

The Bridge

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

Winter 2009

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When Delta Dental reviewed registration of the various Delta Dental dentist networks early last year, it was recommended that the network formerly known as “Delta Dental Select” be renamed “Delta Dental Legion” to align more closely with the network’s current primary audience—namely, the military community. The Federal Services division has subsequently updated all of its provider and marketing materials to reflect the new name of this foremost dentist network that proudly serves retired members of the Uniformed Services and their families under the TRICARE Retiree Dental Program (TRDP).

By way of this latest issue of The Bridge dentist network newsletter, we would like thank those of you in the Delta Dental Legion network, as well as the many of you who are participating dentists in the Delta Dental PPO network (DPO in Texas)—both networks that service the TRDP. We greatly appreciate your ongoing support and the quality of care you continue to provide to the 1.185 million enrollees of the TRICARE Retiree Dental Program.

Happy Holidays from the Federal Services division of Delta Dental!

Be sure to notify Delta Dental of changes to your dentist record

As a participating dentist, it is important that you keep current any information affecting your Delta Dental network agreements. If you participate in the Delta Dental Premier and/or PPO/DPO network, please contact your local Delta Dental member company with any changes. If you participate in the Delta Dental Legion network only or in addition to one or both of the aforementioned networks, fax any changes in your participating dentist information to our Professional Services staff at 916-858-0235 or mail them to following address:

Delta Dental of California
Federal Services
PO Box 537007
Sacramento, CA 95353-7007

Changes that require notification to Delta Dental under any and all dentist network agreements include but are not limited to:

- Address updates (treatment and/or billing locations)
- Tax ID number (with a copy of the IRS form that validates the change)
- Dentists added to your practice or no longer at a specific location (For new dentists added to a practice, a signed agreement may be required for each location.)

Please allow 30 days from the time changes are requested for them to be reflected in each of the applicable Delta Dental member companies’ records.

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

Verify your TIN to ensure prompt payment

As the end of the year is nearing, we recommend that you verify your Tax Identification Number (TIN) by reviewing the next Claim Payment Statement you receive from Delta Dental.

The TIN we use to report payments to the IRS appears on the statement just below the dentist's name and license. If your TIN does not match exactly* with your name or business name and associated TIN on file with the IRS, notify us or your local Delta Dental member company immediately and send a copy of the letter from the IRS (#147C) confirming their record of your name and TIN.

TIN tips:

- If two or more names are used (such as John Smith, DMD, dba Market Street Dental), report to your local Delta Dental member company the name as it appears first on the IRS records.
- If you are unsure of how your practice name and the associated TIN are recorded with the IRS, check the pre-printed mailing labels that the IRS provides for your quarterly tax payments. You may also contact the IRS to request a letter (#147C) that will confirm their record of your name and TIN. The IRS website is www.irs.gov, and their phone number is 800-829-1040.

* If the information does not match exactly, the IRS requires us to withhold 28 percent of the dollars owed to you from future payments until the issue is resolved.

Quick updates

New Professional Services E-Mail Address

The Federal Services division has now established an e-mail address specifically for Delta Dental participating network dentists who wish to contact Professional Services staff directly. Contact us at FSPS@delta.org.

Revised Dentist Handbook

In late August, we mailed out revised pages for your Delta Dental of California, Federal Services Division Dentist Handbook. If you did not receive the latest revisions or do not have a copy of the dentist handbook, you can find both online at <http://www.trdp.org/dds/resources.html>.

If you would prefer a hard copy of the handbook, including the revised pages, you may also e-mail us at FSPS@delta.org and request that one be mailed to you. Please make sure to include the dentist name and license number (with state).

Claims Processing System Improvements

Delta Dental is excited to announce forthcoming improvements to the claims processing system for Federal Services. This new system will replace our current legacy software system with improvements to various subsystems that include claims processing, enrollment and billing.

As a network dentist, the impact to your practice should be minimal but nevertheless important. Here are just a few of the benefits that you, your TRDP patients and Federal Services staff can look forward to getting from this transition:

- Improved accuracy of data
- More system efficiency and flexibility
- Increased productivity: Faster claims processing equals faster payments to network dentists
- Reduced processing costs per claim, which helps keep the TRDP affordable for all our customers
- State-of-the-art technology, giving Delta Dental a competitive edge in the industry

We will continue to keep you updated you on the progress of this project. We expect the transition to be fully implemented in early May 2010, with only a brief shutdown of claims processing in mid to late April. Look for more details, as well dates for the implementation and shutdown period, in upcoming issues of The Bridge.

QA Corner

Because the TRICARE Retiree Dental Program (TRDP) is a federally sponsored program, we are required to follow the federal government's Exclusion Program guidelines for any dentist who has an active sanction/exclusion with the U.S. Department of Health and Human Services (DHHS) Office of Inspector General (OIG). A sanction by the OIG can be imposed for various violations ranging from defaulting on a health education loan to health care fraud. The dentist is notified by the OIG of the nature of the sanction and its effective date. In accordance with Exclusion Program guidelines, Delta Dental cannot make payment for any services provided under the TRDP by an individual or entity with an active sanction/exclusion.

For more information on the OIG's Exclusion Program, please visit their web site at www.oig.hhs.gov and click on the Exclusion Program quick link. Dentists can search the online database to see if their name appears on the list of those who have an active sanction/exclusion with the DHHS.

Contact Us

Claims submission:

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

ECS Payer ID: DDPFS

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

fsps@delta.org

Online:

www.trdp.org