

# The Bridge

Program news, information and updates for participating TRDP network dentists and their staff

## Winter 2008

### IN THIS ISSUE

Good news: Delta Dental wins new TRDP contract

Verifying TIN helps to ensure prompt, accurate payment

NEA FastAttach makes sending documentation easy

February is National Children's Dental Health Month

Quick tips for faster claims processing

Upcoming 2008 conventions & events

## Good news: Delta Dental wins new TRDP contract

The Department of Defense recently awarded Delta Dental of California, Federal Services division a new five-year contract to continue to administer the TRICARE Retiree Dental Program (TRDP). The new contract becomes effective on October 1, 2008.

With an eligible population of five million-plus and a current enrollment of nearly 1,050,000 covered lives, the TRDP is the nation's largest voluntary dental program for Uniformed Services retirees and their families. The enhanced program will feature some additional benefits beginning October 1, including an increase in the lifetime orthodontic maximum and coverage for posterior composite restorations and implants.

The TRDP will continue as a national preferred provider program offering enrollees access to dental care in all 50 states plus the District of Columbia, U.S. territories and Canada. Enrollees may seek care from any licensed dentist in the service area but are encouraged to choose a participating TRDP network dentist for optimal benefits. Also beginning October 1, enrollees living outside the current TRDP service area will have local access to an expanded scope of coverage.

"Based on the anticipated changes and expansion of benefits overseas with fewer restrictions, we expect to see healthy growth in the TRDP continue over the course of the new contract period," says Gary Radine, president and CEO of Delta Dental. Dentists can find more information and answers to their questions about the program on our dedicated TRDP web site at [www.trdp.org](http://www.trdp.org) or by calling us toll-free at (888) 838-8737.

## Verifying TIN helps to ensure prompt, accurate payment

Delta Dental is required to report annually to the Internal Revenue Service (IRS) the amount paid to each dentist during the preceding year. The dentist's name and the associated taxpayer identification number (TIN) must match exactly with the dentist's name or business name and TIN on file with the IRS. If this information does not match, the IRS requires Delta Dental to withhold 28 percent from future payments to that dentist until the issue is resolved.

You can help prevent the withholding of funds by reviewing your next check from Delta Dental and verifying that your name and TIN are correct. The TIN used to report Delta Dental payments to the IRS is printed at the top of the check, in the area above your name and address. Please immediately notify your local Delta Dental member company only if the TIN is incorrect or your name or the name of your corporation or partnership has recently changed.

If you are unsure of the TIN associated with your practice name, you can check it by comparing it with what is printed on the mailing labels the IRS supplies you for your

*(continued on reverse)*

Delta Dental of California  
Federal Services  
PO Box 537008  
Sacramento, CA 95853

quarterly tax payments. You may also contact the IRS at (800) 829-1040 to request a letter (#147C) confirming their record of your name and TIN. (Note: If your practice uses two or more names—such as Pat Smith, DDS, DBA State Street Dental—please make sure we are using the name that is on file with the IRS.)

## NEA FastAttach makes sending documentation easy

Submitting electronic attachments is easy using National Electronic Attachment, Inc.'s (NEA) *FastAttach*. The *FastAttach* system enables Delta Dental to view x-rays, operative reports, charting, photographs, proof of primary payment, narratives and other attachments transmitted by dental offices in support of electronic claims and predeterminations.

Join the thousands of other dentists already using this system. Visit NEA's web site at [www.welcometonea.com](http://www.welcometonea.com) to take advantage of a special offer sponsored by NEA and Delta Dental's Federal Services division. Enter DDFS2M in the promotion code box and receive 50% off the regularly priced \$200 registration fee, plus two months' FREE service, software, installation, training and unlimited telephone support. For more information, call (800) 782-5150, extension 2. Act soon--this offer expires March 31, 2008.

## February is National Children's Dental Health Month

The observance of National Children's Dental Health Month in February brings together thousands of dedicated dental professionals, health care providers and others in the dental industry to promote the benefits of good oral health for children and adults alike.

The first comprehensive study on the nation's oral health, released recently by the Office of the U.S. Surgeon General, calls dental and oral disease a "silent epidemic," even in children. The report states that more than 51 million school hours are lost each year to dental-related illness. In fact, the study pointed to dental care as the most prevalent, unmet health need among American children.

According to the Surgeon General's report, about 37 percent of children have never visited the dentist prior to entering school for the first time. Children who do not visit the dentist can miss out on early diagnosis of common dental problems such as cavities and gingivitis, which can develop into more severe problems if not caught and treated early. Severe dental problems can lead to difficulty with eating, speaking and learning, and ultimately affect a child's self-esteem.

Fortunately, most oral problems are often avoidable. Developing good oral health care habits at an early age and visiting the dentist regularly helps children get a good start on a lifetime of healthy teeth and gums.

*Information provided in part by the American Dental Association.*

## Quick tips for faster claims processing

### Help reduce duplicate claims

In most cases, sending duplicate claims for payment uses up unnecessary office time and resources. You can help cut down on duplicate submissions and increase TRDP claims processing efficiency by using the Information Request (IR) form you received from Delta Dental rather than sending another claim with the information requested. Always be sure to contact us with your questions about the first claim submission before sending in a duplicate.

### Predetermination Notices and estimates made easy

Using Predetermination Notices and estimates for your TRDP patients is easy. When Delta Dental processes your original predetermination request, we send two copies of the Predetermination Notice back to you. Simply sign and date one of the copies and submit it to us for payment—you do not need to send in an additional claim or resubmit your original claim and/or x-rays.

## Upcoming 2008 conventions & events

Delta Dental representatives will be exhibiting at the following dental conventions and events during the first two quarters of 2008. Stop by to get the latest information about the TRICARE Retiree Dental Program.

2/21-2/24	Midwinter Dental Convention	Chicago, IL	Booth 352
3/13-3/15	The Thomas P. Hinman Meeting	Atlanta, GA	Booth 1926
4/03-4/06	Mid-West Dental Conference	Kansas City, MO	Booth 214
4/24-4/26	Nation's Capitol Meeting	Washington, DC	Booth 921
4/24-4/27	South Carolina Dental Society Annual Session	Myrtle Beach, SC	Booth 46
5/01-5/04	CDA-Spring Session	Anaheim, CA	Booth 743
5/02-5/04	The Texas Dental Meeting	San Antonio, TX	Booth 329

## Contact Us

### Claims submission:

Delta Dental of California  
Federal Services  
PO Box 537007  
Sacramento, CA 95853-7007

### Written inquiries:

Delta Dental of California  
Federal Services  
PO Box 537008  
Sacramento, CA 95853-7008

### Telephone inquiries:

(888) 838-8737 Toll-free

Customer Service:  
6 a.m. – 6 p.m. PST  
Monday – Friday

Interactive Voice  
Response System:  
24 hours a day,  
7 days a week

### Professional Services:

(916) 858-0235 fax

### Online:

[www.trdp.org](http://www.trdp.org)