

Dental office *update*

Fall 2015

Why complete chart notes are important

Chart notes serve as the legal document that should record all diagnostic information, clinical notes, treatment performed and patient-related communications. They should include medical and dental history, progress and treatment notes, conversations about the treatment needed, any instructions for home care and consent to treatment. Complete and accurate records should be legible and contain enough information to allow another provider who has no prior knowledge of the patient to fully understand the patient's dental experience with your office. In practices where there is more than one dentist, the identity of the dentist rendering the treatment should be clearly noted in the chart notes.

Beginning January 1, 2016, if the chart notes are not complete, we will not accept a narrative in place of complete chart notes. Any information not included in the chart notes is considered not to have taken place.

Sign up for Dental Office Deals!

Delta Dental is always looking for ways to create more value for our dentists. Dental Office Deals is a program that provides Delta Dental dentists an average discount of **33 percent off** the retail prices for dental instruments, supplies, defibrillators, shipping, office supplies, payroll services and continuing education.

When are build-ups covered?

A "build-up" refers to the building up of an anatomical crown when a restorative crown will be placed. A material is placed in the tooth preparation for a crown when there is insufficient tooth strength and retention for the crown procedure. A build-up is not covered when the procedure only involves a filler to eliminate any undercut, box form, or concave irregularity in the preparation.

For posterior teeth to qualify for a build-up, images provided must document that at least half of the circumferential tooth structure has been destroyed by decay and/or fractured off to within 2MM of the gum line. For anterior teeth to qualify for a build-up, images provided must document that at least half of the mesial distal width past the junction of the incisal and middle third of the tooth has been destroyed by decay and/or fractured off.

New OHP interpreter request form

ODS covers and coordinates interpreter services for OHP member dental appointments for covered services. We've revised the OHP interpreter request form, which you can find online at modahealth.com/pdfs/interpret_req_ohp.pdf.

Please begin using this form for all of your faxed ODS OHP interpreter requests. Feel free to share it with other branches of your office, if needed. If you have questions, please call our Dental Customer Service team toll-free at 800-342-0526.

ODS OHP providers can also choose to coordinate interpreter services themselves rather than coordinating them through ODS. However, the provider will be responsible for paying for the interpreter services. ODS does not reimburse for interpreter services that are not coordinated through the ODS Customer Service department.

Say goodbye to paper!

Email dpr@modahealth.com and request this newsletter electronically.

Dental plans in Oregon provided by Oregon Dental Service, dba Delta Dental Plan of Oregon. 10774935-OR (10/15)

Volunteer at the 2015 Oregon Mission of Mercy clinic

The Oregon Dental Association is hosting its 6th Oregon Mission of Mercy (OrMOM) free dental clinic, November 23-24, 2015, at the Oregon Convention Center in Portland. Free dental screenings and services will be provided on a first-come, first-served basis.

OrMOM combines the donated services of hundreds of volunteers to provide free

dental services, but the clinic's success wouldn't be possible without your help. Both dental professionals and community volunteers are needed. If you would you like to support OrMOM through a donation or volunteer your time at this event, please sign up today at oregondental.org/meetings-events/oregon-mission-of-mercy.



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Look inside for

- ▶ Dental Office Deals
- ▶ Mission of Mercy volunteering
- ▶ OHP interpreter request forms
- ▶ And more

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