Protect Your Practice from Fraud

Only a small percentage of providers or consumers commit healthcare fraud, but that small percentage can have a big impact. Consider this: the U.S. spends more than $2 trillion on healthcare annually. At least 3 percent of that spending — or $68 billion — is lost to fraud each year.

Fraud not only drives up the cost of dental coverage for your patients, it can directly affect your practice. Understanding fraud can help you keep your practice safe.

Sometimes fraud comes in predictable forms and other times it is less obvious, but fraud always leaves traces. Learn more about fraud and how to prevent it.

Know the Signs of Fraud

The following are signs of fraud that can occur in a dental office setting:

- Routine failure to collect the patient’s full payment or share of cost without notifying the carrier
- Concealing other available coverage
- Misreporting dates to circumvent calendar year maximums or time limitations
- Submitting claims for covered services when non-covered services are provided
- Providing unnecessary services
- Patients who use another person’s ID to obtain benefits
- Limiting the availability of appointment times when compensation is capitation-based (i.e., in dental HMO type programs).

How Delta Dental Works to Prevent Fraud

We use various processes to help us uncover fraudulent behaviors and prevent fraud from driving up the cost of our plans, including:

- Reviewing financial and treatment records to help ensure contracted dentists abide by the terms of their contractual agreements, including charging patients and Delta Dental appropriately and reporting claims accurately.
- Conducting clinical patient examinations by independent dentist consultants, who provide unbiased opinions not only on whether services meet accepted professional standards, but also whether dental services have been provided as submitted for payment.
- Educating our clients, enrollees, dentists and employees about fraud detection and prevention in online and printed newsletters and on our web site.
- In some cases, pursuing recovery of funds in instances of suspected fraud.
- Terminating the Delta Dental participation agreements of dentists who commit fraud.
- Reporting potential cases to state and federal law enforcement personnel and cooperating with fraud investigations, including those conducted by state dental boards, postal inspectors and the FBI.
Reminders:

Please remember to:

Review the next payment check you receive from Delta Dental to verify that we have the right TIN on file for you. Compare the TIN on the check to your name or the business name and associated TIN that the IRS has on file for you. If the TINs do not match, notify us immediately.

Important for Medicare Advantage Providers only:

Fraud, Waste and Abuse Training

Completion of this training by the end of each calendar year meets the Centers for Medicare & Medicaid Services (CMS) requirement for organizations providing services to Medicare Advantage (MA) enrollees. It also meets your contractual obligation with Delta Dental.

Note: If you have already completed FWA training that was offered by another Medicare Advantage Organization, you do not need to complete our training. However, we do require you to complete the attestation form.

Please visit http://deltadentalins.com/medicare-fwa to access FWA training or to complete the attestation form.

Communicate With Your Patients Who Speak Another Language

Do you need help communicating with your Delta Dental patients in another language? We can help. Our enterprise-wide Language Assistance Program (LAP) provides language assistance to enrollees with limited proficiency in English.

As soon as you discover a language barrier, call us. We’ll arrange for a qualified interpreter to help you communicate with your patient at no cost.

Delta Dental telephone numbers for interpretive services:

1. Delta Dental Premier/Delta Dental PPO: 1-800-765-6003
2. DeltaCare USA: 1-800-422-4234

We can also schedule interpretive services in advance; just call Delta Dental's Contact Center 72 hours before the appointment.

If you are a Delta Dental contracting dentist in California, you have specific obligations under California SB 853. To learn more about your obligations, visit our Legal & Compliance center.

Register Your National Provider Identifier (NPI)

Using your NPI on claims without registering it with us first will not ensure that it is recorded in our system. Please be sure to register your NPI as soon as you receive your confirmation document from the NPPES.

Register your NPI with our Dentist Network Administration and Contracting department by e-mailing, faxing or mailing a copy of the confirmation you receive from the National Plan & Provider Enumeration System (NPPES).

Remember: your electronic claims transactions cannot be processed without the appropriate and accompanying NPI number(s).