

Welcome to the



Winter 2024 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, 2025.

- Syngenta
 - City of Charlotte
 - Iredell Health System
 - Charlotte-Mecklenburg Schools
 - Indicor
 - Park Communications
 - Carolina Dealerships
 - Tex-Tech Industries
 - Vertex Service Partners
 - Little Diversified Architectural Consulting
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- Momentec Brands
 - Gaia Herbs, Inc.
 - Crete United
 - Inmar, Inc.

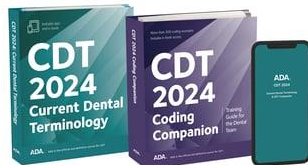
- Toshiba
- Rotork Controls
- Cape Fear Community College
- Krispy Kreme
- Wake Radiology Services, LLC
- Workplace Options, LLC
- Egger Wood Products, LLC



Download the 2025 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.

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



Code updates effective in January 2025

Starting January 2025, updates to the Code on Dental Procedures and Nomenclature (the Code), commonly known as Current Dental Terminology, or CDT, is the current HIPAA-authorized code set used in electronic dental data interchange. As such, the Code is the national standard for reporting dental services and is the principal means of communication between dentists and dental benefits payers.

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

The Code is regularly updated to reflect changes in dental procedures accepted by the dental community. The Code is now reviewed and revised by the American Dental Association (ADA) on an annual cycle, with each revised version effective on January 1 every year.

A revised version of the Code, as published by the ADA in the manual titled CDT 2025: Dental Procedure Codes, will be effective January 1, 2025, for services provided on or after January 1, 2025, through December 31, 2025.

The 2025 version of the Code incorporates a significant number of procedure code changes, with 10 new procedure code entries, 9 revised procedure code entries, and 2 deleted procedure code entries.

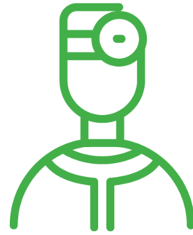
[Please click here to view all 2025 newly added codes and claim and processing procedures.](#)



The Road Show presented by Delta Dental is coming to Charlotte!

Join us on January 24th in Charlotte for an Ethical Billing & Compliance Workshop with Dilaine Gloege, founder of Tidewater Dental Consulting, a dental consulting company focusing on education for the dental team.

Delta Dental of North Carolina is thrilled to offer dental providers a unique workshop experience at a special discounted rate—just \$25 for in-network office staff and \$50 for other participants. Typically, these popular sessions are much more expensive and fill up quickly. Don't miss out, secure your spot now at www.deltadentalinc.com/providerworkshop!



Reminder: PACT is here

You asked for an improved credentialing experience, and we're excited to announce that PACT, our new and improved credentialing portal, is here! PACT has replaced AppCentral, and allows providers to create an account, initiate an application and complete the credentialing process, all within PACT's online portal. Learn more [here](#).



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.



We want to spotlight you!

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

