OfficeMax discounts now available for participating dentists

Delta Dental has partnered with OfficeMax® to provide participating dentists in Michigan, Ohio, and Indiana with discount pricing on their office supply and printing needs. “We are excited to be able to offer this new discount program to our participating dentists,” said Dr. Jed Jacobson, Senior Vice President, Professional Services and Chief Science Officer. “We understand the costs of doing business and know savings on everyday products can make a big impact on a dental office’s bottom line. This value-added program is an example of our commitment to provide great service and benefits to the dentists who participate in our networks.”

“OfficeMax has partnered with Delta Dental to create a discount program for our participating dentists,” said Kevin Skeadas, OfficeMax Senior Vice President of Office Supplies. “We are pleased to offer this program and we look forward to working with Delta Dental to help save money on the everyday items that dentists need.”

Delta Dental is now offering participating dentists discounts on products including:

- Boise Aspen recycled 20# multi-use white paper, 8.5 x 11”, 500 sheets/carton
- OfficeMax removable notes, light yellow, 3 x 3”, 180/pack
- Just Basics economy 1” black three-ring view binder
- OfficeMax ImPress® Business cards and stationery
- Binding and finishing services, posters, banners, signs, business cards and stationery
- Posters, banners, signs, business cards and stationery

Delta Dental participating dentists will receive OfficeMax Retail ConnectSM Card in the mail within the next few weeks. (NOTE: This discount program is strictly optional.)

SAVINGS THAT CAN HELP YOUR BOTTOM LINE

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Retail Cost</th>
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<tbody>
<tr>
<td>Boise Aspen recycled 20# multi-use white paper, 8.5 x 11”, 500 sheets/carton</td>
<td>$49.99</td>
<td>$12.00</td>
<td>36%</td>
</tr>
<tr>
<td>OfficeMax removable notes, light yellow, 3 x 3”, 180/pack</td>
<td>$16.99</td>
<td>$2.52</td>
<td>85%</td>
</tr>
<tr>
<td>Just Basics economy 1” black three-ring view binder</td>
<td>$4.29</td>
<td>$1.78</td>
<td>59%</td>
</tr>
</tbody>
</table>

Prices subject to change. Accurate as of June 15, 2012.

WATCH THE MAIL FOR YOUR DISCOUNT CARD AND ADDITIONAL PROGRAM INFORMATION!

Direct deposit speeds payment

Get paid faster! Enroll in direct deposit and Delta Dental will send claim payments electronically to your designated bank or financial institution. With this free service, payments often can be in your account within 48 hours.

Enrolling is easier than ever: Simply log into the Dental Office Toolkit® and follow the direct deposit link. If you’re not currently a Delta Office Toolkit user, just complete a short registration to set up your account. Direct deposit account activation takes about seven days to confirm following registration.

Direct deposit is:

- **SAFE**: Payments don’t get lost, stolen or delayed, and the electronic transfer process greatly reduces the number of people who have access to your private information.
- **FAST**: Payments go directly to your account, eliminating time spent for printing and mailing. You don’t have to go to the bank or wait for checks to clear—funds are available immediately.
- **FLEXIBLE**: Paper and electronic claims are both paid by electronic funds transfer.
- **GREEN**: Electronic funds transfers are routed through approved banking channels in highly protected formats. The Dental Office Toolkit meets and exceeds all privacy and security standards with password encrypted account entry only.

Updates to our website


The new website features include:

- Easier access to our online applications, including the Dental Office Toolkit and the Consumer Toolkit®
- An enhanced Health and Wellness section that features downloadable oral health information and articles and videos about a variety of oral health topics
- A new section to help members better understand their benefits
- News about Delta Dental’s activities in the community

Delta Dental plan members will also be able to locate a convenient dentist in no time with the Find a Dentist section. This interactive tool will allow members to find the right dentist for their needs.
Identification of an oral cavity area is now required for the following procedure codes in order to verify whether the procedure is being done in the maxillary or mandibular arch. The area indicated should be 01 for the maxillary arch or 02 for the mandibular arch.

- **D5861**—Overdenture, partial
- **D5860**—Overdenture, complete
- **D5860**—Overdenture, complete
- **DS860**—Overdenture, complete
- **D6053**—Implant/abutment supported removable denture for completely endentulous arch
- **D6054**—Implant/abutment supported removable denture for partially endentulous arch
- **D6078**—Implant/abutment supported fixed denture for completely endentulous arch
- **D6079**—Implant/abutment supported fixed denture for partially endentulous arch

New claims requirement

Don’t get caught in patient fraud

Did you know that if a patient commits fraud in your office, you may be subject to penalties? Would you be able to spot patient fraud if it was happening?

Patient fraud occurs when a person tries to obtain benefits under false pretenses. For example, an individual could come into your office and try to have service paid for through benefits that don’t exist for that person. Perhaps the most common type of patient fraud occurs when a patient asks the dental office to file a claim with an incorrect date or type of service in an attempt to have noncovered services paid by the benefit carrier.

By complying with such a request, you are actively assisting in the fraud and are subjecting yourself to legal action.

Here are some additional examples of what you should look for:

- **New or unknown patients.** If a patient is not known to the dental office staff, this person could be impersonating another person with benefit coverage. If you don’t recognize the person, you should ask for photo identification.
- **Divorced spouses.** A person who is divorced may try obtaining benefits under the former spouse’s plan. This can be avoided by asking patients to keep you informed of any address, telephone number or family member changes. Because dentists only see patients once or twice a year, this should be a routine inquiry.
- **False information.** Occasionally, a person will ask the dental office to indicate on a claim that he or she is not covered by another dental plan when in reality the patient does have dual coverage. By doing so, patients may be trying to obtain more coverage than they are entitled to according to their benefits.

Patient fraud hurts everyone. Should an employer’s premium increase enough, the company may choose to reduce or eliminate benefits. This means your patients could lose dental coverage and you may lose those patients. Everyone wins when you stay aware of the different types of patient fraud and are able to stop such actions.

If you have a question or concern about a patient’s eligibility or level of benefits, contact Customer Service at (800) 524-0149. If you think patient fraud is taking place, you also are encouraged to report it by using the anti-fraud hotline at (800) 524-0147.

Healthy Kids Dental expands to four more counties

Young people in four more Michigan counties now have access to the Healthy Kids Dental (HKD) program. The new counties are: Mason, Muskegon, Newaygo and Oceana. With these additions, HKD is operating in 65 of Michigan’s 83 counties.

HKD, which is a partnership between Delta Dental of Michigan and the Michigan Department of Community Health, has improved access to care for Medicaid-eligible children in the state for more than 10 years. It currently covers more than 100,000 youngsters.

Congratulations to our recent contest winners

iPad giveaway

Two dentists won an Apple® iPad® in the drawing Delta Dental recently conducted to promote direct deposit.

Congratulations go to Dr. Marcus Dager of Kokomo, Indiana and Dr. Joseph Ellis of Grand Rapids, Michigan.

Colleen, the office manager for Dr. Ellis, said “Our office loves direct deposit. It is easy and convenient with a great turnaround for payments.”

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MasterCard gift card contest

Three Michigan dentists took home $100 MasterCard® gift cards from this year’s Michigan Dental Association Annual Meeting courtesy of Delta Dental’s puzzle contest.

Congratulations go to Dr. Derek Rice of Traverse City, Dr. Rich Martzke of Grand Ledge and Dr. Erica Tyler of Marquette.

Want faster updates? To get updates from Delta Dental more quickly, please send your email address to Delta Dental’s Provider Records department at: providerequests@deltadentalmi.com. We will include you on our email distribution list for news that will be of interest to you and your staff.

Please send us your NPI

The National Provider Identifier (NPI) is a HIPAA federal government requirement, however, each insurance plan must also process transactions in accordance with state law.

Our states require us to identify the treating dentist, therefore we must use the Type 1 individual NPI.

Visit the following link for instructions on how to obtain an NPI: https://nppes.cms.hhs.gov.

When sending your number, please include a copy of the form you receive from the government with the assigned NPI, just like sending a W-9 with the TIN.

Once you receive your Type 1 NPI, please fax to (517) 381-5605 (Attention: DDMP Providers records).

Healthy Kids Dental expands to four more counties

In 2007, the American Dental Association named HKD one of the five national models for improving access to dental care for underserved children. Studies have shown that children enrolled in the program are more likely to receive treatment than those with traditional Medicaid coverage.

2012 CONTINUING DENTAL EDUCATION COURSES

Sponsored in partnership with the University of Michigan School of Dentistry

Course: Prosthodontics Today—Combining New Technologies and Old Technologies

- **Date:** Friday, September 21, 2012
- **Presenter:** Michael E. Razzoog, D.D.S., M.S., M.P.H., Professor, University of Michigan School of Dentistry
- **Location:** Treetops Resort, Gaylord, Michigan

Course: Non-invasive Management of Dental Caries: Opportunities and Challenges with the Products Available Today

- **Date:** Friday, October 19, 2012
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- **Location:** Sheraton Detroit/Novi Hotel, Novi, MI

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### Updates to our website

Make sure to check out the new look and fresh content on our redesigned websites for Michigan, Ohio, and Indiana: [www.deltadentalmi.com](http://www.deltadentalmi.com), [www.deltadentaloh.com](http://www.deltadentaloh.com), and [www.deltadentalin.com](http://www.deltadentalin.com).

The new website features include:

- Easier access to our online applications, including the Dental Office Toolkit and the Consumer Toolkit®
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