

How to obtain Orthodontic Coverage Information regarding the Delta Dental DPPO Plan beginning January 1, 2022

Your eligibility with Delta Dental of Tennessee will be effective January 1, 2022. Any pre-treatment estimates or claims filed before that date will be denied due to coverage not yet being in effect. The dental office may call our customer service at 800-552-2498 to obtain general benefit information and to learn how to submit a takeover claim.

Once the coverage is in effect on January 1, the office can submit the actual takeover claim or a pre-treatment estimate to Delta Dental of Tennessee. Providers can submit the claim or pre-treatment estimate via Dental Office Toolkit, electronic submission (payor ID: CDTN1), fax (615-244-8108) or mail (DDTN, 240 Venture Circle, Nashville TN 37228).

Here is an example of transitioning an orthodontic claim to DDTN:

Transition of Orthodontic Claims

A transition orthodontic claim is when treatment began prior to your Dental Preferred Provider Option coverage with Delta Dental of Tennessee.

The dental office can send a claim to Delta Dental with all case details, including total months of treatment. The dentist should note on the claim that it is a transition claim.

Delta Dental will calculate the remaining treatment fee for the case and the months remaining. Delta Dental will subtract the initial banding fee and the total monthly fees for each month the patient was not eligible from the total fee for treatment. Payment is not made for months prior to eligibility. Here's an example where treatment began on May 1, 2021, and eligibility with Delta Dental began on January 1, 2022, with 24 months of treatment:

Total Fee for Treatment	\$4,200
Initial Banding Fee	<u>-\$1,320</u> (33% of total fee)
Remaining Balance	\$2,880

Monthly Payments (\$2,880 / 24 months)	\$120
Total payments made prior to 1/1/22	\$960 (\$120 x 8 months)

Total Treatment Fee Remaining	\$1,920 (\$2880 - \$960)
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Delta Dental will pay 50% of the \$1,920 over the 16 remaining months of treatment or the remainder of the patient's orthodontic maximum.

Waiting Period: 12-month waiting period for orthodontic coverage. If the member is new to the DPPO plan, waiting periods may apply for some services. If the member is already enrolled in the state's DPPO plan, they may have already satisfied the waiting period.

Payment of claims may be affected by the prior carrier history as well as the waiting period.