

New England
Dental
Administrators
welcomes
new groups

S.T.E.P., Inc./The
Center School
Holyoke, MA

CIL, Inc.
Lawrence, MA

Universal Plastics,
Corp.
Holyoke, MA

We continue to
retain

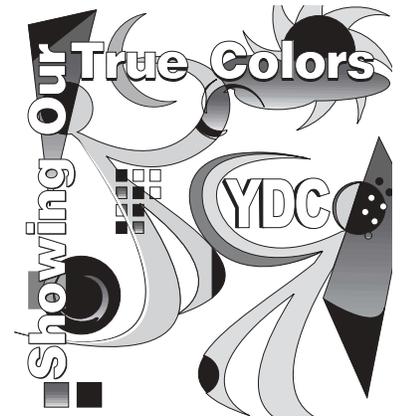
100%
of **Business**
on **Renewal**

NEDA at Yankee Dental Congress 29

For the sixth year, the NEDA team will participate at the Yankee Dental Congress on January 29 through February 1, 2004. Exhibit days are January 29 through January 31. Stop by our booth, #433, to learn more about New England Dental Administrators and our Dividends for DentistsSM program.

Dividends for DentistsSM Participant to Speak at Yankee Dental Congress

Dr. Howard Pactovis, principal and owner of Dynamic Dental Safety, will be a featured speaker at the 2004 Yankee Dental Congress on Saturday, January 31. Dynamic Dental Safety is a popular vendor in New England Dental's Dividends for DentistsSM program. Dr. Pactovis' company specializes in in-office seminars dealing with OSHA regulation compliance and safety/infection control issues.



Yankee Dental Congress 29 Boston, MA Jan. 29 - Feb. 1, 2004



New England Dental Administrators, LLC

**Announces Exceptional Customer Service Guarantee
just for "The Dental Office"**

New England Dental Administrators, LLC (NEDA) rewards our participating dentists through the Dividends for DentistsSM program.

This is our way of saying "thanks" for your dedication and service to our NEDA customers. We know that you are an integral part of NEDA's success.

As part of NEDA's Dividends for DentistsSM program, we have added the following benefit:
NEDA promises to resolve a telephone inquiry immediately or guarantee an initial update within one business day and notification upon resolution.

NEDA's money back Guarantee Refund Policy: **We will pay your Dental Office \$50 per occurrence if no status update or resolution has occurred within one business day.**

other Benefits to you...

- ✓ Volvo discount program offered exclusively to NEDA dentists and their office staff
- ✓ OSHA Compliance Training Program at a significant discount
- ✓ Personalized Toothbrush offer through www.dentalelite.net

If you would like to learn more about the Dividends for DentistSM program, contact Melanie Huntington at 1-877-603-8068 or visit us at the Yankee Dental Congress in Boston at Booth #433.

New England Dental Administrators

Radiograph Requirements

The following procedures routinely require submission of diagnostic radiographs and charting for benefit determination purposes. **New England Dental Administrators has minimal requirements compared to other companies in the dental benefit industry.**

Surgical Services - Radiographs and charting are required

D4260	Osseous surgery (including flap entry and closure) - per quadrant - 4 or more teeth
D4261	Osseous surgery (including flap entry and closure) - per quadrant - 1 to 3 teeth
D4263	Bone replacement graft - first site in quadrant
D4264	Bone replacement graft - each additional site in quadrant
D4274	Distal or proximal wedge procedure (when not performed in conjunction with surgical procedures in the same anatomical area)

Adjunctive Periodontal Services - Radiograph and charting requirements are being eliminated.

D4341	Periodontal scaling and root planing - per quadrant - 4 or more teeth
D4342	Periodontal scaling and root planing - per quadrant - 1 to 3 teeth

The following procedures routinely require submission of charting only for benefit determination purposes:

Surgical Services

D4210, D4211, D4240, D4241, D4245, D4270, D4271, D4273, D4275, and D4276.

On occasion, New England Dental Administrators professional reviewers will request diagnostic or post-operative radiographs concerning other procedures, not listed above, to assist them in their benefit determinations. Post-treatment reviews and requests for radiographs will also be made on a random basis to verify treatment.

Mounting Of Radiographs

New England Dental Administrators now scans all radiographs. It is very important that all intraoral radiographs, particularly complete series, should be mounted prior to sending them to New England Dental Administrators for review. It is also necessary to indicate "Left" and "Right" on all panoramic and duplicated radiographs. Please mark the dentist's name and address as well as the patient's name.

Radiographs Being Submitted For Predetermination or Payment

Unless previously predetermined, all claims for the above noted procedures will require charting and/or x-rays as indicated. If more than one quadrant is predetermined, it is not necessary to submit charting and x-rays with each claim for payment. Simply fill in the date(s) of service on the original Predetermination Voucher, or a photocopy of it, or make a note on the claim

indicating the predetermination number. (You may use the COMMENTS section on electronic claims to indicate this information.)

Individual Consideration

Remember to include a brief narrative on a claim when a higher fee is being charged due to circumstances reflecting additional time and/or materials. New England Dental Administrators professional reviewers may require radiographs before approving payment where individual consideration of a higher fee is requested.

Radiographically Evident?

If a condition is not radiographically evident to you, it will not be evident to our professional reviewers. Please make note of any existing conditions which can only be seen clinically, so that our professional reviewers can make benefit determinations based on all the facts the first time through.

NOTE: Quality radiographs are necessary to make an accurate benefit determination. Radiographs that are too dark or too light will not scan well. Benefit determination will be more difficult and processing and payment may be delayed.

The **NEDA** team

We would like to tell you a bit about the NEDA team and how the team works together, both in the corporate office and in the field to ensure excellent service before and after a group sale.

The team consists of:

Craig Goldsmith, Sales Manager: Craig has twenty plus years of group insurance knowledge specializing in group dental programs. He works closely with brokers overseeing the RFP process, assisting in sales presentations and implementing new business.

Melanie Huntington, Client Network and Account Manager: Melanie has over twenty years of dental experience and she is a licensed dental hygienist. Melanie works with our dentists accounts and brokers ensuring the highest level of satisfaction, while overseeing the internal workings of enrollments, claims and customer service.

Thomas Quinn, DMD, Dental Director: Dr. Quinn provides expertise in dentist network management, dental policy issues, and Quality Assurance controls. He has over 25 years of experience in the practice of clinical dentistry and consulting in the dental insurance industry.



Standing left to right: Thomas Quinn, Melanie Huntington, Craig Goldsmith
Seated left to right: Linda Roche, Sally Streitmatter

Linda J. Roche, Executive Director: Linda has over twenty-five years of group insurance experience. Linda oversees the entire NEDA operation and is responsible for its long term strategic planning and success.

Sally Streitmatter, Sales and Marketing Assistant. Sally assists Craig and Melanie in every aspect of RFP development, implementation material, and ongoing customer service. Her “can do” personality ensures all deadlines are met with ease.

What truly makes these individuals a great functioning team is that on any given day they all assist one another regardless of title or length of service at NEDA. In other words, *the goal of total customer satisfaction will be met*—no excuses.

a dentist quote...

“ I have enjoyed my relationship with New England Dental Administrators (NEDA) for the past three years. NEDA is very easy to work with. The patients I serve have benefited from this relationship. ”

Thomas M. Cleary, DMD



Thomas Quinn DMD, MHP Certified as Dental Consultant

Dental Director Thomas Quinn, DMD, MHP successfully completed a certification exam making him one of only 120 Certified Dental Consultants in the United States. The exam was given at the 2003 Spring Workshop of the American Association of Dental Consultants (AADC).

Dr. Quinn's experience includes over 25 years in the practice of clinical dentistry and consulting in the dental insurance industry. He earned his Master of Health Policy from Northeastern University and completed his Post Doctoral Fellowship in Dental Public Health from the Harvard University School of Dental medicine.

Check out our
Online Benefits Lookup at www.nedallc.com

Participating dentist
network—still growing!

1,370

NEDA continues
to build a strong
dentist network
in Massachusetts.

over 1,370!

www.nedallc.com

The screenshot shows the 'new england DENTAL ADMINISTRATORS, LLC' logo on the left. To the right, it says 'Dentists' with a small photo of a doctor and a patient. Below this is a header 'Benefits Lookup — For the Dental Office'. The main text explains that the lookup tool confirms eligibility and provides benefit information. It includes links for 'First time? Register here' and 'Forgot your password? Click here'. Below that, it asks for registration information: Office TIN, Doctor's Last Name, and Password, each with a text input field. At the bottom are 'SUBMIT' and 'RESET' buttons. On the far left of the screenshot, the word 'Smile...' is written vertically.

new england DENTAL
ADMINISTRATORS, LLC®



Two Delta Drive
PO Box 2006
Concord, NH 03302-2006
1-877-603-8068/Corporate
1-800-253-1358/Customer Service

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