

ASC X12/WEDI
Real-Time Adjudication Conference
February 13-14, 2007
Presenter: Oscar Bryant



- **Value Proposition**
 - **Payer**
 - **Provider (Dental Office)**
 - **Patient**
- **Challenges**
 - **Transaction Standards**
 - **Practice Management System Readiness**
 - **Payer System Readiness**
- **Delta Dental of Virginia approach**

Value Proposition

- **Payer**
 - Explanation of Benefit delivery (patient receipt)
- **Provider**
 - Patient-pay collection at time of visit
 - Reduced aged-receivables
 - Reduced invoice generation costs
 - Treatment planning at time of initial consultation
 - Exact benefit determination with real-time pre-determination
- **Patient**
 - ‘Normal’ settlement for services received (pharmacy model)
 - Immediate treatment and payment planning for complex services

Challenges

- **Transaction Standards**
 - Limited information in transactions
 - Claim status (277U)
 - Remittance Advice (835)
 - Length of time to designate new standards
- **Practice Management System Readiness**
 - Ability to handle single claim in real-time
 - Use of 277U vs 835
- **Payer System Readiness**
 - Ability to handle real-time claim
 - How to overcome 'review' requirements

Delta Dental of Virginia Approach

- **Real-Time Adjudication**
 - 4 – 6 seconds to adjudicate claim
 - Max 10 – 12 seconds response to dental office
 - Claim is ‘ready to pay’
 - ‘Targeted’ review of real-time claims
 - Increased ‘drop-to-pay’
 - Pre-determination – no review with disclaimer
 - Review required when claim submitted
 - Increased response for treatment planning
 - Return XML EOB as ‘patient receipt’
- **Remittance**
 - Weekly pay runs (835)
 - Limits EFT \$
 - Accounts for adjustments & suspended claims

▶ [Claim Status Request](#) ▶ [Submit New Claim](#)

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DELTA DENTAL OF VIRGINIA

4818 Starkey Road
Roanoke, VA 24018
(540) 989-8000

Benefits described in this document are subject to the terms, conditions, EXCLUSIONS, LIMITATIONS, and WAIVER of coverage set forth in the policy. You will receive a Notice of Payment in the event of a claim payment.

MDE Claim Number: C000000085
 Delta Claim Number: 2006300M000600
 Subscriber ID: 000-00-0013
 Subscriber Name: WILMA FLINTSTONE

Amount Submitted	Amount Paid
\$225.00	\$161.20

Procedure	Amount
D1110	
D0120	
D2150	

Claim Status Report

http://64.34.34.243/rtenabler/CH_ShowNOP.asp?FileID=06300009 - Microsoft Internet Explorer

Delta Dental of Virginia

4818 Starkey Road, Roanoke VA 24018
(540) 989-8000 (800) 335-8289

THIS IS NOT A BILL

NOTICE OF PAYMENT

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PAYMENT DATE		DOCTOR / FACILITY		PAR STATUS		PROVIDER ID NO.	
READY TO PAY		JANE DOE DDS		PREMIER		VA000012123	
SUBSCRIBER NAME		PATIENT NAME		BIRTH DATE		CLAIM NO.	
WILMA FLINTSTONE		WILMA		01/01/1955		2006300M000600	
123456789		00000000					

ICD9E NO.	SERVICE COMPLETION DATE	PROCEDURE DESCRIPTION	SUBMITTED AMOUNT	APPROVED AMOUNT	CONTRACT ALLOWANCE	DEDUCTIBLE	CO-PAY%	PATIENT RESPONSIBILITY	DELTA DENTAL PAY	PROCESSING POLICIES
11	10/10/2006	AMALGAM-2 SURF	100.00	99.00	99.00	.00	80	19.80	79.20	
	10/10/2006	PROPHY - ADULT	50.00	50.00	50.00	.00	100	.00	50.00	
	10/10/2006	PERIODIC EXAM	75.00	32.00	32.00	.00	100	.00	32.00	
TOTALS			225.00	181.00	181.00			19.80	161.20	

PROCESSING POLICY EXPLANATION:

Payment for these services is determined in accordance with the specific terms of your dental plan or (by) Delta's agreements with Delta network dentists. If you disagree with the benefit determination, please refer to the reverse side for your appeal rights.	MAXIMUM UTILIZED TO DATE	161.20
	DEDUCTIBLE SATISFIED TO DATE	.00
	TOTAL PAYMENT	161.20
	PATIENT RESPONSIBILITY	19.80

WILMA FLINTSTONE
 131 MAIN STREET
 ROANOKE VA 24018

SPECIAL NOTICE: Delta Dental Plan of Virginia is now Delta Dental of Virginia (DDVA). DDVA provides Delta Dental Premier (previously DeltaPremier), Delta Dental PPO (previously DeltaPreferred) and DeltaCare dental products to employer groups. Our name change in no way impacts your current benefits and you can continue to expect the