

Dental Office *update*



New codes added to the Electronic Filed Fee System



ODS recently added additional procedure codes to the Electronic Filed Fee System (eFFS) so providers can broaden their list of ODS filed fees. The decision to add additional codes was based on provider feedback and the new noncovered services policy. We ask that you file fees on all codes regularly used in your office.

Adding codes

Adding additional codes is easy. Simply log in to the eFFS system, go

to the additional codes link at the bottom of the fee filing page, and check the box next to the codes you would like to add. For providers who are filing fees on paper via fax or mail, please add the additional codes you would like to file for to the initial fee-filing form you submit.

Fee-filing tips

We are committed to working with you to maximize the benefit of filed fees. In addition to filing fees for all codes used by your office, here is some additional helpful information:

- When updating your ODS filed fees, submit your market rate for all codes as your first fee-filing attempt, even if you know the first attempt won't be accepted. The market rate information is useful to ODS to ensure that our

participating provider reimbursement is fair and competitive.

- Offices are allowed to have more than one fee schedule. You are only held to your ODS-accepted filed fees when treating ODS or Delta Dental patients.
- Dental offices can bill their market fees to ODS on all claims. ODS will apply the appropriate provider discount based on the dentist's filed fees when the claim is processed.

If you have questions regarding the new codes added to the eFFS system or any other fee-related question, please contact ODS Dental Professional Relations at **503-265-5720** or toll-free **888-374-8905** or e-mail dpr@odscompanies.com.

Noncovered services policy changes

As the overall American healthcare industry becomes increasingly competitive, the oral healthcare segment is not immune to the same pressures.

Groups purchasing dental insurance want to help control the costs of dental care to encourage good oral health while offering a benefit to their employees. This is why groups like knowing their employees with ODS insurance will not be balance-billed for services above the dentist's filed fees. Our policy is that no balance billing applies, even if a particular service is not covered for a specific patient due to a frequency, waiting period or an annual maximum being met. We currently allow balance billing (charging the patient above your ODS filed fee) for some excluded services.

Policy change

As health costs continue to rise, groups are asking for more ways to help their employees manage their

healthcare dollar. Due to this pressure from groups, some competitors have started offering set fees for noncovered services. To respond to this competitive environment, Delta Dental is directing ODS and other states to change their policy on noncovered services. Starting in July 2009 for PPO products and in January 2011 for Premier products, ODS will ask dentists to not balance-bill on additional codes such as teeth whitening and occlusal guards, which are currently excluded from coverage on many plans. Other Delta Dental plans may implement sooner, but ODS is waiting until the deadline dates noted above.

Filing fees

While these additional codes are a small percentage of the overall services billed to ODS, we understand this change may be a concern. To assist with this transition, we encourage you to file fees for all codes performed in your office so any

provider discount will be based on your filed fees. For more information on adding additional codes, please read this issue's article, "New codes added to the Electronic Filed Fee System."

For the PPO product, PPO fees will be set for additional codes, including some which typically are not covered. The additional PPO fees will be available prior to July and will be mailed to your office if you are a PPO provider with us.

Please note, ODS will not have cost savings from this change. The beneficiary will be your patients, who may seek or accept additional treatment based on these changes. If you have questions about this change, please contact Dental Professional Relations at **503-265-5720** or toll-free **888-374-8905**. You may want to file your fees first prior to contacting us to better understand the specific, if any, impact to your office.

2007 Oregon Health Plan dental record review results are in

In 2007, ODS conducted a retrospective review of Oregon Health Plan (OHP) member dental records. The objectives were to determine practitioner compliance with the Oregon Dental Practice Act OAR 818-012-0070, evaluate quality of care to OHP members and to evaluate the progress of our performance improvement projects on early childhood cavities prevention and dental care for pregnant women. The review focused on children from birth to 24 months and 3 to 5 years old as well as on pregnant women.

Study results

Children:

ODS reviewed dental records for 292 children ages 0 to 5 years old.

The study found:

- 99 percent of the children had received a full examination of their teeth during the study year, a 30 percentage point increase from the review in 2005.

- 63 percent of the children's records showed documentation of oral health instruction, a 13 percentage point improvement from the 2005 review.

Pregnant women:

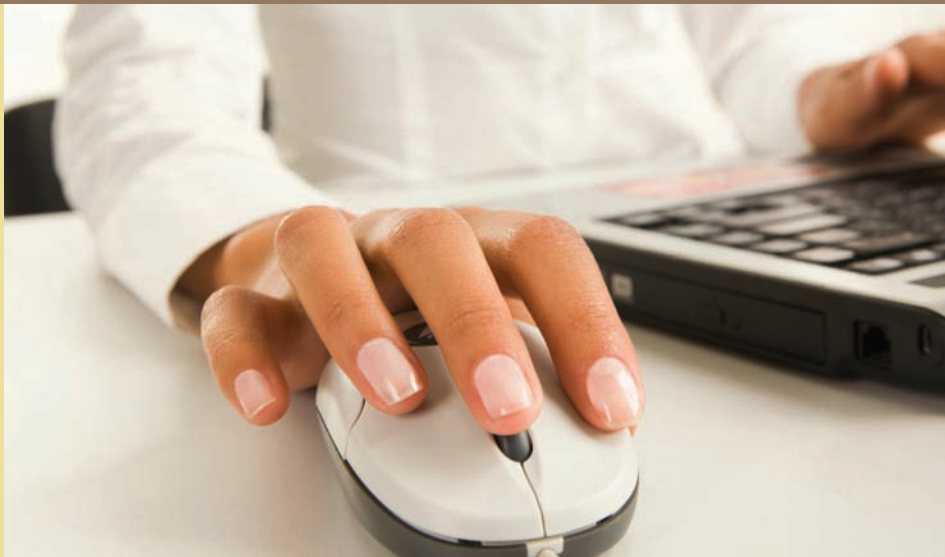
ODS reviewed 174 records of pregnant women and found:

- 99 percent received diagnostic services and an examination of their teeth, a 13 percentage point improvement from 2005.
- 89 percent contained documentation of a treatment plan.
- 28 percent contained preventive education documentation, a decrease of 23 percentage points from 2005.
- 62 percent of pregnant women were asked whether or not they used tobacco; 42 percent of them answered yes.
 - ▶ There was no documentation on whether pregnant women who used tobacco were advised to quit.

Thank you for participating

Chart notes were very legible and well documented. Although the percent of chart notations being signed and dated went down seven percentage points to 84, overall documentation increased in the listing of the different aspects of the comprehensive examination and the children's oral health education. In addition, there were no adverse events documented.

ODS appreciates the cooperation received in conducting this review. Continue the excellent documentation and remember to sign and date your notations.



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