



Northeast Delta Dental's Health *through* Oral Wellness® (HOW®) Program

Frequently Asked Questions (FAQs)

What is the Health *through* Oral Wellness (HOW) program?

Northeast Delta Dental knows that one size does not fit all when it comes to your patients' dental needs, some people need more dental care than others.

That is why we created our innovative preventive dental benefit program called Health *through* Oral Wellness® or simply **HOW**®. Our industry-leading, patient centered oral health program provides additional preventive benefits for your patients if they are found to be at risk for developing caries and/or periodontal disease. These benefits may include extra cleanings, fluoride treatments and sealants.

Our HOW® program uses a new technology called PreViser®, an online, electronic risk assessment tool that calculates your patients' risk for oral disease. Based on the risk and disease scores you receive in PreViser®, Northeast Delta Dental will provide immediate benefits matched to your patient's individual needs. Best of all, PreViser® is free to use for both patients and your dental office.

PreViser® and Northeast Delta Dental's Health *through* Oral Wellness® Program allows your patients access to the preventive care or services that they may need to stay healthy.

Can a patient complete the LifeSmile oral health assessment (questionnaire)?

Yes, they can! Although this will not qualify patients for the additional preventive benefits through our HOW® program, wouldn't it be nice to know if you were at risk for oral disease before it became a problem? By taking a few minutes to answer a few simple questions about themselves and their oral health, our LifeSmile tool will give patients oral health scores based on their understanding of their oral health.

Patients can bring their LifeSmile scores to your office and have their scores validated with your PreViser® clinical risk assessment scores. If the scores are different, this can create great conversations about what the dental offices is evaluating in their patient's oral health verses the patient's understanding.

How will I know if a patient is eligible for additional benefits based on their oral health status?

It's as simple as assess, predict and prevent.

The dental clinician will complete PreViser's online risk assessment. Once the patient's individual information has been entered, PreViser® quickly calculates the risk for oral disease as either low, medium or high. If the score predicts moderate or high risk for caries and/or periodontal disease then the enhanced benefits are activated immediately.



PreViser has also added a “Check Benefits” button at the top of the Oral Health Report that connects directly to Northeast Delta Dental’s benefit display page.

With a simple click of this button, specific information regarding the patient’s eligibility for the enhanced benefits and their plan design is readily accessible.

Will a patient lose the additional HOW® preventive benefits if their score(s) improve and they become healthier?

No. Once a patient is determined to be at greater risk for tooth decay or gum disease, they will always have access to enhanced benefits as long as they continue to be covered under a plan that includes the HOW® program. Your dentist will determine the best way to use those benefits to keep you healthy.

What is PreViser®?

PreViser® is an online dental risk assessment tool. PreViser’s technology make them the leaders in predicting oral wellness through evidence- based risk scores that determine a patient’s likelihood of getting oral diseases or that current disease may become worse in the future.

Why should I use PreViser®?

By using PreViser® you will be implementing a best practice and evidence-based approach to patient care as defined by the American Dental Association (ADA) and the American Dental Hygienists’ Association (ADHA). In addition, the PreViser® risk assessment scores will help dental practices engage patients in their oral health and therefore improve patient treatment acceptance. Lastly, by following the risk assessment check list of questions, a provider will be less likely to miss a key question in a patient’s oral health assessment which assist in creating a patient treatment plan.

How do I set up a free, PreViser® account for my office?

Please follow these steps on PreViser’s website, www.previser.com,

- Click the “PreViser® Support” tab
- Click the “Getting Started”
- Click “How to Register” tab
- Get your free account by using the simple step by step instructions

In the PreViser® Support website, you will also find other short and informative videos to support your use with PreViser.



When using PreViser®, what internet browser should I use?

PreViser® works best with the following internet browsers: Google Chrome, Microsoft Edge and Safari.

We have multiple dentists that practice at multiple locations, should I have one PreViser® account for each dentist or one account for each location?

PreViser® suggests having one account per location. PreViser® does offer an enterprise product that could integrate multi-practice locations into one PreViser® account. For more information on the PreViser® Enterprise Solutions product, please contact PreViser at 888-854-0007.

Can I be reimbursed for completing the PreViser® caries or comprehensive risk assessment?

Yes, Northeast Delta Dental does provide a reimbursement for completing the PreViser® caries or comprehensive risk assessments.

The ADA CDT Codes for completing a caries risk assessment are:

- D0601, caries risk assessment and documentation, with a finding of low caries risk
- D0602, caries risk assessment and documentation, with a finding of moderate caries risk
- D0603, caries risk assessment and documentation, with a finding of high caries risk

Northeast Delta Dental standardly reimburses for these caries risk assessment codes, once in a 12-month period, for patients age three and above.