

ODS

DENTAL OFFICE UPDATE

Winter 2004

How to Bill For Patient Discounts

Offices offer various types of patient discounts. Perhaps your office gives new patient discounts or senior discounts. We have recently discovered that there is confusion on how to report fees on these discounted services. The best way to report discounts is to list the net fee on your claim form. For example, if your normal charge is \$100, but you have a 10% senior discount, you would bill ODS for only \$90. Fee reductions for up-front payment of the patient's responsibility are also discounts reportable to insurance. On a related note, co-insurance and

deductibles are part of a plan's benefit design, it is not acceptable to waive those fees.

Discounts given prior to billing the insurance are a business decision for each office. We don't need to know you have given a discount as long as we are billed the fee after the discount is applied. Please contact our customer service department at 503-243-3968 or toll-free at 800-452-1058 if you have any questions on discounts or other billing issues. Your software vendor should be able to assist you with setting up discounts in your billing system.

CDT-5 codes

ODS will be ready to accept CDT-5 procedure codes effective January 1, 2005. We encourage you to begin using CDT-5 codes at that time, however, we will accept CDT-4 codes through March 2005. After March, claims with 2005 dates of service will need to be submitted with CDT-5 codes in order to be processed. To get a copy of the code book visit www.ada.org or call their order desk at 800-947-4746.

Join ODS And Fight Fraud

ODS is committed to fighting healthcare fraud. Fraud comes in various forms; it can be a patient using someone else's benefits, or an office billing the wrong CDT code or service date. While very few patients or dentists are fraudulent, these individuals increase healthcare costs for everyone. To assist in decreasing this crime, we have established a fraud reporting hotline. If you are aware of potential fraud,

please leave us a message and we will research the situation. Information may be left 24 hours a day, seven days a week and can be anonymous if you prefer. Thank you for your assistance. Fraud reporting telephone number 503-265-5333 or toll free 1-877-372-8356.



Reminder

The ODS Offices will be closed for the following holidays:

Christmas

December 23rd and 24th

New Year's Eve

December 31st

Quick Claim Payment Tips

- 1) File electronically - many electronic claims are processed within two days
- 2) Use the subscriber ID listed on the member's ID card. For OHP patients, use the state issued recipient ID. Many claims are rejected or delayed due to the submission of old or incorrect IDs.
- 3) Submit complete claim forms. Claims with missing information may be delayed or need to be returned.

Following these tips will ensure smooth processing of your claims. Quick claim processing is a priority at ODS.

Benefit Tracker

ODS Online Dental Benefits and Eligibility.

www.odscompanies.com/dental

Available 7 days a week

Checking Claim Status

We understand that dental offices appreciate and expect fast claims payment from ODS. Certain types of claims such as those with multiple insurance or claims that require consultant review, do take additional time. We recommend that offices wait 30 days after submission to call ODS about claims status to allow adequate time for processing and payment.

For faster feedback on claims status, we recommend our web service, Benefit Tracker, where claim processing details are immediately updated as soon as a processor completes his/her review.

Effective January 1, 2005 providers should submit **all claims for Wal-Mart associates and their dependents with dates of service beginning January 1, 2005** to:

Delta Dental Plan of Arkansas, Inc.
P.O. Box 15965
North Little Rock, AR 72231

Claims can be faxed to: 1-800-500-8991

Failure to submit claims to this new address will result in delay of payment by the provider. Providers who submit claims electronically may need to change their practice management software to reflect this new payer. Any questions regarding this change in submitting Wal-Mart claims should be directed to the Delta Dental Plan of Arkansas, Inc. Customer Service Department at 1-800-462-5410.

On-line Filed Fee Updates

ODS will be implementing a new web application in the first quarter that will allow participating Dentists to update Filed Fees on-line. To use this new application, link to the new Filed Fees application through Dental Benefit Tracker (DBT).

This new secure application will give you immediate feedback on the fees that you have updated, and once the filing is complete and accepted your new fees will go into effect the following business day. On-line Filed

Fees will incorporate the new 2005 CDT codes at launch.

The system will also allow you to view your current accepted filed fee values at any time, and will show your next eligible date to update fees.

We look forward to launching this exciting enhancement to DBT users. If you are not currently a DBT user, and would like to sign-up or learn more about this free service, please visit http://www.odscompanies.com/dental/dental_benefittracker.shtml.