



NEW fee schedule increases

In recent months, Delta Dental of North Carolina has received feedback from participating dentists, analyzed the prevailing market conditions, and examined our competitive position regarding fee schedules. As a result, we will be implementing targeted increases to select network fees, effective **September 1, 2023**. Updated fee schedules will be available to participating providers as follows:

- **Delta Dental PPO General Dentists:** Commonly used codes can be obtained via the [Dental Office Toolkit](#).
- **Delta Dental Premier-Only General Dentists or Specialists:** Please e-mail your dedicated [Provider Relations Representative](#).



Office changes or updates?

In order for Delta Dental of North Carolina to provide you with our best-in-class service and accurate claims processing, we must have accurate information in our system. This also allows us to provide our subscribers, who are seeking services from Delta Dental participating providers, with accurate information on our online dentist search. We would like to remind you to notify us when there are any provider and/or office changes or updates.

let us know when...

- A provider joins or leaves the practice
- A provider retires
- Tax ID changes
- Closing of office or practice
- Sale or purchase of practice
- New and/or change of address
- New and/or change of phone
- New and/or change of NPI
- License status updates
- Changes to status of accepting new patients

If a provider has left the practice, please remember to remove his/her name which may remain as the default practitioner for a patient in your Practice Management System. Thank you for your assistance in keeping your provider records accurate with us. If you would like to notify us, please email the provider records department at ncproviderrequests@deltadentalnc.com.



Free, online CE courses available to the whole team

Delta Dental of North Carolina and Delta Dental of Michigan offer free, online continuing education (CE) programs. Each CE program contains course content, an assessment and a certificate of completion. To date, our online course topics include: Human Trafficking—Modern Slavery, Infant and Toddler Oral Health Care, How to Complete an Age 1 Dental Visit, and Infant and Dental Care for Patients with Special Health Care Needs. More courses will follow. Delta Dental Plan of Michigan, Inc. is an ADA CERP recognized provider.

Who has access to these courses?

Any dentist, dental hygienist, dental assistant or dental office staff member who is a Delta Dental provider or works for a Delta Dental provider can take these courses at no cost.

How do I access these courses?

Visit [this page](#) and click to register. You will need your office's valid National Provider Identifier (NPI). After you register and your NPI is confirmed, you will receive an email to set your password for your free learning courses.

What is required to get my certificate for completing the credits?

You will watch an informational video on the topic you've selected, and then complete an assessment and evaluation. After you've completed those items, you will receive a certificate of completion.

How do I learn more?

Contact ce@deltadentalmi.com for questions or support.



Medicare Advantage Providers

For Medicare Advantage participating providers, Delta Dental of North Carolina has an office guide available on the Dental Office Toolkit (DOT). It highlights what dentists and dental office staff need to know about treating Medicare Advantage patients. Log on today to download this helpful reference guide for working with your Medicare Advantage patients, or [click here to download](#).



Dentist Spotlight:

Dr. Sykes

At Delta Dental, we believe that everyone deserves a healthy smile! Dentist Spotlights highlight dentists in the Delta Dental network that are going the extra mile to improve oral health in their local community!

We were excited to spend some time learning more about Dr. Rebecca Sykes and the important work that she does at the Wake County Dental Clinic! To read the full spotlight on Dr. Sykes and others, [click here](#).

Nominate a dentist for a spotlight, today!

We are always looking for dental professionals in our network who are out there spreading smiles and doing good in their community. Help us highlight their efforts today.

Scan the QR code below or [click here](#) to fill out our simple nomination form. Our goal is to share as many stories as possible and keep the spotlight on our dental professionals working hard every day for oral and overall health.



Get social with us @deltadentalnc

Start following us on your favorite social media channel and stay up-to-date on relevant information **specific to Delta Dental of North Carolina**. We try to have fun, share useful information, and helpful tips and tricks for dental offices in our network. Find the links to our channels below and follow us to stay in the loop!



Delta Dental of North Carolina, 3737 Glenwood Avenue, Suite 320, Raleigh, NC 27612