



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

Summer 2008

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Summer is here, and a lot is happening with the TRICARE Retiree Dental Program (TRDP). This special edition of *The Bridge* is filled with valuable information and updates about the TRDP—including news about some exciting features that have been added to the program.

New TRDP contract effective October 1, 2008.

Since 1998, the Federal Services division of Delta Dental of California has administered the TRICARE Retiree Dental Program, a DeltaUSA group dental benefits program authorized by the federal government exclusively for Uniformed Services retirees and their families. With a current enrollment of over 1,050,000 covered lives, the TRDP is the nation's largest voluntary, all-enrollee-paid dental program. It is structured as a dental PPO (DPO in Texas) program; dentists who participate in these networks also support the TRDP.

The Department of Defense recently awarded us a new five-year contract to continue to administer the TRDP. This new contract becomes effective on October 1, 2008 and runs through September 30, 2013. The TRDP bases program benefits on a contract year rather than a calendar year; the contract year will begin on October 1 and end on September 30 of each year throughout the new TRDP contract.

The Enhanced TRDP (group 4601) will feature some additional benefits, including:

- Certain implant services at 50 percent of allowable charges
- An increase in the orthodontic lifetime maximum, from \$1,200 to \$1,500
- Coverage for one- and two-surface posterior composite restorations at 80 percent of allowable charges, with no waiting period.

Specific details about these additional benefits will be available in the updated Dentist Handbook that will be mailed out to all TRDP participating network dental offices toward the end of summer/early fall.

The Enhanced TRDP will still carry a \$50-per-person, per-year deductible with a family cap of \$150, as well as an annual maximum of \$1,200 per person against which preventive and diagnostic services do not count. Coverage for these services as well as basic restorative services, periodontic services, endodontic services, oral surgery, and dental emergencies is available immediately upon the effective date of coverage. Crowns, bridges, full and partial dentures, certain implant services, and

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

orthodontics are available after 12 months of continuous enrollment and are payable at 50 percent of the program allowed amount.

The TRDP is a national program offered in all 50 United States plus the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, the Commonwealth of the Northern Mariana Islands, and Canada. Federal regulations have extended TRDP coverage worldwide under the new contract; the new Enhanced-Overseas Program that starts October 1 will match the scope of benefits of the new Enhanced Program.

Take a few minutes to log on to www.trdp.org and check out our web site—it is a great source for everything you need to know about the TRDP.

IMPORTANT NOTICE: New TRDP contract brings added security requirements, system upgrades

Based on Department of Defense security requirements for the new TRDP contract, Delta Dental Federal Services will be enhancing its TRDP operating systems. **System upgrades and maintenance will take place from 6:00 p.m. Thursday, August 14, 2008 through 6:00 a.m. Monday, August 18, 2008 (Pacific Time). All telephone lines and computer self-service functions will be unavailable during this time.**

We anticipate high call volumes immediately following the completion of our TRDP system enhancements. To avoid delays, please try your call later in the week; visit our web site at www.trdp.org or use our automated voice response telephone system for access to information about the TRDP and for requests not requiring the assistance of a Customer Service Representative.

Starting July 15 and continuing through August 17, both the TRDP website and automated Interactive Voice Response (IVR) telephone System (IVR) will contain a series of messages to advise dental offices and enrollees that our systems will be unavailable from 6:00 p.m. on August 14 through 6:00 a.m. August 18, while we perform these very important and necessary security enhancements.

New URL for the Dental Office Toolkit (DOT)

If you currently use the Dental Office Toolkit® (DOT) to verify eligibility, confirm benefits and/or submit electronic claims for your TRDP patients, then you will want to know that the DOT is moving to a new location. Effective Monday, August 18, 2008, the new URL for your DOT will be www.ddfsdentalofficetoolkit.com.

The new DOT site is designed exclusively for managing your TRDP patients. Since the Delta Dental National Portal no longer services the TRDP, the new DOT will be your most convenient resource for information about your TRDP patients—so be sure to bookmark this new toolkit location for quick access to all your future TRDP needs. (Please note that you will have to re-register on the new DOT site and establish a new password in order to obtain information about your TRDP patients.) The national portal at www.deltadental.com is still available to check eligibility and benefits for your other Delta Dental patients.

Visit www.trdp.org for updated program and benefits information, answers to the most frequently asked questions, and links to other related sites.

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