



news YOU CAN USE

From Delta Dental of North Carolina

Winter 2021



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, 2022:



- First Citizens Bank and Trust
- IAT Insurance Group, Inc.
- CommScope, Inc. of North Carolina

- City of New Bern
- MW Components
- Dude Solutions
- Rowan-Salisbury Schools
- Dystar
- Eastern Band of Cherokee Indians
- UNC Faculty Physicians
- Campbell University
- S&ME, Inc.
- Well-Spring Services, Inc.
- Tree.com
- State Employees Association of North Carolina
- Precision BioScience
- Octapharma Plasma, Inc.
- Liberty Advantage
- Cape Fear Public Utility Authority
- Calyx
- Self-Help Services Corporation

Online CE courses now available!

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.



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 <https://nc.deltadental.com/continuingeducation> and

click to register. You will need the provider'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?

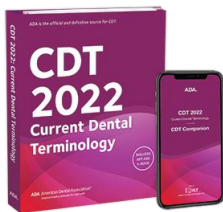
You will watch an informational video on the topic you've selected, and then complete an assessment and evaluation. After you've completed those items, you will receive a certificate of completion.

How do I learn more?

Contact ce@deltadentalmi.com for questions or support.

Code updates effective in January 2022

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 2022: Dental Procedure Codes,” will be effective January 1, 2022, for services provided on or after January 1, 2022, through December 31, 2022.

The 2022 version of the Code incorporates a significant number of procedure code changes, with 16 new procedure code entries, five deleted code entries and 22 revised procedure code entries. Five of the revised entries were only editorial changes (e.g. changes in syntax or spelling).

Among the 43 procedure code changes for 2022 are: two codes in regards to splinting (intra-coronal and extra-coronal), two new immediate partial denture codes (maxillary and mandibular flexible base), a code to be used for the rebase of a hybrid prosthesis, a code for the soft liner of a removable complete or partial denture, a code to be used in regards to the removal of an interim implant component, three codes in regards to the removal of temporary anchorage devices, a code to be used for pre-visit patient screenings, and three codes in regards to sleep apnea appliances (one code for the appliance, one for the adjustment of the appliance, and one for the repair of the appliance).

Along with the CDT 2022 procedure code changes, the following claim and processing procedures will be effective January 1, 2022:

Benefit coverage:

- Code **D3921** will be benefited under individual consideration.
- Code **D5725** will be covered once in a five year period.
- Code **D5765** will be covered once in a three year period along with other existing relined procedures.

New procedure codes and associated processing policies:

Endodontics:

D3911 (intra-orifice barrier) An intra-orifice barrier is considered part of the root canal procedure (D3310–D3348) and the fees are not billable to the patient.

Periodontics:

D4322–D4323 (splint—intra-coronal/extra-coronal; natural teeth or prosthetic crowns) The fees for intra-coronal splints submitted in conjunction with prosthetic crowns (D2700–D2799), implant prosthetic crowns (D6058–D6067, D6082–D6085, D6086–D6088, D6094, D6097), fixed partial dentures (D6205–D6794) and implant fixed partial denture retainers (D6068–D6077, D6098, D6099, D6120–D6123, D6194, D6195) are not billable to the patient.

Implant services:

D6198 (remove interim implant component) Fees for removal of an interim implant component by the same dentist/dental office who placed the implant component are considered part of the interim abutment placement procedure and are not billable to the patient.

Oral and maxillofacial surgery:

D7298–D7300 (removal of temporary anchorage device [screw retained plate, requiring flap]/[requiring flap]/[without flap]) The fee for removal of a temporary

anchorage device is included in the surgery and is not billable to the patient when done by the same dentist/dental office as the placement of the device.

Adjunctive general services:

D9912 (pre-visit patient screening) The fee for a pre-visit patient screening is not billable to the patient. D9948 (adjustment of custom sleep apnea appliance) When a benefit of the group/individual contract, the fees for adjustments custom sleep apnea appliance, if performed within six months of initial placement by the same dentist/dental office are not billable to the patient. D9949 (repair of a custom sleep apnea appliance) Fees for repair of custom sleep apnea appliance, if performed within six months of initial placement by the same dentist/dental office are not billable to the patient.

With all the new code changes, we recommend that dentists and dental offices verify covered services for patients before rendering treatment. Details of individual coverage can be verified by logging in to the Dental Office Toolkit®.

Accurate coding promotes faster claim processing and fewer errors, so Delta Dental recommends that each dental office have a current copy of the Code. To order a copy of the 2022 Code, call the ADA at 800-947-4746, or visit www.adacatalog.org.



Download the 2022 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.

Medicare Advantage™ Network 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 Delta Dental of North Carolina website
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 window displaying the training once it has been reviewed.
3. Click the **SIGN** button to complete and submit the [Training Acknowledgment Form](#).

- Training is tracked by the Tax Identification Number (TIN) used to submit claims to Delta Dental. **An acknowledgment form must be submitted for each active TIN in order to be marked complete. Only one dentist or staff person needs to submit an acknowledgment form per TIN.**
4. Receive your confirmation email.
- A confirmation email will be sent to the email address entered on the acknowledgment form. Please keep in mind, the confirmation email is only valid for the TIN entered on the acknowledgment form. If the TIN entered does not match our records or was entered incorrectly, a new form will need to be submitted with the correct TIN in order to be marked complete.



The Delta Dental Foundation is currently seeking applications from nonprofit organizations in North Carolina to help fund dental education initiatives and programs designed to promote children's oral health, especially to those in underserved areas. If you know of a nonprofit organization that would benefit from this program, please direct them to our [website](#) for the guidelines, eligibility requirements and application. The deadline for applications is January 7, 2022.

-Delta Dental of North Carolina



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