

Inside:

New Address for Appeals



Could Your Recordkeeping Use a Jumpstart?



Eliminating Returned Claims



And More ...

Delta Dental Appeals Have New Address

In an effort to provide prompt, priority attention to appeals, the Delta Dental Plan of Minnesota Appeals Unit now has a new mailing address.



The new address for commercial dental plans is:

**Appeals Unit
P.O. Box 551
Minneapolis, MN 55440-0551**

This new address will allow your mailing to be directed to the Appeals Unit. Previously, appeals were pooled with a large number of new claims and adjustment requests, adding time to the review process.

Examples of appeals that should go to the new address include: frequency exceptions, Class V restorations, non-covered services, and disallowed procedures. Common adjustments, including student status, procedure code change, tooth number change, missing information requests or ID number corrections, should be mailed to the plan address located at the top of the EOBs.

The new PO box is now “open for business”. Appeals sent directly to the claims address will still be processed. However, Delta Dental Plan of Minnesota would like to encourage dentists to take advantage of the new address for more efficient and timely processing. □

Public programs claims may still be sent to:

*Government Programs Claims
P.O. Box 1328
Minneapolis, MN 55440-1328*

Could your recordkeeping use a jumpstart?



As part of Delta Dental’s Compliance Program, audits are conducted in the offices of our participating dentists. While the majority of offices audited present excellent recordkeeping skills, there still are those that present challenges to our staff.

There are many reasons to keep accurate and thorough patient records. Not only do patient records provide the key to comprehensive and consistent care, they also instill confidence about your practice with both patients and your staff.

Accurate recordkeeping is your best defense should there be questions or concerns about the treatment provided or proposed. Insufficient documentation could leave your practice wide open to possible allegations of malpractice or fraud.

Below are noted discrepancies:

- Written entries illegible
- No dentist signature on entries
- No diagnosis documented
- Entries entered in pencil

If you feel that your office shows room for improvement in your record keeping practice, visit www.revisor.leg.state.mn.us/arule/3100/9600.html. This is the site for the adopted rule by the Minnesota Board of Dentistry. □

Claims Clarity, Accuracy Can Eliminate “Return to Sender”

Returned claims aren't something anyone enjoys — slowing down reimbursement for the dentist office and your patients. Fortunately, these situations can be avoided with a careful review of the claim before submission.

Our claims editors review all submitted claims to determine if the necessary information is provided. There are six priority items. If one of the six priority items is missing, the claim will be returned with a More Information Requested form. These six priorities are:

1. Patient's name.
2. Patient signature, or “SOF” if the signature

is on file with your office for release of information.

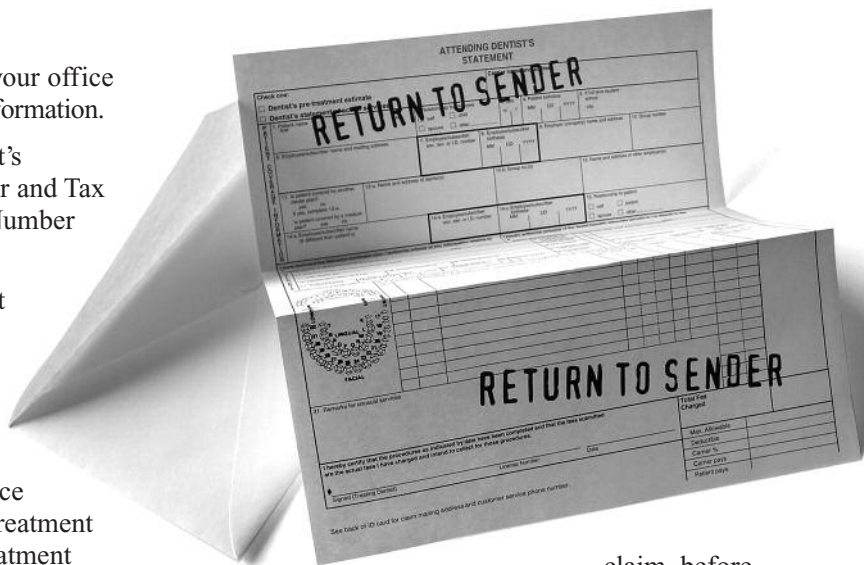
3. Treating Dentist's License Number and Tax Identification Number (TIN).
4. Treating Dentist signature.
5. Fee for each procedure number.
6. Date(s) of service for completed treatment list on a pre-treatment estimate.

Claim legibility may also result in the delay of a claim. Hand written information, or claims that have been copied multiple times, may not be legible to those reviewing the documents.

Illegible documents will be returned to the dentist. When possible, claims should be typed rather than hand written.

Reviewing these key items, and the clarity of the

claim, before submitting will reduce the time, delay and costs involved with returns. That's a win-win situation for everyone involved. □



CDT 2005 Codes continued ...

Confidential Filed Fee Schedules have been revised to include new CDT 2005 procedure codes and new CDT 2005 code terminology. These fee schedules are currently available and can be requested through Delta Dental Plan of Minnesota's actuarial department. When fees are filed, starting with 2005 updates, please be sure to use the new CDT 2005 Confidential Fee Schedule to assure proper fee updates. The CDT 2005 Confidential Fee Schedule is also available on the Delta Dental Plan of Minnesota web site. □

Processing Policies Result in Additional Changes

In an effort to better comply with the Delta Dental Plan Association's processing policies, Delta Dental Plan of Minnesota is implementing changes that will affect participating dentists.

The following policy updates will be effective on January 1, 2005.

D0330 — Panoramic Film A panoramic film with or without supplemental films (such as Periapicals, bitewings and/or occlusal) is considered a complete series for time limitations and any fee in excess of the fee allowed for D0210 is now DISALLOWED.

D0180 — Comprehensive periodontal evaluation, new or established patient. The fee for a separate evaluation is eligible for benefit consideration based on the group contract. If a D0180 is submitted with a D4910 by the same dentist/dental office it is benefited as a D0120 and the difference in the approved amount between the D0120 and the D0180 is DISALLOWED.

Cast Restorations — If a cast restoration is performed by the same dentist/dental office within 24 months of the placement of an amalgam or composite restoration, the Delta Dental payment and patient co-payment allowance for the amalgam or composite restorations will be deducted from the cast restoration benefit.

Workshops continued ...

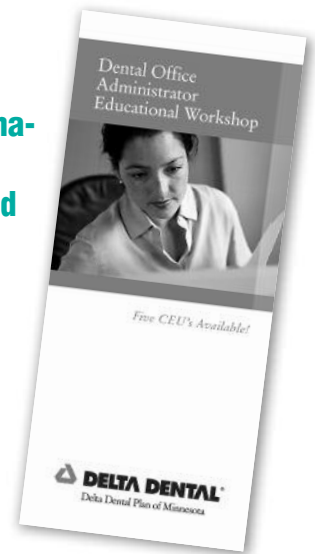
“The Dental Office Administrator Workshop put on by Delta Dental Plan of Minnesota shows the commitment that Delta has to the dentists in the Minnesota marketplace,” said Karl Tauscher of Metro Dental. “This allows the dentists to deliver superior care to their patients without the hassle of complex

administrative procedures and restrictions.”

Attendees received five non-clinical CEUs and also received additional information and updates on credentialing, identity theft and public programs. Feedback on the workshops indicated the presentations were well done and informative. □

“The workshop was very informative relative to a variety of subjects. The presentations and materials were well organized, helpful and interesting. We are looking forward to future workshop training topics that meet the needs of our dental practices.”

— Connie Effinger, Park Dental



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