

Dental office update

New credentialing requirements

In August 2014, the Delta Dental Plans Association reviewed and approved the membership standard minimum credentialing requirements. New requirements went into effect for new participating dentists on Jan. 1, 2015. This will be required for all existing participating dentists as they re-credential during their current three-year cycle. Beginning Feb. 1, 2015, ODS practitioners will see a new re-credentialing application.

Expect to see the additional data requirements, which include:

- Education and training (dental school/specialty training, and year of graduation or completion)
- Past five years of practice/work history
- Attestation questions and authorization to release information (pulled from the mandated State of Oregon credentialing applications)

Why is Delta Dental denying my electronic claim?

Many Delta Dental plans have implemented stricter processing guidelines for electronic claims. If any discrepancy or mismatch of NPI information is found on a claim, it will be denied and returned to your office.

In order to prevent electronic claim denials due to an NPI mismatch, you must make sure that Box 54 has the provider's individual, Type I NPI number listed, and

Box 49 needs to include your clinic, or Type II NPI number.

Please work with your software vendor to ensure that your claims are being submitted with the correct NPI information for Boxes 49 and 54 to help prevent claim denials.

To learn what's right for your office, check out the NPI fact sheet at modahealth.com/pdfs/npi_facts.pdf.

Your patients may qualify for additional oral health benefits

Did you know that your patients with ODS coverage may be eligible for additional cleanings through our Oral Health, Total Health program?

Oral Health, Total Health is a benefit that lets expectant mothers have a cleaning during their third trimester regardless of normal plan frequency limits. The program also provides diagnosed diabetic patients with up to four cleanings a year.

To enroll in the program and receive a cleaning during the third trimester of pregnancy, expectant mothers must contact ODS Dental Customer Service prior to their appointment.

To enroll in the diabetic portion of the program, patients must complete the Oral Health, Total Health enrollment form available online at modahealth.com/pdfs/OHTenrollmentform.pdf.

Benefits will be effective the first of the month following receipt of the Oral Health, Total Health enrollment form and proof of diagnosis.

To verify that patients are eligible for this benefit, please log on to Benefit Tracker at modahealth.com/dental. Or, call ODS Dental Customer Service toll-free at 877-277-7280.

New Medicare Part D requirements

The Centers for Medicare and Medicaid Services (CMS) published a final rule that requires all dentists who prescribe Part D drugs to Medicare beneficiaries to enroll in Medicare or opt out by June 1, 2015.

The American Dental Association (ADA) has published the following articles addressing this new ruling as it pertains to dentists:

- Dentists must choose to opt in or out of Medicare enrollment: www.ada.org/en/publications/ada-news/2014-archive/june/dentists-must-choose-to-opt-in-or-out-of-medicare-enrollment
- ADA offers Q&A primer on opting in or out of Medicare: www.ada.org/en/publications/ada-news/2014-archive/august/ada-offers-qa-primer-on-opting-in-or-out-of-medicare
- ADA, VDA advocate RAC audit, opt out policy with CMS administrator: www.ada.org/en/publications/ada-news/2015-archive/january/ada-vda-execs-talk-policy-with-medicare-administrator

New Oregon Board of Dentistry ruling

Effective Jan. 1, 2015, all dentists and hygienists, regardless of sedation use, will be required to have current Minimum Health Care Provider Basic Life Support (BLS/ Cardio Pulmonary Resuscitation (CPR) training or its equivalent. The Oregon Board of Dentistry has amended this rule so that failure to maintain before your next license renewal will be considered unprofessional conduct.

For questions, please contact the Oregon Board of Dentistry at oregon.gov/Dentistry/pages/index.aspx.

Say goodbye to paper!

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

Dental plans in Oregon provided by Oregon Dental Service, dba Delta Dental Plan of Oregon. 9857108-OR (3/15)

Moda opens new dental clinic in Eugene

Moda is very pleased to announce that we've opened our second Arrow Dental clinic in Eugene, located at 890 Seneca Rd., Suite 101. The clinic opened its doors to patients the week of March 16, 2015.

Similar to our Salem clinic, Arrow Dental will primarily serve Medicaid patients. This will help the community with a large population of Medicaid members that either became Medicaid eligible due to the Affordable Care Act, or the expansion population that was previously enrolled on the Standard plan and rolled into the Plus Plan, effective Jan. 1, 2014.

Moda has been evaluating our Medicaid networks throughout the state to provide adequate dental care for additional Medicaid members. Because there's not an adequate network of dentists currently in Eugene and its surrounding counties, we opened Arrow Dental to help ensure all new members have access to care.

Honoring established dental homes is a priority for us. If you have an existing patient who receives an assignment letter to our Arrow clinic, please call us toll-free at 800-342-0526 to have the assignment corrected.

Tips on submitting claims with coordination of benefits

To help ensure the accurate and efficient processing of claims that both the primary and secondary insurance are through ODS, please indicate "other insurance exists" in Box 35 of the claim form. This will help our system identify that dual insurance exists and check to see if in-house the coordination of benefits is up to date in our system. This will ensure claims process correctly on the initial submission and reduce those needing adjustment.

OHP reminder: Denturist referrals not required

Referrals are not required for a denturist. Members can simply call Customer Service to request provider names. If you have questions, please call ODS OHP Dental Customer Service at 503-243-2987 or toll-free at 800-342-0526.



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See you at the Oregon Dental Conference!

The 2015 Oregon Dental Conference is just around the corner, April 9-11, at the Oregon Convention Center. When you are there, be sure to stop by our booth No. 515 and visit with your Dental Professional Relations service team. We look forward to seeing you there!

