

The Bridge

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

Winter 2011



Keeping your business information up-to-date

It is important to you, to your TRDP patients and to us that the information we have on file for you is accurate and up-to-date. Outdated information can cause claims processing and payment delays, misdirected payments and sometimes even claim denials. You can help avoid these kinds of issues by making sure the information we have on file for you is current for each of the dental office locations where you practice. This information includes but is not limited to:

- Address updates (both service office locations and billing addresses)
- Telephone and fax numbers
- Email addresses
- Business Tax Identification Number (TIN)

As the end of the year is approaching, it is important for you to verify the TIN on file with Delta Dental. You can find your TIN on the Explanation of Benefits form that you receive with your Delta Dental claim payment.

Delta Dental not only uses your TIN to process claims but also to report to the IRS the total amount we have paid to you as indicated on your 1099 form*. Therefore, your TIN and business name must match exactly with IRS records. If you are not sure how your name and TIN are recorded by the IRS, you can check the mailing labels for your quarterly tax statements, or contact the IRS directly at 800-829-1040 to request a copy of letter #147c confirming the name and corresponding TIN of record.

*If the business information on the 1099 form does not match IRS records, the IRS requires Delta Dental to withhold 28 percent from your future claim payments until the matter is corrected.

Self-service tools are a must for today's dental office

As we strive to be more conscientious about our environment, we also recognize the need to create and offer our customers self-service tools to aid them in conducting business with us. Besides reducing the impact of our carbon footprint, self-service tools provide the added benefit of saving time. The ability to access information or submit an inquiry on your own time rather than someone else's is a real plus in today's busy and often hectic business world.

Delta Dental Federal Government Programs offers dental offices several self-service tools we hope you are already using. But if you haven't yet discovered them, take some time now to try them out—we know you will be pleased with what you find.

First and foremost is our website at trdp.org, which has all the information you will ever need for your participation in the TRICARE Retiree Dental Program (TRDP). Here are just a few examples of what you will find:

- TRDP overview
 - Read a summary of program features and benefits, including eligibility, coverage levels, service area and more.
- Dentist networks
 - Find out which dentist networks support the TRDP.
 - Learn how you can sign up to participate.
- Helpful resources for the dental office
 - Dentist Handbook
 - TRDP Claim Form
 - Frequently asked questions
 - Dentist Inquiry Form—a simple, effective way to submit an inquiry regarding processed claims, eligibility, benefits and changes to your dentist information

Also located at trdp.org is the **Dental Office Toolkit**®—the ultimate in self-service tools, right at your fingertips! Once you have completed the simple registration process, you can use the Dental Office Toolkit® to:

- Find information for your TRDP patients, including specific benefit levels and annual maximums and deductibles used
- Submit your TRDP claims and predetermination requests
- Review TRDP claims history
- Sign up for direct deposit of your TRDP claim payments

Not to be overlooked is the useful, self-service **Interactive Voice Response (IVR)** system at **888-838-8737**. You can use the IVR to obtain information either over the phone or by fax. What's more, the automated IVR is available to you 24 hours a day, seven days a week, at your convenience. Be watching our website for our "Quick Guide to the IVR," which will provide shortcuts to help you navigate through the IVR so you can get that information you need a little faster and a little easier.

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



Tips for getting your claims processed and paid faster

- When submitting radiographs through NEA, it is important to include complete information. Besides the patient's name, the patient's date of birth, date of the radiograph, and dentist's full name and Tax Identification Number should also be included to ensure the correct radiographs can be found that correlate to the patient information.
- Electronic TRDP claims should be submitted using Delta Dental Federal Government Programs' payer ID number: DDPFS.
- Narrative documentation can either be sent as a separate attachment or noted directly on the claim. Narratives placed on the claim should be limited to the "Comments" section only; a narrative noted elsewhere on the claim might be overlooked and could result in processing/payment delays or even denial.
- Always use your customary fees when submitting claims. As a Delta Dental participating network dentist, you have agreed to pre-negotiated fees; by using your customary fees, you will be assured of being paid the most current network fee on file. This will also demonstrate to your patients the value in seeing a participating TRDP network dentist.
- If you find a claim processing error, please do not submit a new claim. Instead, document the error on the Explanation of Benefits (EOB) and send a copy of the EOB back to Delta Dental. If the error resulted in an overpayment by Delta Dental, it is best to return the original check. We will expedite reprocessing of the erroneous claim and send a new check with payment in full for all claims included on the original check.
- If the claim submitted to Delta Dental is for secondary coverage, it is still necessary to include all documentation (radiographs and/or narratives) required by the TRDP for the procedure code.

Remember to send a copy of the primary carrier's EOB whenever possible or indicate in the "Comments" section of the claim the amount the primary carrier paid.

- Please do not highlight information on your claims. The equipment we use to scan claims obliterates any highlighted information with a solid black mark. If the information that is highlighted cannot be seen by claims adjudication staff, it could result in incorrect payment or denial of a service line or the entire claim.

We want to thank all of you and your staffs for the care and quality dental treatment you provide to the nearly 1.3 million Uniformed Services retirees and family members who are enrolled in the TRDP. Even though this valuable dental benefits program is authorized by the U.S. government specifically for these individuals, enrollment in the TRDP is voluntary, with premiums paid entirely by the retirees. Our TRDP enrollees deserve the very best we have to offer them—and they can rest assured knowing that is what they get when they see a TRDP participating network dentist.

Both in our pledge to save TRDP enrollees money and our efforts to "go green" by producing less paper, this will be the last printed copy of *The Bridge* that you will receive in the mail. However, we will continue to post future editions of *The Bridge* on our website.

If you would like to receive email notification of the postings of *The Bridge* and other important TRDP updates, you can sign up at trdp.org. On the "Dentist" home page, click on the envelope icon and simply enter your email address to begin receiving program updates by email. We promise NOT to send needless email "blasts" to you—you will only receive important notifications that could impact you as a participating TRDP network dentist, and of course you will have the ability to unsubscribe at any time.

Need to contact us? Use email for the quickest response

To reach our Professional Services staff, the fastest and most direct way is by emailing us at fsps@delta.org. We will respond to your inquiry as quickly as possible, with a notification that we have received your email within 24 hours—guaranteed!

Claims submission

Delta Dental of California
Federal Government Programs
PO Box 537007
Sacramento, CA 95853-7007
ECS Payer ID: DDPFS

Written inquiries

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

Telephone inquiries

Customer Services: 6 a.m. – 6 p.m.,
PST Monday – Friday
Interactive Voice Response System:
24 hours/day, 7 days/week
toll-free: 888-838-8737

Professional services department

fax: 916-858-0235
email: fsps@delta.org
online: www.trdp.org