National Provider Identifier (NPI)

If your practice submits electronic claims and attachments or checks eligibility, benefits and claims status online, it is necessary that your dental practice obtain an NPI to be in compliance with federal regulations prior to May 23, 2008.

Log on to the National Plan & Provider Enumeration System’s (NPPES) web site: nppes.cms.hhs.gov to request your NPI. You can apply either on paper or online (no faxes). There is no charge to obtain an NPI. When you receive your NPI, please mail or fax a copy of the confirmation form that you receive from the NPPES (that includes the NPI) to:

Delta Dental of California
State Government Programs
PO. Box 537018
Sacramento, CA 95853-7018
FAX: 916-852-8995

Please Note: The same NPI is used for every dental plan. Other carriers will also notify you when they are ready to accept NPIs in place of other identifiers, and you will need to notify each plan separately of your NPI. We will notify all other Delta Dental member companies on your behalf.

Future System Changes

To improve service to participating dental offices, Delta Dental of California, State Government Programs (DDSGP) will be updating our processing systems. Look for more information in future bulletins as these changes are implemented.

Specialist Referral

In the event it is necessary to refer a member to a specialist for treatment, please be sure to refer the member to a network provider. You may look in the Delta Dental State Government Programs Provider Directory to locate a network specialist in your area. The Provider Directory may be viewed online at www.deltadentalins.com/group_sites/gov.

If you cannot locate a specialist in your area you may contact our Customer Service Department at 800-838-4337. If you are considering a referral to an oral surgeon for the extraction of impacted third molars, please keep in mind the surgical extractions of impacted teeth (Procedures D7220-D7240) is a covered benefit only when evidence of pathology exists.

Visit our website at www.deltadentalins.com/group_sites/gov
Health Insurance Portability and Accountability Act (HIPAA)

Delta Dental State Government Programs would like to remind you that a participating provider is responsible for complying with contractual guidelines and shall ensure that an accurate and complete patient dental record is established and maintained.

The dentist shall allow Delta Dental authorized personnel, its designated representatives, accreditation and review organizations and government agencies access to such records on a dentist's or rendering provider's premises during regular business hours. Upon request, the dentist shall provide information from a member’s dental record to Delta Dental for purposes of authorization or other quality and utilization review activities.

The dentist shall maintain such records and provide such information to Delta Dental, the United States Department of Health and Human Services, the State of California Department of Health Services and the California Department of Managed Health Care as may be necessary for compliance by Delta Dental with State and Federal law including, but not limited to, the California Knox-Keene Health Care Service Plan Act of 1975.

The above requirements for access to dental records are contained on the back of the DDSGP treatment forms. Before you sign a DDSGP treatment form, it is important that you read and understand the information on the back of the form. When you sign the form and submit it to DDSGP, you are certifying your agreement to comply with all of these requirements. If you have any questions about these requirements, please contact DDSGP toll-free at 800-838-4337.

Primary Coverage Statement

To accurately process Delta Dental secondary coverage with an outside dental or medical carrier as prime per service line item, Delta Dental will require a primary carrier Explanation of Benefits (EOB/Delta Dental Claim Statement) for coordination of benefits (COB). If not submitted, the primary EOB will be requested via a processing policy on the dental provider claim statement and enrollee dental benefit statements (NOP/EOB).

Training Support

Seminars

To simplify participation in our State Government Programs, Delta Dental conducts informative seminars throughout the state. Seminar attendees receive the most current information on all aspects of the programs administered by Delta Dental State Government Programs (DDSGP). These basic seminars address the general purpose of the program, goals, policies and procedures, provides instructions for the correct use of standard billing forms, and support services available to DDSGP providers. There are no prerequisites for attendance. Also, they are free of charge and offered at convenient times and locations; and are conducted by an experienced, qualified instructor.

Personal On-Site Visits

Dentists needing assistance with DDSGP claims processing may request that a Provider Relations Representative visit their office. This personal attention is offered to help you and your office staff better understand DDSGP policies and procedures so you can more easily meet program requirements.

Upcoming Provider Seminars 2008

We would like to invite you to a FREE Basic Training Seminar for dentists and dental office staff participating in the Healthy Families and Healthy Kids Programs. This Seminar includes program information, enrollment, eligibility, and claims processing for Delta Dental State Government Programs providers.

Each Delta Dental seminar is free and provides 3 hours of approved continuing education credit for California licensed dentists.

For more information, please visit our website at www.deltadentalins.com/group_sites/gov

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<tr>
<th>Newark</th>
<th>San Luis Obispo</th>
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<td>Friday, May 30, 2008</td>
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<tr>
<td>Holiday Inn Express</td>
<td>Embassy Suites</td>
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<tr>
<td>5977 Mowry Avenue</td>
<td>333 Madonna Road</td>
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<tr>
<td>Newark, CA 94560</td>
<td>San Luis Obispo, CA 93405</td>
</tr>
<tr>
<td>510-795-7995 (for directions only)</td>
<td>805-549-0800 (for directions only)</td>
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All seminars are from 9:00 a.m. to 12:00 p.m. with registration beginning at 8:30 a.m.

We will also be at the following events, please remember to stop by our booths!

California Society of Pediatric Dentistry-Annual Meeting
April 11-13, 2008
Rancho Bernardo Inn
San Diego

California Dental Association Scientific Session-Spring
May 2-4, 2008
Anaheim Convention Center
Anaheim

Need a form? Most forms are available to print immediately from the website. Providers can also check for the latest training seminar dates and handbooks, and even locate a specialist or find a dentist in a specific area via the online provider directory.
Quality Improvement and Utilization Review Program

Delta Dental State Government Programs is committed to the continuous improvement in the quality of clinical dental care and quality of dental services provided to DDSGP members. DDSGP has established and follows quality of care guidelines based on the California Dental Association's (CDA) “Guidelines for the Assessment of Clinical Quality and Professional Performance.” Delta Dental applies these guidelines equally to dentists in general practice and specialists, and uses them to evaluate DDSGP member care.

Accordingly, Delta Dental conducts a comprehensive quality and utilization review program, as set forth in the provider manual, which is designed to identify, evaluate and remedy problems relating to access to care, continuity and quality of care, utilization and the cost of services. Delta Dental's quality review program includes standards, policies and procedures for credentialing and recredentialing dentists and other health care professionals and facilities providing covered dental services to members.

Peer review panels and committees are utilized to conduct quality of care and utilization review in accordance with applicable State and Federal laws and regulations including, but not limited to, California Health and Safety Code Sections 1370 and 1370.1. All quality and utilization review forms, records and other information in Delta Dental's possession shall remain the property of Delta Dental and shall remain confidential.

On-Site Reviews

DDSGP may perform an on-site assessment of any dental facility, including a complete facility review. The assessment includes a review of general administration, including hours, staffing, and patient volume and the languages spoken.

A clinical review to evaluate the process and quality of care rendered to dental patients is also performed. A representative sample of patient charts will be selected for review. The object of the review is to assess the quality of care delivered, taking into account both the process of care as documented in the dental records and the outcome of care as represented by the current status of the patient.

All assessment findings are reviewed with the dentist. Findings and recommendations are presented in an educational manner, to inform both the dentist and staff of Delta Dental's program requirements and the procedures recommended to assure compliance with DDSGP’s standard of care. The dentist is then notified by way of letter of the areas of deficiency, overall rating and schedule for future assessments. If significant deficiencies are noted, corrective action may be required prior to execution or renewal of the Participating Provider Agreement.

Cultural and Linguistic Program

Delta Dental's Cultural and Linguistic Program aims to help patients and providers understand each other regardless of language and cultural barriers. Through providing various services that facilitate this understanding, we can provide equal access to care for all our patients. Listed below are services that are offered through our Cultural and Linguistic Program. Delta Dental offers its members:

- Telephone and face-to-face interpreting services.
- Bilingual Call Center telephone representatives.
- Bilingual network providers and staff.
- Translation services in Spanish, Chinese and Vietnamese.

We do not require or encourage the use of family members, minors or friends as interpreters. Please remember to:

- Document the request or refusal of language services in the patient's chart for each visit.
- Label the patient's chart to identify language needs.
- Contact Delta Dental to request interpreting/translation services for patients.

With your cooperation, we can provide culturally and linguistically appropriate services as well as equal access to care for all patients. Please inform each patient of the following:

- Interpreter services are available to members at no charge;
- The patient has a right not to use family members, friends, or minors as interpreters;
- The patient has a right to request an interpreter during discussions of medical information, such as diagnoses of medical conditions, proposed treatment, explanations of plans of care, or other discussions with providers;
- The patient has a right to receive subscriber materials in English, Spanish, Chinese, and Vietnamese;
- The patient has a right to file a grievance if linguistic needs are not met.

Each dental office that participates with Delta Dental State Government Programs is asked to complete an office profile as part of the initial credentialing process. This profile includes information such as languages (other than English) that the dentists or staff speaks fluently and whether the office uses bilingual forms; such as patient history and informed consent forms. Participating dental offices are required to notify Delta Dental upon any changes in their practice including the addition or departure of bilingual staff. This information is important to ensure our Provider Directories are updated appropriately and members are able to select an office that meets their cultural and linguistic needs.

To update your office profile, including changes in the languages spoken in your office, please contact our Customer Service Department at 800-838-4337. For questions or concerns regarding our Cultural and Linguistic Program, you may contact the Cultural and Linguistic Specialist at 916-861-2526.
Changes in the Interactive Voice Response (IVR) System Coming Soon!

Delta Dental is pleased to announce that in the upcoming months we will be releasing significant upgrades to our IVR system. Utilizing speech recognition technology in both English and Spanish, the IVR will soon provide callers eligibility and benefit information with benefit information available down to a procedure code level, enhanced claims search and claims details, and an option to request materials such as member ID cards, Provider Directories, or Member Handbooks/Combined Evidence of Coverage and Disclosure Forms.

Eligibility, benefit, and claim information will be available to dental offices via fax or email upon request.

Note: The IVR is currently available Monday thru Friday 5:00 a.m. to 7:00 p.m. and on Saturdays from 8:00 a.m. to 12:00 p.m.

To comply with the requirements of the Health Insurance Portability and Accountability Act (HIPAA), Delta Dental cannot release plan member or provider information unless the caller can verify specific identifying elements. Once the IVR upgrades are complete, an office must be prepared to provide:

- Tax ID;
- Office telephone number; and
- ZIP code.

If a member is calling for information, the member will need to verify:

- Patient/Member ID number;
- Patient date of birth; and
- Zip code.