To improve service to participating dental offices, Delta Dental of California, State Government Programs (DDSGP) is updating the system used for claims processing, customer service call center activities, member eligibility, and maintaining our provider information.

Provider Manual


The Manual of Criteria includes updates and clarifications on dental policy for various procedures that are covered benefits of programs administered by DDSGP.

Oral evaluations and office visits:
- Any combination of procedures D0140 (limited oral evaluation, problem focused), D0145 (oral evaluation, patient under 3 years of age and counseling with primary care giver), D0150 (complete exam, new or established patient), D9310 (consultation), or D9430 (office visit for observation) are limited to two in a calendar year.

X-rays:
- Payment for x-rays taken as part of the same treatment series may not exceed the fee for a complete series. When the fees for any combination of intraoral x-rays in a single treatment series meets or exceeds the fee for a complete intraoral series (procedure D0210), Delta Dental considers the films to be the equivalent of a complete series, procedure D0210.

Space maintainers:
- X-rays are not required for procedures D1510, D1515, or D1525.
- When submitting a claim for procedures D1510, D1515, or D1525, please indicate the quadrant code (not tooth code) on the claim form.

Amalgam restorations:
- Procedures D2140-D2161 and composite restorations procedures (D2330-D2335; D2391-D2394) are a benefit once in a 24-month period for both primary and permanent teeth.

Laboratory processed crowns, procedures D2719-D2794 and onlay restorations, procedures D2542-D2544:
- A crown may be authorized on the same treatment authorization request as a root canal. It is not necessary to wait until the completion of the endodontic treatment to request authorization for a crown, as long as the endodontic procedure is authorized.
Prior Removal of Root Tip, Fixed Partial Dentures

- Laboratory processed: Yes
- Scaling and root: Yes
- Surgical Extraction: Yes
- Osseous Surgery: Yes
- Surgical Extraction of Gingival Flap: Yes
- Surgical Reduction of Alveoloplasty: No
- Denture Repair: Yes
- Retreatment of Removable: Yes
- Excisions of Cysts: Yes
- Root Canal Therapy: No
- Tissue Conditioning: D3430-D3432
- Gingivectomy /gingivoplasty, procedures D4210/D4211: Yes
- Apicoectomy/periradicular services, procedures D3410, D3421, D3425, D3426: Yes
- Endodontic therapy, procedures D3310, D3320, and D3330, and endodontic retreatment (procedures D3346, D3347, and D3348): Yes
- Pulpal debridement, procedure D3221: Yes
- Procedures D3220 is disallowed if the same tooth has history of a previous D3221 (pulpal debridment) or therapeutic pulpotomy (D3220).
- Procedures D3220 is disallowed if provided on the same date of service as procedures D3230/D3240 pulpal therapy (anterior and posterior).
- Procedures D3220 is disallowed within 6 months of previously provided procedures D3230/D3240 pulpal therapy (anterior and posterior).
- Procedures D3221 is disallowed within 6 months of previously provided procedures D3230/D3240 pulpal therapy (anterior and posterior).

Endodontic therapy, procedures D3310, D3320, and D3330, and endodontic retreatment (procedures D3346, D3347, and D3348):
- No post operative x-ray is required when submitting for payment of endodontic procedures.
- Necessary retreatment within a 2-year period is included in the fee for completed endodontic treatment.

Apicoectomy/periradicular services, procedures D3410, D3421, D3425, D3426:
- Any retreatment or apicoectomy/periradicular is included in the fee for the completed root canal treatment or retreatment within 24 months of the original treatment.

Gingivectomy /gingivoplasty, procedures D4210/D4211:
- X-rays are not required for procedures D4210/D4211.
- Any combinations of gingivectomy or gingivoplasty (procedures D4210 or D4211), gingival flap procedures including root planing (procedures D4240/D4241) or osseous surgery (procedure D4260/D4261) are benefits once in 36 months in the same quadrant.

Removable prosthodontic procedures:
- It will no longer be necessary to submit a justification of Need for Prosthesis Form (GP-08) when requesting removable prosthodontic procedures such as dentures or partial dentures.

### CDT Code (Range) | Procedure(s) | Prior Authorization | X-ray
---|---|---|---
D2542-D2794 | Laboratory Processed Inlays, Onlays, and Crowns | Yes | Yes
D3310-D3330 | Root Canal Therapy | Yes | Yes
D3346-D3348 | Retreatment of Previous Root Canal Therapy | Yes | Yes
D3410-D3430 | Apicoectomy/ Retrograde Filling | Yes | Yes
D4240-D4241 | Gingival Flap Procedure including Root Planing | Yes | Yes
D4260-D4261 | Osseous Surgery | Yes | Yes
D4341-D4342 | Scaling and Root Planing | Yes | Yes
D5110-D5214 | Removable Prosthodontics | Yes | Yes
D5510-D5671 | Denture Repair (if more than 2 in a 12-month period) | Yes | No
D5710-D5761 | Denture Reline and Rebase (laboratory) | Yes | No
D6210-D6792 | Fixed Partial Dentures and Pontics | Yes | Yes
D7210 | Surgical Extraction | No | Yes
D7220-D7240 | Surgical Extraction of Impacted Teeth | Yes | Yes
D7250 | Removal of Root Tip, Completely Covered by Bone | Yes | Yes
D7310-D7321 | Alveoloplasty | No | Yes
D7450-D7461 | Excisions of Cysts | No | Yes
D7472-D7473 | Removal of Exostosis | No | Yes
D7485 | Surgical Reduction of Tuberosity | No | Yes

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Everyone smiles with Delta Dental!
Provider Documents

In the next few months Delta Dental State Government Programs will begin using the same redesigned claim payment, claims statements, pre-treatment estimate, and treatment pre-authorization documents that you currently receive for your patients enrolled in plans administered by Delta Dental Commercial programs. The new documents are easier to read with increased type size and clearer language. Each patient’s payment summary appears separately on the claim statement and claim payment documents.

Below is a table that cross references the documents currently used in State Government Programs to the new equivalent document that will be used for all programs administered by Delta Dental.

Please note that terminology on some documents has changed:

<table>
<thead>
<tr>
<th>Terminology on New Documents</th>
<th>Terminology on Old EOB’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted Fee</td>
<td>Amount Billed</td>
</tr>
<tr>
<td>Accepted Fee (only applies in the case of an optional or non-covered service and it is based upon the Premier accepted fee, if par provider). Will be submitted fee if non-par.</td>
<td>No corresponding column on old documents</td>
</tr>
<tr>
<td>Maximum Plan Allowance</td>
<td>Allowed Amount (program SMA)</td>
</tr>
<tr>
<td>Patient Pays</td>
<td>Co-pay</td>
</tr>
<tr>
<td>Paid by Another Plan</td>
<td>Other Coverage</td>
</tr>
<tr>
<td>Delta Dental Pays</td>
<td>Amount Paid</td>
</tr>
</tbody>
</table>

You will notice that the documents have a new format for the Document Control Number (DCN) that is assigned to each claim or TAR and used to identify the document throughout the processing system. Historically, the DCN was an 11-digit number, the new DCN which will be referred to as the Claim Number, will be a 14-digit number. The main difference is that the first two numbers of the DCN represented the year in a two digit format (08), and the first four numbers of the Claim Number are the year in four digit format (2008).

Forms

Participating dentists may use any American Dental Association (ADA) or Delta Dental approved Dental Claim Form when submitting either claims or Treatment Authorization Requests (TARs) for services provided to Healthy Families or Healthy Kids members. Delta Dental State Government Programs will no longer provide copies of Claim/TAR forms (GP-03 or GP-04). Copies of approved claim forms may be downloaded from the Delta Dental State Government Programs Web site at www.deltadentalins.com/gov.

Additionally, it will no longer be necessary to attach a program sticker to DDSGP claims; therefore the stickers will no longer be provided. When submitting a claim simply indicate the program in which the enrollee is a member of, i.e. Healthy Families.

Please note, as indicated in the previous page, that it is no longer necessary to submit a Justification of Need for Prosthesis Form (GP-08) when requesting prosthodontic procedures such as dentures.

Policy Explanation Codes

You will notice new Policy Explanation Codes (PECs) are being used on the newly designed documents such as the Notice of Payment and Pre-determination. These codes explain why a procedure was denied, disallowed, or modified, and will replace the Adjudication Reason Codes previously used on State Government Programs (SGP) documents. The new policy explanation codes will be posted on our Web site at http://www.deltadentalins.com/gov.

Claim Inquiries/Claim Inquiry Forms

Delta Dental has simplified the process used by dentists for requesting claims adjustments or inquiries about the status of a claim. Claim Inquiry Forms (CIFs) will no longer be necessary. Delta Dental will now accept these inquiries by telephone or in writing.

To ensure prompt review, please do not send a duplicate of the previously submitted claim. To submit a request for re-evaluation in writing you may send a letter or simply write the request directly on a copy of the statement that includes the particular claim in question. Please be sure to include the Claim Number along with any information that may have been missing in the original claim or that you feel will be helpful in re-evaluating the claim. You may also contact Customer Service at 800-838-4337. Please submit written requests for re-evaluation to Delta Dental at:

Delta Dental of California
State Government Programs
P.O. Box 537010
Sacramento, CA 95853-7010

Interactive Voice Response (IVR) System

Same phone number, more options! We are enhancing our IVR to provide greater access to benefits and claim information. Some of the new features include:

- Speech recognition;
- Eligibility and benefit information e-mailed or faxed upon request; and
- Detailed benefit information (down to the procedure code level) including co-payments and frequency limitations.

These new options will be available Monday through Friday 5:00 a.m. to 7:00 p.m. and on Saturdays from 5:00 a.m. to noon.

To use the new system, you will need your:

- Tax Identification Number (TIN);
- Office telephone number; and
- Office ZIP code.

Need a form? Most forms are available to print immediately from the Web site. 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.
Correspondence Reference Number (CRN)

Offices calling our Contact Center for inquiries may notice that the customer service representative will no longer provide a Correspondence Reference Number (CRN) at the end of the call. The CRN was an 11-digit number assigned to each incoming Claim Inquiry, correspondence, or telephone call that identifies it throughout the system until the inquiry was resolved. Inquiries will be tracked through resolution by the subject matter of the call (i.e. provider, member) and therefore the CRN will no longer be necessary.

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 Web site at www.deltadentalins.com/gov

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Venue</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oxnard</td>
<td>Friday, October 17, 2008</td>
<td>Residence Inn by Marriott at River Edge</td>
<td>2101 West Vineyard Avenue, Oxnard, CA 93030</td>
<td>805-278-2200</td>
</tr>
<tr>
<td>Roseville</td>
<td>Friday, November 7, 2008</td>
<td>Courtyard by Marriott</td>
<td>1920 Taylor Road, Roseville, CA 95661</td>
<td>916-772-5555</td>
</tr>
<tr>
<td>Pasadena</td>
<td>Friday, December 5, 2008</td>
<td>Courtyard Old Pasadena</td>
<td>180 North Fair Oaks Avenue, Pasadena, CA 91103</td>
<td>626-403-7600</td>
</tr>
</tbody>
</table>

(The above listed phone numbers are for directions only.)

All seminars are from 9:00 a.m. to 12:00 p.m. with registration beginning at 8:30 a.m.

Alameda Alliance Healthy Kids

Regrettably, Delta Dental of California has received notification that the Alameda Alliance for Health - Healthy Kids Program is closing effective September 30, 2008. As of October 1, 2008, Delta Dental will no longer administer this program.

Therefore, Delta Dental will not be permitted to process any claims for payment with dates of service after September 30, 2008. Additionally, all authorized treatment for Alameda Alliance Healthy Kids members must be completed by September 30, 2008. On this date, the Alameda Alliance Web site www.alamedailiance.org, will also have information about the closure.

Please be reminded that the 6-month billing limitation will remain in effect. Any claims received more than 6 months after the date of service will be denied.

Your Alameda Alliance Healthy Kids program addendum will be terminated as of October 1, 2008. However, other applicable program addenda will still be in effect.

Thank you for your participation in the Alameda Alliance Healthy Kids program with Delta Dental. With your help, we were able to provide thousands of low-income, uninsured children with access to basic dental services.

Please do not hesitate to contact our Customer Service Department at 800-838-4337 if you have any questions.

Cultural and Linguistic Corner

Delta Dental’s Cultural and Linguistic Program provides 24-hour interpreting services to members and dental offices. This includes telephonic interpreting services as well as face-to-face interpreting services. These services can be accessed by providers through Delta Dental’s Contact Center at 800-838-4337 and for members at 877-580-1042. These services are available free of charge to eligible members and participating dental providers when coordinated through Delta Dental. Please ensure that members are aware of the following items:

- Member/providers that schedule an interpreter with Delta Dental need to contact Delta Dental directly if the dental appointment has been canceled to avoid unnecessary charges.
- Delta Dental makes every effort to provide a face-to-face interpreter; however, it may be necessary to use telephonic interpreters when necessary.
- The member has a right to not use family members, friends, or minors as interpreters.
- The member 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 member has a right to receive member materials in Delta Dental’s threshold languages which are English, Spanish, Chinese and Vietnamese.
- The member has a right to file a grievance if linguistic needs are not met.

Delta Dental would like to thank you for taking the time to ensure the success of the Cultural and Linguistic Program.

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.
State Government Programs

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

Earn three continuing education credits from the Dental Board of California by attending.

Please check each box for every seminar you would like to attend.

Friday, October 17, 2008
Residence Inn by Marriott at River Ridge
2101 West Vineyard Ave.
Oxnard, CA  93030
805-278-2200

Friday, November 7, 2008
Courtyard by Marriott
1920 Taylor Rd.
Roseville, CA  95661
916-772-5555

Friday, December 5, 2008
Courtyard Old Pasadena
180 North Fair Oaks Ave.
Pasadena, CA  91103
626-403-7600

(The phone numbers provided above are for directions only.)

All seminars are from 9:00 a.m.–12:00 p.m. with registration beginning at 8:30 a.m.

To register, call us toll-free at 800-838-4337 or FAX this form to 916-852-8995.

Make your reservation today. Limited seating

Billing Provider Name: ____________________________________________________________

Address: ____________________________

City: ____________________________ ZIP: ____________________________

Telephone Number: (____) ____________

Billing Provider Number: _______________________________________________________

Number of Attendees: ___________________________________________________________