

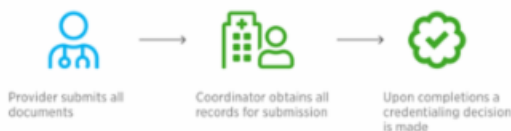


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Benefit Tracker access is now located on DeltaDentalAK.com

Visit our updated dental websites to find everything you need to keep your practice running smoothly. If you are still accessing Benefit Tracker through ModaHealth.com, you will want to update your bookmark or shortcut to continue to have uninterrupted access.



Thanks for saying hello!

Thank you to all who stopped by the Delta Dental of Alaska booth at the 2021 Alaska

Dental Society Annual Meeting in Talkeetna, AK. It was very nice to see all the familiar and new faces.

Congratulations to Dr. Nielson who won this year's drawing for the Amazon gift card.

Left to right - Dr. David Nielson of Anchorage with ADS president Dr. Chad Winthrop.



Reminder on third-party solutions limitations

As of September 1, 2020, Delta Dental of Alaska's Dental Customer Service department discontinued accepting benefit, eligibility and claim inquiry calls from third-party solutions. Research shows some third-party entities are not accredited with the Better Business Bureau and cannot be adequately verified.

Protecting the health information of our members is the utmost importance to us. As the HIPAA Privacy Rule states, only minimum required information should be disclosed. Many of the calls in concern were requesting information regarding multiple patients, codes, and complete claims histories. We believed these inquiries may not have met the minimum necessary verification requirement under the Privacy Rule.

Although Delta Dental of Alaska no longer provides member benefits information to third-party vendors by phone, they can continue to retrieve necessary benefit, eligibility and claim information by accessing Benefit Tracker or by utilizing our IVR FaxBack option.

Thank you for your understanding. If you should have any questions, please contact our dental customer service team at 888-374-8906.

Processing policy change for ADA code D4921 (gingival irrigation)

In a recent audit performed by Delta Dental Plans Association, the governing body over all Delta Dental Member companies, Delta Dental of Oregon was found to be out of compliance with our processing policy of code D4921.

To rectify this situation and for Delta Dental of Alaska to become compliant, we have implemented a correction to how D4921 is processed as outlined below.

Delta Dental guidelines state that D4921 would be considered inclusive and therefore not be billable to the patient when billed with other periodontal services by the same provider on the same day.

The updated processing policy became **effective June 1st, 2021**. This will apply to all claims, (initial and corrected billings, regardless for date of service) processed on or after June 1st,

2021.

If you have any questions about this policy correction, please contact us at Dental Professionals Relations by email at dprak@deltadentalak.com or call 1-888-374-8905.

Change to frequency for D2910 and D2920

Effective 1/1/2021:

- Re-cement or re-bond of a crown, inlay, only or veneer, by the same dentist, is limited to once per lifetime.

Provider Handbooks

[Dentist Handbook \(PDF\)](#)

888-374-8905 | dprak@deltadentalak.com | DeltaDentalAK.com

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