

Group Bulletin



Northeast Delta Dental's Newsletter for Benefits Administrators

Spring/Summer 2017



We Share Our Success!

Delta Dental is a not-for-profit network of 39 independent dental service organizations conducting business in all 50 states, the District of Columbia, and Puerto Rico. These service organizations are all members of Delta Dental Plans Association (DDPA), that is on a mission to put a healthier, happier smile on every American's face by providing greater access to oral health care. DDPA enhances our ability to provide dental benefits programs to customers and subscribers.

Northeast Delta Dental is a not-for-profit company. We focus our efforts in Maine, New Hampshire, and Vermont, partnering with many organizations and programs to address oral health challenges. We support programs that educate children and adults about oral health and its impact on overall health, and those that provide dental services to people who are uninsured or underinsured. We have a special affinity for school-based dental clinics and other community programs that reach children early to teach oral hygiene self-care, apply sealants, and ensure that children receive remedial dental care, when it's needed. We give funds to support training for dentists and dental auxiliary staff, and give funds to ensure that dentists are available in underserved and/or rural areas.

As you and others have helped us to prosper (we now cover 853,000 subscribers), we have been able to invest more in oral health initiatives. During the last year, for example, we provided the University of Southern Maine, Muskie School of Public Service, in Portland, with funds for its SmilePartners 3.0 program for refugees and immigrants. In New Hampshire, we made a new program possible that provides fundamental dental care onsite to members of The Boys & Girls Club of Manchester, which will extend its services into Concord later this year. In Vermont, we again provided funds to Champlain Valley Head Start to support its Head Start/Early Head Start Tooth Tutor program. More examples are included in our 2016 Annual Report: *Building Healthier Communities One Smile at a Time.*



Join us in celebrating the success of HOW: 98% of groups enrolled and 80% of dentists registered!

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Cut Administrative Costs Using GAP

Do you submit your enrollments by paper? If so, it's costing your company more time and money than submitting through our Group Admin Portal (GAP).

When we receive a paper enrollment form by mail, the enrollment is entered in first-in/first-out order, so it may take a few days to enter the information into our system. This may delay the delivery of an ID card to your employee.

But, by using GAP, within less than five minutes, you can enter the enrollment, add or terminate a dependent, make demographic changes (like phone number and address change), and obtain a copy of the employee's ID card. It will take you less time to do your eligibility enrollments and changes through GAP than to complete a form and mail, fax, or email the information to Northeast Delta Dental. The information you enter is instantaneously updated into our system.

If you are not using GAP, in addition to the cost of your time, you're paying for envelopes and postage to send your forms to us.

In addition to cutting down on administrative costs and turnaround times, the GAP offers progressive features and information that benefit you, your company, and your employees.

For example, users have the ability to:

- Obtain a paper version of an employee's ID card.
- Run enrollment reports to perform billing reconciliations and identify over age dependents to proactively terminate coverage.
- View information on your group's benefits, including deductibles and maximums.

How do you get access?

- Go to nedelta.com.
- Select the "EMPLOYERS" tab at the top of the page.
- On the left side of the page, select "Log In, Register Here."
- For security purposes, you'll be asked a few questions.
- Within 24 hours, you'll receive an email message welcoming you to the Group Admin Portal, with a User Guide attached.

You are invited to contact our Eligibility Department any time at **603-223-1230** to receive a GAP tutorial, and to have any questions you may have answered. We look forward to welcoming you to the GAP.

Ten Reasons Flyer Added to Oral Health Library



We're offering a new flyer on "Ten Reasons You Should Have Northeast Delta Dental". Please tell your employees, who can find it in our oral health library at nedelta.com, on the home page, under "Oral Health Tips for You!". It reminds them of the value of dental benefits and encourages them to consider the many

ways that oral health impacts overall health and living a healthy lifestyle.

Employee productivity is increased and absenteeism decreased when dental concerns are addressed in their early stages. Please continue to tell employees about this oral health information also in our online library:

- *Grin!*: A quarterly publication offering oral health advice and wellness tips in a colorful, fun format.
- *Grin! for Kids*: An oral health activity book designed just for children.
- Life Stages of Oral Health: Information specific to various age groups available in PDF and video formats.

SmileCoachMonthly.com is a resource they will also enjoy, and learn from. This website is devoted to providing timely oral health tips, with content changing monthly. April's feature article was on Autism and Oral Health.

Oral Health Challenge Encourages Oral Hygiene Early

Northeast Delta Dental and the New Hampshire Fisher Cats offer an Oral Health Challenge that asks children 12 years old or younger to brush twice and floss once daily for seven consecutive days, fill out a form, and mail it to the NH Fisher Cats in Manchester, New Hampshire. Participants receive two tickets for one of the three Oral Health Challenge games at Northeast Delta Dental Stadium taking place on July 17, August 6, and August 20, 2017. Prior to the game, Fungo, the team mascot, will guide a parade of children onto the field, where they will be presented with a gift bag and a certificate honoring their consistent oral health efforts.



The 2016 Oral Health Challenge resulted in 792 participants, earning a total of 1,584 tickets by the end of the season. We're aiming even higher for 2017! Find the Oral Health Challenge Form at nedelta.com.

Northeast Delta Dental works with the New Hampshire Fisher Cats and other organizations to promote good oral hygiene habits that last for a lifetime.



Making good oral health habits fun for children makes these habits more memorable.

Oral Health Programs Receive More than \$250,000



In March, the Northeast Delta Dental Foundation awarded grants totaling \$273,671 to 33 oral health programs, nine each in Maine and Vermont, and 15 in New Hampshire. The Foundation awarded an additional \$10,000 to the American Dental Association, Chicago, to be given as scholarships to students in Maine, New Hampshire, and Vermont taking online training as community dental health coordinators.

Awarding grants through our Foundation is just one of the many ways we support the communities we serve. It is closely aligned with our mission to advance the oral health and overall wellness of our customers and the general public.

Faster Responses/Less Paper!

As we've eliminated paper from many of our processes, we've found that often people using alternative methods of communicating with us actually get responses faster! One example is our smart phone app. Download the Delta Dental app from the App store (Apple devices) or Google Play (Android devices). Features include a dentist search tool, claims and coverage information, a mobile ID card, and a toothbrush timer. Find more information about our app on the Home Page of nedelta.com.



Blue Light Options Added to DeltaVision® Plans



In Maine and New Hampshire, our DeltaVision® plans, powered by EyeMed Vision Care, continue to improve in ways that increase value and benefit to all our members.

Blue Light

There's no question that our eyes are overexposed to digital devices like never before. Five years ago, no one spoke about blue light, a light produced by digital device screens (phones, tablets, and laptops). We've learned that exposure to blue light can cause eye strain resulting in blurry vision; difficulty focusing; dry, irritated eyes; headache; and more. Extended and frequent exposure can result in macular degeneration and cause permanent eye damage. DeltaVision® now includes multiple options for purchasing eyewear with blue light filtering technology.

DeltaVision® introduces online, in-network options that verify eligibility and accept in-network benefits. Benefits can be used from the comfort of home.

Glasses.com

Members can find a pair of glasses they love from a selection of thousands of name-brand frames. A photo of the prescription can be snapped and sent. Lenses are available for just about any prescription. Orders are fulfilled with free shipping available the next day. Glasses bought on **glasses.com** can be taken to any LensCrafters for adjustments to ensure proper fit.

ContactsDirect.com

A wide selection of top-selling brands is offered, including Acuvue® and Air Optics®. This site offers a user-friendly experience, prescription verification is easy, and orders ship free as soon as the prescription is verified—typically the same day.

More Information

Contact your Maine or New Hampshire marketing representative to learn more about these exciting additions to DeltaVision®, which currently administers vision plans to over 600 employers in Maine and New Hampshire, covering almost 35,000 members.

Golf Tourney Raises Funds at Abenaqui Country Club, Rye



The 20th Annual Thurston J. Carpenter Memorial Golf Tournament will be held on Friday, September 22, at the private Abenaqui Country Club in Rye, New Hampshire. This event promises to be a sellout, and you won't want to miss it! Because access to the Abenaqui County Club is usually reserved for members only, the Carpenter Tournament offers a unique opportunity to play on a course rich in tradition and unsurpassed elegance. The course is located on New Hampshire's seacoast, surrounded by pristine woodlands and cooled by subtle ocean breezes.

The net proceeds of this fundraiser will be used to support oral health programs in Maine, New Hampshire and Vermont and our own program, Prevent Abuse and Neglect through Dental Awareness (P.A.N.D.A.).

Registration is limited. Email Kathleen Gleason at **kgleason@nedelta.com** for registration details and sponsorship opportunities.

Holiday Closures

Memorial Day	Monday, May 29, 2017
Independence Day	Tuesday, July 4, 2017
Labor Day	Monday, September 4, 2017

Northeast Delta Dental complies with the ACA Section 1557 civil rights laws and does not discriminate on the basis of race, color, national origin, disability, or sex. Compliance efforts include providing the Notice of Nondiscrimination and Grievance Procedures as well as language assistance taglines in the top 15 languages of the states for those with limited English proficiency. For questions, please contact the **Compliance Manager** at **603-223-1127**.