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News for the
Dentist and Staff

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Message from Vice President, Sales & Marketing

The uncertainties of the COVID-19 pandemic continue in 2022. It has taken its toll on American industry, with hundreds of thousands of businesses (mostly small) being forced to close, and millions of workers being furloughed or let go permanently. It continues to offer challenges in every economic sector.



Jodie Hittle

As the new book, *Prepare for Crisis—Plan to Thrive*, by our President & CEO, Tom Raffio, and the theme of our 2021 Annual Report, remind us, laying a sound foundation before crises occur can make it possible to thrive, not just survive, a crisis when it occurs. Our foundational business principles, largely those of the Baldrige Performance Excellence Program and those embodied in servant leadership, have helped us be resilient and innovative throughout another year of pandemic trials.

We ended 2021 with strong results and with promising leads for many new customers in 2022. Last year we accomplished a net gain of 17,866 new primary dental subscribers and a net gain of 4,944 DeltaVision® subscribers. Group subscriber retention was a remarkable 98.8% (industry average is 87%), and our individual and family retention rate (always lower) was 88%. Our network of participating

dentists is the region's largest, with 87% (1,807) of all dentists in the tri-state region participating in our PPO, Premier, or both networks. In 2021, we processed more than 1.9 million claims for payment, with an average adjudication speed of just 1.4 days.

I am very pleased to report that as of January 31, 2022, Northeast Delta Dental eclipsed the **1,000,000** covered lives mark! This accomplishment was a five-year goal that we achieved a full year ahead of schedule, despite the pandemic. Collectively, the Delta Dental system covers more than 83,000,000 people nationwide, making us by far the largest provider of dental coverage in the country.

Thank you for your continued participation.



2021 Annual Report

Please visit our *newly designed* **nedelta.com** for a copy of our 2021 Annual Report in PDF format.



A New Report on Oral Health in America

The National Institute of Dental and Craniofacial Research recently released *Oral Health in America: Advances and Challenges*, a comprehensive report on oral health in America, more than two decades after the release of *Oral Health in America: A Report of the Surgeon General*, the first national report on oral health and its links to overall health and wellness. This new report concludes that while we have made progress over the last 20 years, there is a lot more work to be done to make oral health care more widely available.

Section 4 of the document, Oral Health Workforce, Education, Practice, and Integration, includes many statistics on the makeup of the dental workforce in the United States and dental profession trends. Roughly 200,000 dentists are actively practicing in the U.S., 158,000 as general dentists and the remainder as specialists. Women dentists made up 33% of active dentists in 2020, and, in general, their male counterparts are older. Female students make up 50% of dental school classes, and a shift to more female dentists actively practicing in the next generation is expected.

Dentists typically have the highest total cost of education of the major health professions (in 2020 ~\$350,000). This impacts where young dentists choose to practice (urban, suburban, or rural, and average household income of community).

Dental hygienists and assistants are 95% female. The average total costs of tuition and fees in accredited dental hygiene programs for the 2018-2019 academic year ranged from \$29,018 to \$42,839.

Their study found that “dental insurance provides important financial support for patients in seeking regular dental care and often identifies specific dental offices for the patient to consider. Thus, dental insurance is critical to the financial success of America’s dental practice (p. 4-42).” During a three-year period, 56% of people with private dental insurance had dental visits in the past 12 months and only 26% of uninsured people had dental visits during the same period, the report said. And dental benefits increase preventive care use by 19% and restorative services by about 16%.

The report challenges its readers to make dental care more accessible. Through direct corporate giving and by grants awarded through the Northeast Delta Dental Foundation, we increase access to dental services by supporting oral health programs in all three states. We also support dental loan repayment and scholarship programs for dentists and support dental auxiliary scholarship and training programs.

To learn more, a 28-page executive summary, the full 790-page report, and related fact sheets are available as PDFs at nidcr.nih.gov/oralhealthinamerica.



Congratulations, Dr. West!

Congratulations to Dr. Suzy West on her induction into the Delta Dental Mt. Washington Road Race Hall of Fame. Finishing second in her division this year, Dr. West has a 23-year streak running the race.

Introducing Our Vice President of Human Resources

Last fall, Ryan King joined Northeast Delta Dental as our director of human resources, taking on the responsibilities of Connie Roy-Czyzowski, who retired at the end of 2021 after a long, distinguished career. Ryan has since been promoted to vice president of human resources. He is responsible for creating and implementing programs for employee recruitment, engagement, and retention.

Before joining us, Ryan served as director of human resources for McLane Middleton Professional Association, Manchester, New Hampshire; and, prior to that, he was the director of human resources for Pioneer Behavioral Health, Peabody, Massachusetts.

He holds Professional Human Resources (PHR) and Society of Human Resources (SHRM-CP) certifications and earned a Bachelor of Arts, Communications degree from the University of Connecticut. Ryan resides in Hudson, New Hampshire.





Oral Health Challenge 2022

Since 2011, Northeast Delta Dental and the New Hampshire Fisher Cats have jointly encouraged the early development of good oral hygiene habits in children aged 12 and younger through the Oral Health Challenge. This is important to us, because daily brushing and flossing improve oral health, benefitting overall health and wellness.

Children who complete a form showing they've brushed and flossed seven consecutive days earn two free tickets to one of four NH Fisher Cats games. Before the game, the team mascot, Fungo, guides a parade of children onto the field, where they are presented with a gift bag and a certificate honoring their consistent oral health efforts. This year, tickets may be earned to the games played on Friday, June 24, against the Altoona Curve; on Sunday, July 24, against the Portland Sea Dogs; on Friday, August 12, against the Erie SeaWolves; and Saturday, September 3, against the Portland Sea Dogs. All games are played at the Delta Dental Stadium in Manchester, New Hampshire.

Oral Health Challenge forms are available at nhfishercats.com and nedelta.com.



New Individual and Family Plans

For retiring employees and those who are not eligible for benefits through an employer-sponsored program, we are now offering the second generation of our individual and family plans exclusively at DeltaDentalCoversMe.com.

Five new plans became available on April 1, 2022, and share the names of some of our states' most recognizable areas or attributes, to include: Acadia (Maine), Granite (New Hampshire), and Catamount (Vermont). Some of the exciting changes include the following:

- Posterior composite (white) fillings covered in all plans
- Veneers and teeth bleaching added to all plans
- No office visit copays
- Double-up Max feature included in all plans
- No waiting periods on any services except orthodontics

PreViser® and HOW® Webinar Series

We are offering Webinar #3 and #4 in late summer and early fall. Don't miss out on these great opportunities for you and your team. Eat lunch, learn, and earn Continuing Education (CE) credits together! To preregister for our webinars, please email HOWinfo@nedelta.com. Both webinars are free of charge.

Webinar #3 - 1 CE Credit

Tobacco Cessation Counseling at the Dental Visit. This training suggests the top questions you should be asking your patients and addresses how to make a referral for tobacco cessation and what happens after your referral.

Dates and Times: August 9, 2022, from 12-1 PM EDT
August 11, 2022, from 1-2 PM EDT

Webinar #4 - 1 CE Credit

Your Oral Cancer Screening. The oral cancer screening is one of the most important parts of your patients' appointments. Join us to be sure you are up to date on the best steps to follow and the best techniques to use.

Dates and Times: To be announced soon



24th Annual Dr. Thurston J. Carpenter Memorial Golf Tournament

You're invited to join us for the 24th Annual Dr. Thurston J. Carpenter Memorial Golf Tournament, to be held on Friday, September 9, 2022, at Breakfast Hill Golf Club in Greenland, New Hampshire. Registration opens at 7:30 a.m., with a shotgun start at 9:00 a.m. Last year, the golf tournament raised nearly seventeen thousand dollars for the Northeast Delta Dental Foundation, to be awarded to oral health programs in Maine, New Hampshire, and Vermont.

Register, donate, or purchase a sponsorship online at www.birdeasepro.com/carpentergolf. For more information or sponsorship details, email Lauren Drolet at ldrolet@nedelta.com or call 603-223-1317.

Additional CDT 2022 Code and Policy Changes

As of March 22, 2022, the American Dental Association (ADA) approved additions to the CDT 2022 procedure codes, for which there are associated National and Northeast Delta Dental policies that also are effective March 22, 2022. There are seven new additional codes for procedures related to COVID-19, for which we recommend that dentists submit claims to the patient's medical carrier.

As was the case with the original eight COVID-19 vaccination procedure codes added on March 11, 2021, the ADA has incorporated these seven new COVID-19 vaccination procedure codes into the published ADA Guide to CDT's "COVID-19" Vaccination Procedure Codes. As indicated, "this guide is published to educate dentists and others in the dental community on the available CDT codes for documenting and reporting delivery of a COVID-19 vaccine within a dental practice. Please note that this guidance is evolving and the content herein was last reviewed on March 22, 2022."

The following are definitions of terms used. Denied/Deny: The procedure or service is not covered, and the approved amount is collectable from the patient. Not Billable to the Patient (NBTP): The procedure is not benefited by Delta Dental nor is it billable to the patient.

New March 22, 2022, Standardly Non-covered Codes and Standard Delta Dental Processing Policy

Non-covered codes which are denied and billable to the patient. We recommend billing these procedures to the patient's medical carrier.

- D1708 Pfizer-BioNTech COVID-19 vaccine administration – third dose
- D1709 Pfizer-BioNTech COVID-19 vaccine administration – booster dose
- D1710 Moderna COVID-19 vaccine administration – third dose
- D1711 Moderna COVID-19 vaccine administration – booster dose
- D1712 Janssen COVID-19 vaccine administration – booster dose
- D1713 Pfizer-BioNTech COVID-19 vaccine administration tris-sucrose pediatric – first dose
- D1714 Pfizer-BioNTech COVID-19 vaccine administration tris-sucrose pediatric – second dose

Change in processing policy on existing COVID-19 vaccination procedures added in 2021.

When the American Dental Association approved the addition of the seven new COVID-19 vaccination procedure codes noted below to the CDT 2021, the standard Delta Dental processing policy for these codes was that they would be non-covered and not billable to the patient. Effective immediately, the standard Delta Dental processing policy for **all** non-covered COVID-19 vaccination procedure codes will be to deny.

Non-covered codes which are denied and billable to the patient. We recommend billing these procedures to the patient's medical carrier.

- D1701 Pfizer-BioNTech COVID-19 vaccine administration – first dose
- D1702 Pfizer-BioNTech COVID-19 vaccine administration – second dose
- D1703 Moderna COVID-19 vaccine administration – first dose
- D1704 Moderna COVID-19 vaccine administration – second dose
- D1705 AstraZeneca COVID-19 vaccine administration – first dose
- D1706 AstraZeneca COVID-19 vaccine administration – second dose
- D1707 Janssen COVID-19 vaccine administration

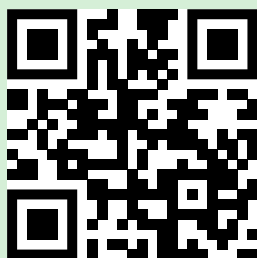
MBVS Receives Award for Maine Veterans' Dental Network

The Maine Bureau of Veterans' Services (MBVS) was recently notified by the U.S. Secretary of Veterans Affairs that it had been awarded an Abraham Lincoln Pillars of Excellence award. It's being recognized for the Maine Veterans' Dental Network (MVDN), the veterans' referral system it created in 2021. A network of participating dental clinics statewide provide dental services to veterans who cannot afford to pay for them out of pocket. Northeast Delta Dental provided funding, in 2022, with a grant of \$100,000. Receiving this award gives MBVS opportunities to share the details of how they established the network and how it functions with other state bureaus of veterans' affairs, with the hope that they will establish similar programs.

New Delta Dental Mobile App Now Available!

Please tell your patients that there is a **new** Delta Dental Mobile App and encourage them to use it to make the most of their dental benefits. Features include membership ID card easy access, ability to save you as their preferred dentist for quick access, and dental care cost estimator tools.

If they've been using our earlier Delta Dental Mobile App, now is the time to migrate to this enhanced version. It's available for download in the App Store on iOS and Android devices. The QR code is below. A flyer on the new Delta Dental mobile app is available at <https://www.nedelta.com/patients/mobile-app>.



Calling all NHTI-Trained Dental Auxiliary Staff

NHTI wants to stay connected with you to find out what you've been up to! Please help us celebrate you and all your achievements. You can update your information online at <https://www.nhti.edu/about/alumni>. Through our Business Training Center, you can also find back issues of our monthly newsletter, alumni blog posts, press releases, continuing education offerings, and much more. If you have any questions or would like additional information on anything related to NHTI, please contact Laura Scott, director of alumni & development, at lascott@ccsnh.edu, or 603-271-6484, x4239.

New Participating Providers

We're happy to share the good news that the following providers have joined our networks during the period of December 2021 through June 2022:

Maine

Collen Ahern, DMD
 Ashley Blanchfield, DDS
 Cheryl Boyd, DMD
 Zoe Kiklis Christensen, DDS
 Robert Ciano, DDS
 Brian Cook, DMD
 James D'Amico, DDS
 Cecilia Dias, DDS
 Laurie Dow, IPDH
 Jenna Fongemie, DMD
 Adel Ghanem, DMD
 Nikolai Golubow, DMD
 Julianne Hanley, DMD
 Luke Harden, DDS
 Paul Kaplan, DMD
 Skye Kim, DDS
 Samantha Leduc, DMD
 Jean Lee, DDS
 Jonathan Lee, DMD
 Kyle Libby, DMD
 Jose Malang, DMD
 Jennifer Miedema, DMD
 Carleton Neil, DMD
 Viet Nguyen, DMD
 Nicole Nutter, DMD
 Matthew Offman, DDS
 Gilda Pronych, DDS
 Patrick Randall, DMD
 Sofia Reagan, DMD
 Brandon Rinker, DDS
 Rianna Romanowski, DMD
 Robyn Rousseau, DMD
 Ashley Soucy, LD
 Jubal Stewart, DDS
 Corbin Terry, DDS
 Tamer Theodory, DDS
 Alexander Tooher, DMD
 Spencer Valley, DMD
 Yanling Yue, DMD

Jennie Carcaud-Hennigar, DMD
 Beth Cowie, DDS
 Hosen Elabdola, DMD
 Amelia Grabe, DMD
 Robert Gyurko, DMD
 Mahmoud Homsy, DMD
 Donald Hudson, DMD
 Douglas Katz, DMD
 Paul Levy, DMD
 Kyle Liimatainen, DMD
 Shreya Mohan, DMD
 Byung Moo Hur, DMD
 Natali Nunez, DDS
 Richard Patrick, DMD
 Gilda Pronych, DDS
 Jae Il Ru, DMD
 Aman Singh, DMD
 Jeffrey Williams, DMD
 Olivia Yang, DDS
 Yau-Hua Yu, DMD

Vermont

Safaa Ahmed, BDS
 Washington Akharamen, DDS
 Namrata Lalitchandra Bhanat, BDS
 Anthony Boschetti, DMD
 Francis Caron-Roy, DMD
 Gladys Carrasco-Roman, DDS
 Abby Gaughan, DMD
 Cybil Geiss, DMD
 Kristen Gibilisco, DMD
 Michael Gibilisco, DMD
 Anubhav Jain, BDS
 Kristina Leska, DDS
 Richard Martin, DDS
 Mehak Narang, BDS
 Mehdi Noei, DMD
 Prashanta Patel, DDS
 Dolava Teerdha Pati, DDS
 Sina Sadeghi, DDS
 Alaa Salimian, DDS
 Yildiz Shah, DMD
 Ramina Vahdanian, DDS
 Christopher Wisniewski, DDS

New Hampshire

Atheer Aljawkhali, DMD
 Jordan Betel, DMD
 Nicole Byer, DMD

Holiday Closures

Northeast Delta Dental will be closed for the following holidays. Our website, www.nedelta.com, will continue to be available.

Labor Day	Monday, September 5, 2022
Veterans Day	Friday, November 11, 2022
Thanksgiving Day	Thursday, November 24, 2022
Day After Thanksgiving	Friday, November 25, 2022
Christmas Day (observed)	Monday, December 26, 2022
Day after Christmas (observed)	Tuesday, December 27, 2022
New Year's Day (observed)	Monday, January 2, 2023