



Welcome to the



Winter 2022 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, 2023.

- Lowe's Companies
 - Wolfspeed
 - Affordable Care, LLC
 - NSi Industries, LLC
 - Pendo, Inc.
 - Wingate University
 - Sandhills Center
-
- Guilford County
 - Flow Control Group
 - Bob Barker Company
 - Quality Restaurant Group
 - Norstella

- L Harveys



Download the 2023 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 2023

The Code on Dental Procedures and Nomenclature (the Code), commonly known as Current Dental Terminology, or CDT, is the current HIPAA-designated 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 for 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 2023: Dental Procedure Codes," will be effective January 1, 2023, for services provided on or after January 1, 2023, through December 31, 2023.

The 2023 version of the Code incorporates a significant number of procedure code changes, with 22 new procedure code entries, two deleted code entries and 14 revised procedure code entries.

[View full 2023 code changes and updated claim and processing procedures.](#)



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.
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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.



Recredentialing Reminder

Every three years, Delta Dental is required to recredential network dentists as part of your Delta Dental participating provider agreement. We use an electronic enrollment and credentialing tool called AppCentral, which allows you to complete required documentation, receive real-time application status updates and view

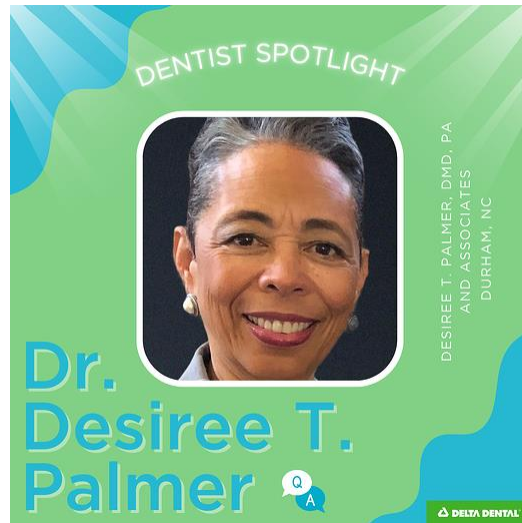
archived submissions throughout the application process. You will receive an email from evalAppcentral@CACTUSSoftware.com when it is time for you to recredential.

What are the benefits to using AppCentral?

- Recredentialing applications will be sent with your existing provider information
- Ability to easily upload required documentation with your application
- Automatic electronic notifications when you are due for recredentialing
- Options to set reminders and request email alerts regarding application status

How do I complete my recredentialing?

Visit the Delta Dental website [here](#) to view instructional videos and the link to the AppCentral portal.



Dentist Spotlight: Dr. Desiree T. Palmer

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!

Our first Delta Dental Dentist Spotlight was Dr. Desiree T. Palmer of Durham, NC! To read the full interview with Dr. Palmer, and see how her practice is improving smiles in their local community, [click here](#).

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

NC Dental Opioid Action Plan

Delta Dental supports the NC Dental Opioid Action Plan.

Download the full plan [here](#).



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