



# The Bridge

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

**April/May 2007**

**IN THIS ISSUE**

Visit our new and improved website

NEA *FastAttach*™ makes sending attachments easy

Electronic claim submission saves time and money

The Dentist Office Toolkit®

Quick tip for faster claims processing

Spring is the time of the year when everything begins to bloom and grow—including TRICARE Retiree Dental Program (TRDP) enrollment. We are fast approaching the one million member mark! All of us at Delta Dental of California Federal Services thank you for your continued support of the program and the care you have provided to our TRDP enrollees.

Starting with this edition of *The Bridge* you will notice some changes—a new design, a condensed format and more frequent editions. In this issue, we have focused on self-service tools that will help improve your office’s efficiency and save you valuable time and money. We hope you will find this and future issues just as helpful as in the past.

**Visit our new and improved website**

The TRDP website at [www.trdp.org](http://www.trdp.org) has a brand new look. All the program information you need is now even easier to find.

From the Home page, you can navigate through the site in one of two ways—from the sidebar on the left side of the screen, or from the Dentists section just to the right of the sidebar. Once you have reached the Dentists main page, you will see the following available options:

- A program overview, with information about features and benefits of the TRDP
- The dentist networks that support the TRDP and how to sign up to participate
- Dental office resources, including useful forms, brochures and the dentist handbook
- Answers to your frequently asked questions about the program
- A calendar of events
- The Dental Office Toolkit® to check patient eligibility and claims status

On the new web site you will find a great deal of helpful information right at your fingertips—from real-time eligibility verification and benefits information for TRDP patients, a list of upcoming local events that one of our TRDP provider representatives will be attending, past editions of *The Bridge*, and easy reference guides and brochures to a complete list of Delta Dental member companies nationwide—and much more. Be sure to visit us soon at [www.trdp.org](http://www.trdp.org).

**NEA *FastAttach*™ makes sending attachments easy**

Are you looking for an easy, effective and inexpensive way to process your dental claim attachments? For about 67 cents per day, you can transmit an unlimited number of attachments via the Internet with National Electronic Attachment’s (NEA) *FastAttach*™ system. *FastAttach*™ allows dentists to electronically transmit dental x-rays, Explanation of Benefits forms, perio charts, intraoral pictures and narratives to over 250 payers.

*(continued on reverse)*

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

*FastAttach™* is a Microsoft Windows-based system that captures images (x-rays, perio charts, etc.) that have been digitized by a scanner or digital radiography. The images are encrypted to meet HIPAA requirements and transmitted electronically to NEA via the Internet. The attachment can then be viewed on the computer screen while the claim is being processed for payment. NEA stores the attachments so they may be accessed indefinitely.

*FastAttach™* is compatible with any practice management software. To join the thousands of other dentists already using this system to speed up their claims processing, visit the website at [www.nea-fast.com](http://www.nea-fast.com) and enter **DDCA2M** in the blue promotion code box. This special offer, sponsored by NEA and Delta Dental of California Federal Services, provides 65% off the regularly priced \$200 registration fee, plus two FREE months of service. Registration includes software, installation, and training and unlimited telephone support. Call (800) 782-5150, extension 2 for more information or if you have questions. This offer expires June 30, 2007.

In partnership with the National Association of Dental Plans (NADP), NEA has developed a new system called *FastLook™* to resolve the confusion surrounding procedures that require x-rays and attachments for claims processing. *FastLook™* gives dental offices one central site to view the attachment requirements for each insurance company. Users of *FastLook™* can search by insurance program name and procedure code to determine if and what type of an attachment needs to be sent, saving valuable time and money by eliminating the hassle of sending unnecessary attachments.

*FastLook™* will host the most up-to-date information online, 24 hours a day, seven days a week. Register online and pay one low annual fee of \$40 to gain immediate access to all payers' attachment requirements. (*FastLook™* is available **free** to all current subscribers of *FastAttach™*.) For more information, contact NEA at (800) 782-5150, extension 2, or visit [www.nea-fast.com](http://www.nea-fast.com).

## Electronic claim submission saves time and money

Electronic claims submission is the quickest, easiest and most efficient way to manage your dental claims. Submitting your claims electronically can:

- Save money
- Simplify billing
- Decrease rejections and returns
- Expedite payment
- Provide tracking capabilities

An electronic payer ID number or claim office ID number is necessary for a clearinghouse to correctly route your electronically submitted claims. Check with your practice management system software vendor or clearinghouse to ensure correct payer IDs are being used when submitting electronic claims. The Delta Dental Federal Services' payer ID number is **DDPFS**.

## The Dentist Office Toolkit®

Dental offices most often call us regarding three reasons: TRDP enrollee eligibility, benefit coverage and claims status. The Dental Office Toolkit (DOT) might be the most convenient and effective tool for your staff to use to obtain this information. The DOT features:

- Real-time information—review specific benefit information such as coverage levels, co-payments and maximums used to date.
- Electronic claims submission—you can submit claims for services rendered to TRDP patients—online and at no cost.
- Receipt and review of electronic payments—choose to have your TRDP claim payments deposited directly into your bank account through Electronic Funds Transfer (EFT) and receive payment documentation (Claims Payment Statements) online.

The DOT is available to you and your staff at your convenience and allows you to print a copy of the information to be filed in the patient's record. The Toolkit can also be used for your patients who have group coverage provided by Delta Dental member companies in Colorado, Indiana, Ohio, Michigan, New Mexico, Oklahoma and Tennessee.

The DOT is quick and easy to use, offers fast and friendly support and, best of all, and is free. For easy instructions on how to get started today, visit our website at [www.trdp.org](http://www.trdp.org).

*Note: As of May 23, 2007, a National Practitioner Identifier (NPI) is necessary in order to access information from the Dental Office Toolkit.*

## Quick tip for faster claims processing

When submitting claims for treatment performed by a dental hygienist, be sure to use the billing dentist's license number and tax identification number (TIN).

For those states that do allow hygienists to submit claims under their TIN, please keep in mind we will consider those hygienists out of network and process claims to pay with payment to the member.

## 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)

## *NPI deadline is just around the corner*

Have you applied for your National Practitioner Identifier (NPI) yet? To be HIPAA compliant, you will need an NPI for all electronic transactions, not just electronic claim submissions, no later than May 23, 2007.

For more information, visit <https://nppes.cms.hhs.gov>