

Participating dentist network— still growing

NEDA continues to build a strong dentist network in Massachusetts.



If you would like to learn more about the Dividends for DentistsSM program, contact Melanie Huntington at 1-877-603-8068 or visit us at the Yankee Dental Congress in Boston at Booth #419.

NEDA at Yankee Dental Congress 30

For the seventh year, the NEDA team will participate at the Yankee Dental Congress on January 27 through January 29, 2005. Exhibit days are January 27 through January 30. Stop by our booth, #419, to learn more about New England Dental Administrators and our Dividends for DentistsSM program.



New England Dental Administrators, LLC

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 include this unique guarantee:

NEDA promises to resolve a telephone inquiry immediately or we guarantee an update within one business day and continue to notify you until it's resolved.

NEDA's money back Guarantee Refund Policy: **We will pay your Dental Office \$50 per occurrence if no status update and/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

Important information on changes in *coding* and *policy*

Effective January 2005

The newest version of the American Dental Association's Current Dental Terminology (CDT-2005) goes into effect January 1, 2005. New England Dental Administrators (NEDA) will begin processing claims using these new procedure codes on that date. This notice describes how NEDA will implement the CDT-2005 changes and how they affect allowances, benefits, and processing policies.

The federal HIPAA legislation requires the use of "standard code sets" in all electronic health care transactions. One of these standards is the ADA's CDT coding and nomenclature. When the ADA changes the codes, carriers must adopt the changes. NEDA has a team of employees that has analyzed the newest changes and incorporated them into our claims processing system. Please begin to use CDT-2005 codes when submitting claims to NEDA for services you perform on or after January 1, 2005. For the remainder of 2004, you should continue to use CDT-4 codes. Copies of CDT-2005 can be purchased from the ADA. *Information is available at www.adacatalog.org.*

CDT-2005 overview

CDT-2005 contains new codes and changes of nomenclature. Three codes have been deleted. There are some other changes, such as a slightly revised materials classification system.

NEDA is using the same approach for this conversion as it used two years ago for the conversion from CDT-3 to CDT-4. It is designed to make the changes in ways that will not inconvenience dental offices. You are not required to take any action.

NEDA's allowances and policies for newly defined codes

(A) Several codes have been created to describe new materials or treatment. NEDA is adopting these by setting the same allowance for them as for closely related codes.

New code	Nomenclature	Allowance
D2712	Crown-3/4 resin-based composite (indirect)	Same as D2710
D2794	Crown-titanium	Same as D2790
D2915	Recent cast or prefabricated post and core	Same as D2910
D6214	Pontic-titanium	Same as D6210
D6624	Inlay-titanium	Same as D6603
D6634	Onlay-titanium	Same as D6611
D6794	Crown-titanium	Same as D6790

(B) Two new codes are for partial dentures with flexible bases. NEDA is setting allowances for them based on a portion of dentists' allowances for partial dentures with cast metal framework and resin bases. Two other codes have been created for alveoloplasty on one to three teeth. The allowance for these will be permanently set at a percentage of the full quadrant allowance.

New code	Nomenclature	Allowance
D5225	Maxillary partial denture-flexible base (including any clasps, rests and teeth)	75% of D5213
D5226	Mandibular partial denture-flexible base (including any clasps, rests and teeth)	75% of D5214
D7311	Alveoloplasty in conjunction with extractions-one to three teeth or tooth spaces, per quadrant	75% of D7310
D7321	Alveoloplasty not in conjunction with extractions-one to three teeth or tooth spaces, per quadrant	75% of D7320

(C) Many of the new codes in CDT-2005 are in the section of the ADA coding for Oral Pathology Laboratory. NEDA will treat these as part of, and included in the fees for, other pathology procedures. Most NEDA groups DO NOT pay for these procedures.

New code	Nomenclature
D0475	Decalcification procedure
D0476	Special stains for microorganisms
D0477	Special stains, not for microorganisms
D0478	Immunohistochemical stains
D0479	Tissue in-situ hybridization, including interpretation
D0481	Electron microscopy - diagnostic
D0482	Direct immunofluorescence
D0483	Indirect immunofluorescence
D0484	Consultation on slides prepared elsewhere
D0485	Consultation, including preparation of slides from biopsy material supplied by referring source

(D) Several new “By Report” procedures have been added. When you provide these procedures, please submit a narrative report on the claim or electronic transmission. One of NEDA’s dental consultants will determine the allowance based on the report.

New code	Nomenclature
D7283	Placement of device to facilitate eruption of impacted tooth (a benefit only for enrollees whose plan covers orthodontic procedures; payment will be applied toward the patient’s orthodontic maximum benefit)
D7511	Incision and drainage of abscess - intraoral soft tissue - complicated (includes drainage of multiple fascial spaces). NEDA will set the fee at 125% of D7510.
D7521	Incision and drainage of abscess - extraoral soft tissue - complicated (includes drainage of multiple fascial spaces). NEDA will set the fee at 125% of D7520.
D9942	Repair and/or reline of occlusal guard. (Covered only if the group covers 9940 as a benefit)

(E) We reviewed several other CDT-2005 codes and determined that they represented items that were already part of, and included in the fees for, other procedures. NEDA will not pay a separate fee for these procedures.

New code	Nomenclature
D2934	Prefabricated esthetic coated stainless steel crown - primary tooth
D2971	Additional procedures to construct new crown under existing partial denture framework
D2975	Coping
D6190	Radiographic/surgical implant index, by report
D7963	Frenuloplasty (If done by itself, NEDA will pay 125% of D7960.)

(F) The three CDT-4 codes that are being deleted from CDT-2005 are listed below. Please do not submit these codes for treatment provided after December 31, 2004.

Deleted code	CDT-4 nomenclature
D2970	Temporary crown
D6020	Abutment placement or substitution: endosteal implant
D7281	Surgical exposure of impacted or unerupted tooth to aid eruption

System conversion *a success!*

New England Dental Administrators has completed its conversion to a new business system. The new system was uniquely developed for dental claims processing and fully integrates all aspects of our business. Customized for New England Dental’s purposes, the new system provides useful reports for our accounts, automates some manual processes, and increases our productivity. A conversion team devoted to the project ensured a successful implementation while maintaining our performance commitments to our customers.

New England Dental continues to build brand awareness. See our testimonial ads in the *Boston Business Journal* and *Business West*.

See our *print advertising* Campaign



Request for *Additional Claim Information*

This new form expedites claims processing. You may be familiar with this form, as some dental offices already received it. This form is returned to you when you submit a claim and further clarification is required.

The Request for Additional Claim Information form replaces the checklist that was sent with previous requests for additional information, and is particular to the information needed for each claim returned to your office.

Please read the message in the lower half of the form and return it to us with the requested information. You may indicate the requested information directly on the form, or you may attach it to a revised claim form.

REMEMBER: In order to expedite the processing of your claim(s), it is necessary to return the form to us.

The form was designed to be more informative and easier to use than the checklist previously used.

There are more than 1,400 participating dentists in our network, *are you?*

REQUEST FOR ADDITIONAL CLAIM INFORMATION
This claim is being returned to you for the reason(s) indicated below.
CLAIM NO: 2004123458

1. PATIENT NAME John Smith		2. DATE OF SERVICE 10/21/2004		3. DENTAL CLINIC NAME Anytown, NH	
4. PROVIDER NAME John Smith		5. PROCEDURE CODE U1		6. CLAIM AMOUNT 750.00	
7. PROVIDER ADDRESS 123 Main Street		8. CITY, STATE, ZIP Anytown, NH		9. DATE OF BILL 10/21/2004	
10. PROVIDER TELEPHONE NUMBER 603-555-1234		11. PROVIDER FAX NUMBER 603-555-5678		12. PROVIDER LICENSE NUMBER 12345	
13. PROVIDER SPECIALTY General Dentistry		14. PROVIDER CREDENTIALS DDS		15. PROVIDER STATUS Active	

16. PROVIDER SIGNATURE
Dr. Mary Jones
345 Elm Street
Anytown, NH

TOOTH AFFECTED	DATE	AMOUNT	REASON FOR DENIAL	REMARKS	DATE	INITIALS
U1	10/01/2004	D4280	750.00			
R03	Please submit current periodontal charting and periapical/complete series of diagnostic radiographs for dental consultant's review.					

I hereby certify that I have completed the procedure or indicated when I request payment in accordance with Rules & Regulations.

Dentist's Signature: _____ Date: _____

www.nedallc.com

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