



# The Bridge

Spring 2010

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

## Update on our new and improved claims processing system

In our winter 2009 network newsletter, we announced some improvements to Federal Government Programs' claims processing system. The transition to the newly enhanced system will be fully complete by July 6, 2010.

During the week prior to the transition—from Monday, June 28 through Friday, July 2—we will be unable to process any claims that we receive in our Federal Government Programs division. Operation of the current “mainframe” system will cease in preparation for the transition of data from the old to the new system over the three-day Fourth of July weekend. On Tuesday, July 6, we begin the “retrieval phase” of the project, during which we will process the backlog of claims and resume mailing payment checks.

Some of the benefits you can look forward to from this newly enhanced, state-of-the-art claims processing system are:

- Improved accuracy of data
- A more efficient and flexible system
- Increased productivity: faster claims processing equals faster payments to your office
- Reduced processing costs per claim, which helps keep our programs affordable

## Key processing policies

- Federal Government Programs recovers overpayments made to the dentist by recouping the funds from future checks. To avoid this, please return the initial overpayment with an adjustment request.
- Based on the description of service and *any submitted* supporting documentation, we may modify procedure codes to more closely match the Current Dental Terminology (CDT) as established by the American Dental Association. If you are submitting the claim for re-evaluation, we may request additional documentation.
- When a patient has two or more dental coverage plans, the plan that was effective first is considered the primary coverage and should be billed first.

## Did you know...

Delta Dental's Federal Government Programs division has an online inquiry form for your TRDP questions regarding processed claims, patient eligibility or program benefits, or any suggestions to improve the program you or your staff may have. The form is located on the TRDP website on the Dental Office Resources page at [www.trdp.org/dds/resources.html](http://www.trdp.org/dds/resources.html).

You can also reduce or eliminate submissions of duplicate claims by using this form for claim adjustments. When requesting a claim adjustment using the online inquiry form, *be sure* to provide a narrative in the *inquiry details field* and

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## HELPFUL HINTS

### Predetermination Notices

Here are a few simple tips to help us process your Predetermination Notices (PD) more quickly and efficiently:

- To process a PD (based on your submission of a pretreatment estimate), sign, date and return *the original* Predetermination Notice only. Do not attach a claim to the Predetermination Notice or submit a separate claim with the same information that is already on the Predetermination Notice.
- A Predetermination Notice can be submitted for payment only once; after the initial submission, the Predetermination Notice becomes inactive. If the predetermined treatment will be completed in stages, you must submit any additional treatment on a new claim, even if that treatment was included on the original Predetermination Notice. We recommend that you hold the original Predetermination Notice until all of the originally submitted work is completed in order to avoid potential delays in processing predetermined procedures for payment.

You can find more information on processing Predetermination Notices and claims in your Dentist Handbook.

Delta Dental of California  
Federal Government Programs  
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## contact us

**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 | e-mail: [fsps@delta.org](mailto:fsps@delta.org)      **ONLINE** | [www.trdp.org](http://www.trdp.org)

## Professional Services 2010 event calendar

Please stop by Federal Government Programs’ booth and say hello to one of our friendly and knowledgeable Professional Services staff members at any of these events:

April 8-10	Nation’s Capital Dental Meeting Booth 717	Washington, D.C.	May 20-22	North Carolina Dental Association Booth TBA	Myrtle Beach, SC
May 6-9	Texas Dental Association Booth 718	San Antonio, TX	June 10-12	Florida National Dental Congress Booth 431	Orlando, FL
May 13-16	California Dental Association Booth 741	Anaheim, CA	October 9-12	American Dental Association Booth TBA	Orlando, FL

### QA Corner ●●●

Under the TRICARE Retiree Dental Program (TRDP), any beneficiary, sponsor, parent, guardian or other representative who is aggrieved by a perceived failure of a Delta Dental network dentist to meet his or her obligations for high-quality, appropriate care or service may file a formal, written complaint. When such a situation arises, we initially suggest that the patient try to resolve the matter with the dental office before filing a written grievance. If this is unsuccessful and the patient does file a written grievance with Federal Government Programs, we may request a copy of the patient’s records from your dental office in order to thoroughly review the case. If the grievance is deemed to be a quality-of-care issue, we will refer it to our Quality Assurance Staff for resolution; additional documentation may be requested in this situation.

We appreciate your cooperation in such potentially sensitive matters and strive to resolve any and all grievances to the complete satisfaction of both our TRDP enrollees and our valued network providers.

*Did you know... (continued)*

attach a copy of the Claims Payment Summary and any other applicable documentation. Please do not attempt to make claim adjustments by calling our toll-free telephone number or by submitting a duplicate claim. These methods do not provide us with the necessary information and only delay the processing of your request.

You can also use the online inquiry form to request a Delta Dental of California, Federal Government Programs Division Dentist Handbook, or you can print one at your convenience from the Dental Office Resources page.