



Welcome to the



Winter 2023 Provider Newsletter

Employers continue to choose Delta Dental!

More than 1,000 organizations across North Carolina have selected their dental benefits through Delta Dental of North Carolina. We are excited to welcome our new enrollees from the following employer groups, effective January 1, 2024.

- ECU Health
- Dentsply Sirona USA
- Amarr Garage
- Newton Conover City Schools
- Scotland Memorial Hospital

- Kimley-Horn
- Columbus McKinnin Corp.
- City of Goldsboro
- Envu

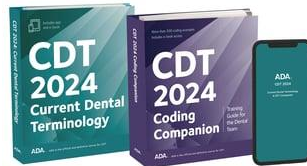


Download the 2024 Dentist Handbook

The Delta Dental Dentist Handbook has been updated with all of the information your dental office staff needs to know about Delta Dental of North Carolina's standard claims processing guidelines and administration policies.

NOTE: Please review the changes to the 2024 Processing Policies as there are relevant changes in this section of the Dentist Handbook for the upcoming year.

[Please click here to download a copy for your office today.](#)



Code updates effective in January 2024

Starting January 2024, updates to the Code on Dental Procedures and Nomenclature will go into effect. Commonly known as Current Dental Terminology (CDT), the HIPAA-designated code set for electronic dental data interchange serves as the national standard for reporting dental services and is a primary means of communication between dentists and dental benefits payers.

Any electronically submitted dental claim on a HIPAA-standard electronic dental claim must use procedure codes from the current version of the CDT. The Code is also utilized for dental claims submitted on paper.

The American Dental Association (ADA) conducts an annual review and revision of the Code with the revised version effective on Jan. 1 annually. The upcoming revision, published as CDT 2024: Dental Procedure Codes by the ADA, will be effective from Jan. 1, 2024, and will cover services provided until Dec. 31, 2024.

The 2024 version of the CDT Code incorporates notable changes, featuring 14 new procedure code entries, two revised procedure code entries, and the introduction of one new category of service.

[Please click here to view all 2024 newly added codes and claim and processing procedures.](#)



Dental Office Toolkit (DOT) enhancement

In case you missed it, the Dental Office Toolkit® (DOT) received an enhancement that now allows Delta Dental of North Carolina providers to add attachments to **all initial claim submissions**.

- 10 files per claim
- Maximum file size of 5MB
- Accepted file types include PNG, JPEG, TIFF, GIF and P

With this update, you will no longer have to use an electronic attachment service to submit supporting documentation! Learn how to use this feature or get set up in DOT if you're not already by visiting [our website](#).



Fraud, waste and abuse training reminder

As a reminder, the Fraud, Waste and Abuse, Compliance, and Cultural Competency training shall be completed once each calendar year for providers who participate in the Delta Dental Medicare Advantage™ network. Please follow the steps outlined below to complete the annual training at your earliest convenience.

1. Follow the [link](#) to the training modules and acknowledgement form.
2. Click the DOWNLOAD button to review the FWA, Compliance, and Cultural Competency Training.
 - Clicking "Download" will open a new browser window where you can view the training. You will not need to print the document and there is no test required. You may close the browser once the training has been reviewed.
3. Click the SIGN button to complete and submit the [Training Acknowledgement Form](#).

4. Training is tracked by the Tax Identification Number (TIN) used to submit claims to Delta Dental. **Once training is completed, one person in the practice must acknowledge completion** of the training for the business entity by completing the Training Acknowledgement Form.

5. Receive your confirmation email. It will be sent to the email address entered on the acknowledgment form. The confirmation email is only valid for the TIN entered on the acknowledgment form. If the TIN entered doesn't match our records, or was entered incorrectly, a new form will need to be submitted with the correct TIN.



Free, online CE courses available

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.



Fee updates in effect since 9/1

Reminder: Some of our reimbursement rates received increases on September 1st, 2023. Updated fee schedules are available in the [Dental Office Toolkit](#) for **PPO general dentists**.

Premier general dentists and specialists need to [contact your Provider Relations Representative](#) for the new fees.



Dentist Spotlight: Dr. Mahmoud Serag

At Delta Dental, one of our values is Healthy Smiles because we believe that everyone deserves a healthy smile! We started our Dentist Spotlight to highlight dentists in the Delta Dental network that are going the extra mile to improve oral health in their local community and embody our value of Healthy Smiles!

One of our recent dentist spotlights was Dr. Mahmoud Serag of Local Start Dental! To read the full interview with Dr. Serag, and see how he is improving smiles in his local community, [click here](#).

Want to nominate a dentist for an upcoming spotlight? [Fill out our simple Nomination Form!](#)

