



# news YOU CAN USE

From Delta Dental of North Carolina

Summer 2022



At Delta Dental of North Carolina, our mission is to improve the oral health and overall well-being of the communities we serve. Through the Delta Dental Foundation, we are able to make an impact in North Carolina to increase access to oral health care, fund oral health education, and support organizations that serve vital needs in our communities. DDNC works with various, deserving partners across the state and we want to utilize this venue to share highlights about those programs with our provider network.

## **Impacting oral health care for veterans in North Carolina!**



We have built a strong relationship with East Carolina University School of Dental Medicine (ECU SoDM) and in 2021, we were fortunate to work with them not only to fund equipment and programs but to bring dental care to veterans through the Smiles for Veterans program. Roughly 735,000 veterans live in North Carolina, and an estimated 13.6% fall below the poverty level. With funding from the Delta Dental Foundation, and in partnership with the Veteran Smiles Foundation, ECU SoDM hosted two Smiles for Veterans events. Emergency care was also provided for veterans seen at the dental school or one of its eight Community Service Learning Centers located across the state.

East Carolina University School of Dental Medicine has a strong service-driven mission that consistently brings together students and other health care volunteers together to serve the community. An overall goal is that these students will eventually come back to practice in smaller, more rural areas of our state.

## **Want to get paid FASTER?**

Streamline the claims submission process and get paid faster when you utilize Dental Office Toolkit® (DOT) and Electronic Funds Transfer (EFT). Last year, COVID-19 resulted in a closure of our mailroom. For dentists using EFT and electronic



claims submission through DOT, there were no delays in claims processing or payment. However, dentists not utilizing these services could not have claims processed until the mailroom was able to reopen. This resulted in a backlog of claims and therefore, delayed payments to dentists.

When submitting a paper claim, it can take Delta Dental up to 10 business days to process your claim. This is because it has to pass through numerous hands before it can be routed for processing. Delta Dental recognizes the importance of maintaining your business as cash flow is vital to the ongoing success of your business.

When signing up for EFT, you also have the option to sign up for National Electronic Funds Transfer/Electronic Remittance Advice (EFT/ERA) and receive direct deposit payments from Delta Dental member companies nationwide!

To help you avoid any future delays in claims processing or payments, we recommend that all dentists take advantage of DOT and EFT. Visit the [Dentist—Tools and Resources section](#) of our website for information.



## **Breaking down NPIs**

You may know that all covered health care providers, health plans and health care clearinghouses must use a 10-digit National

Provider Identifier, but do you know which type of NPI you need and when you may need both?

- Type 1 NPIs are for individual health care providers who are sole proprietors (not incorporated).
  - An incorporated individual is a single health care provider who forms and conducts business under a corporation. A sole proprietor isn't an incorporated individual because the sole proprietor didn't form a corporation. If you're a sole practitioner or solo practitioner, it doesn't mean you're a sole proprietor and vice versa.
- Type 2 NPIs are for organization health care providers who are incorporated (incorporated individuals), group practices, clinics, county health departments and partnerships.

[Learn more about NPIs.](#)

## **Let us know about office changes or updates**



In order for Delta Dental of North Carolina to provide you with our best 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, including but not limited to:

- A provider joining or leaving an office
- Retirement
- Tax ID changes
- Closing of an office or practice
- Sale or purchase of a practice
- New and/or change of physical or payment address(es)
- New and/or change of phone number(s)
- New and/or change of NPI information
- License status updates
- Changes to status of accepting/not 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 of any changes, please email the Provider Records department at [ncproviderrequests@deltadentalinc.com](mailto:ncproviderrequests@deltadentalinc.com).



Delta Dental of North Carolina and Delta Dental of Michigan offers 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.

[Learn more about CE Courses.](#)

-Delta Dental of North Carolina



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