

The Dental Landscape 2008 Trends

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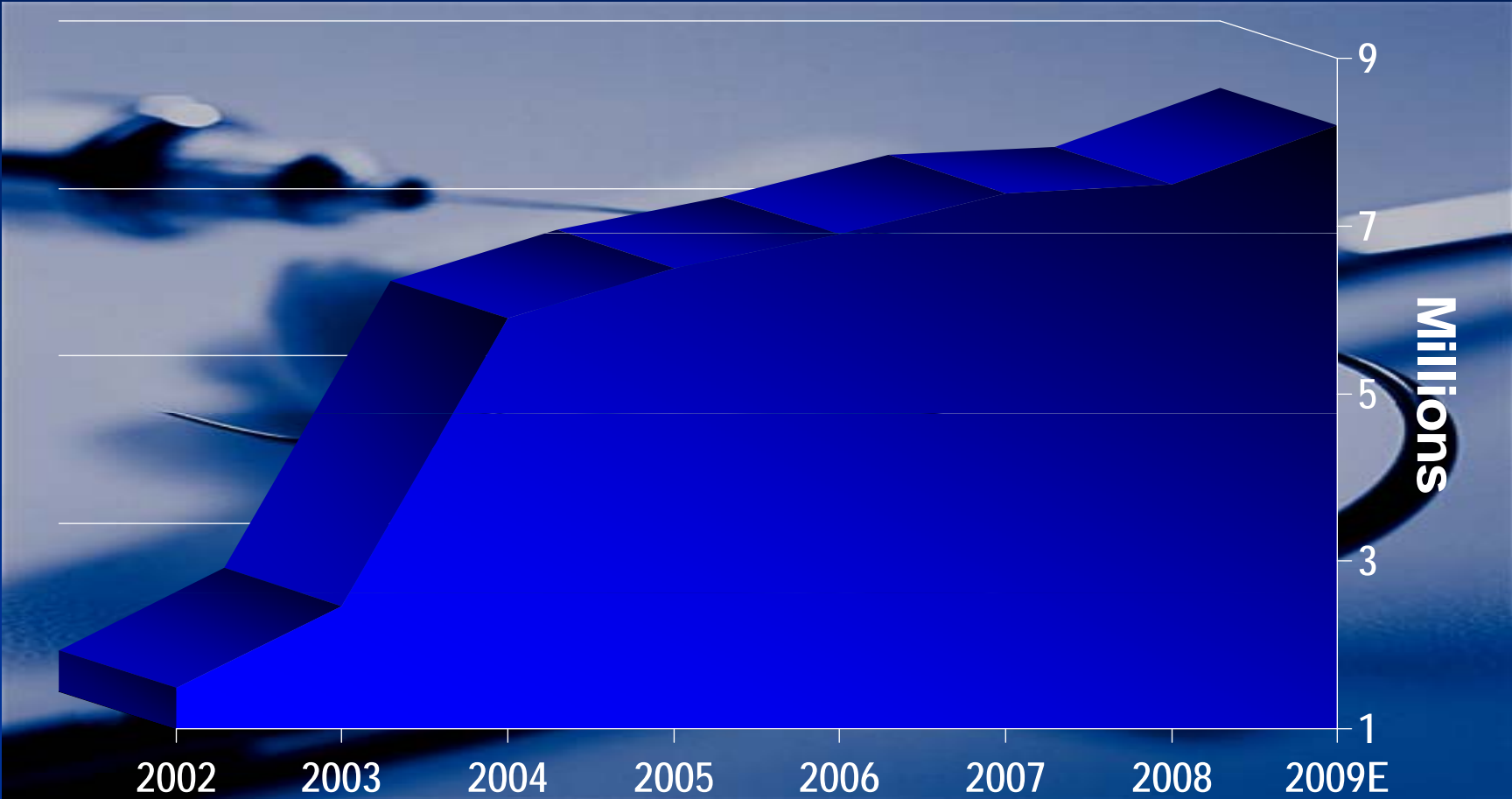
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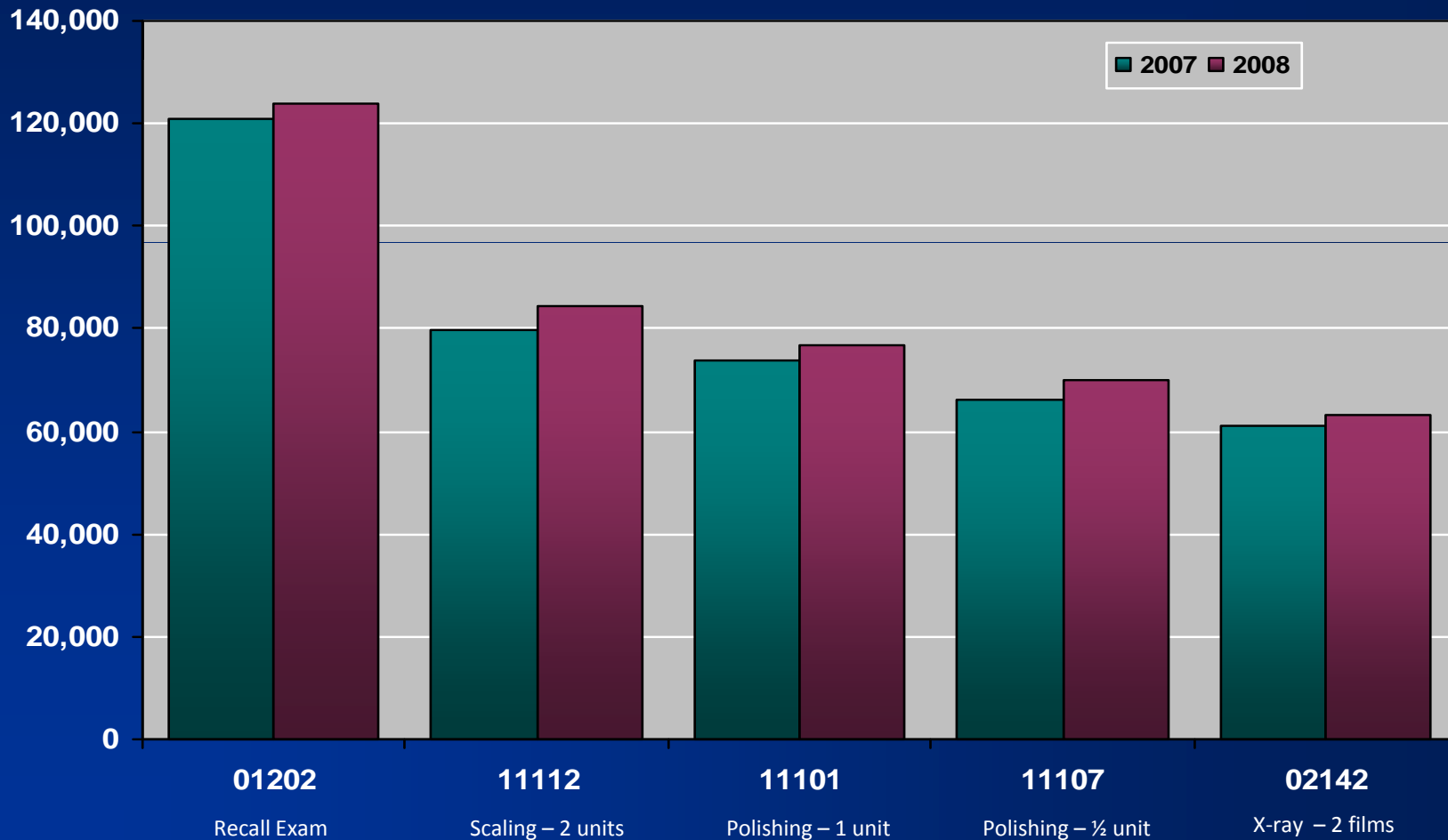
Key Messages

- Slight increase in utilization of basic Procedures
- Fee Guide increases still climbing
- EDI penetration experiencing growing pains
- Time to scale back abuse

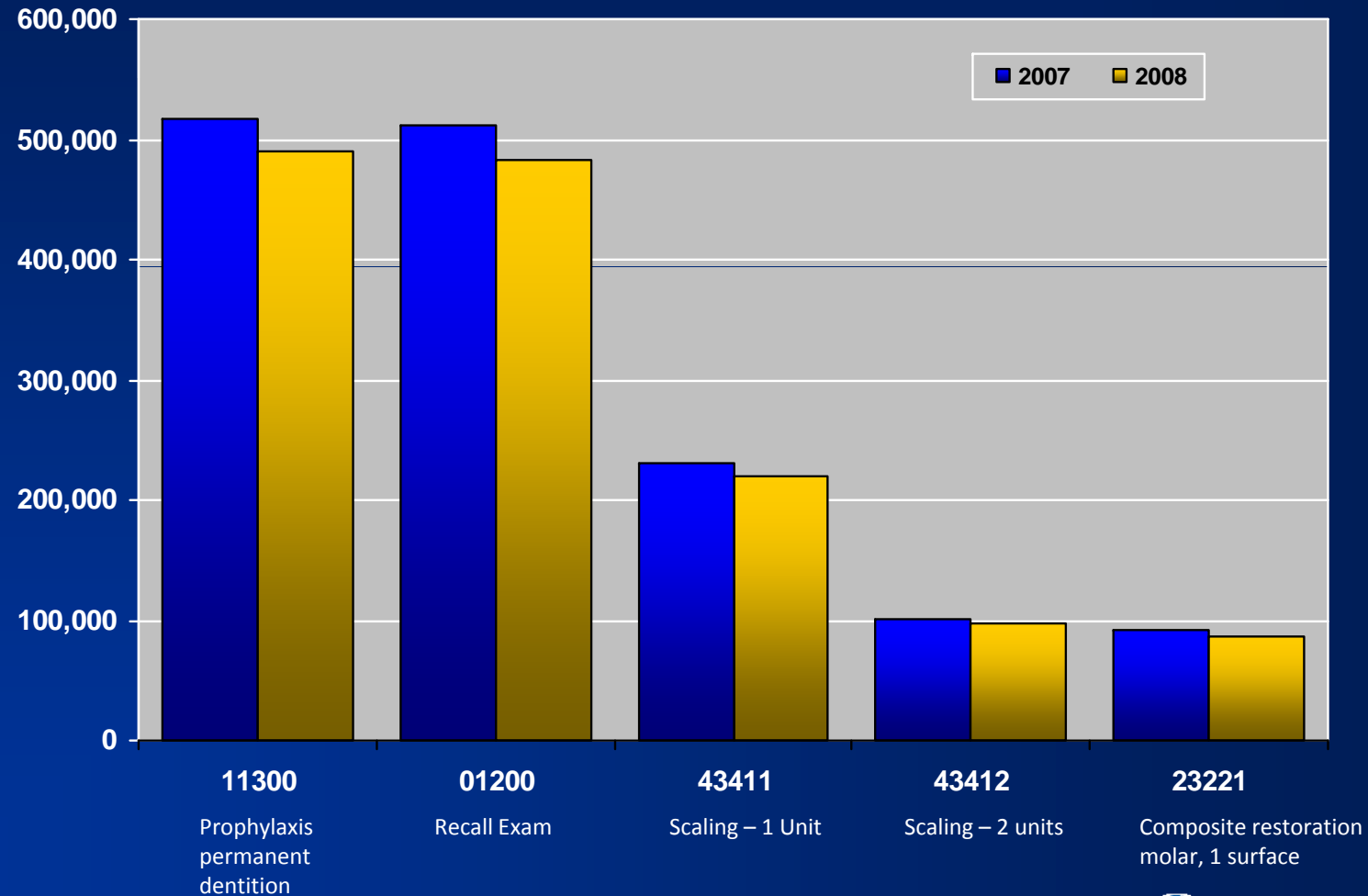
Growth in Dental Claims



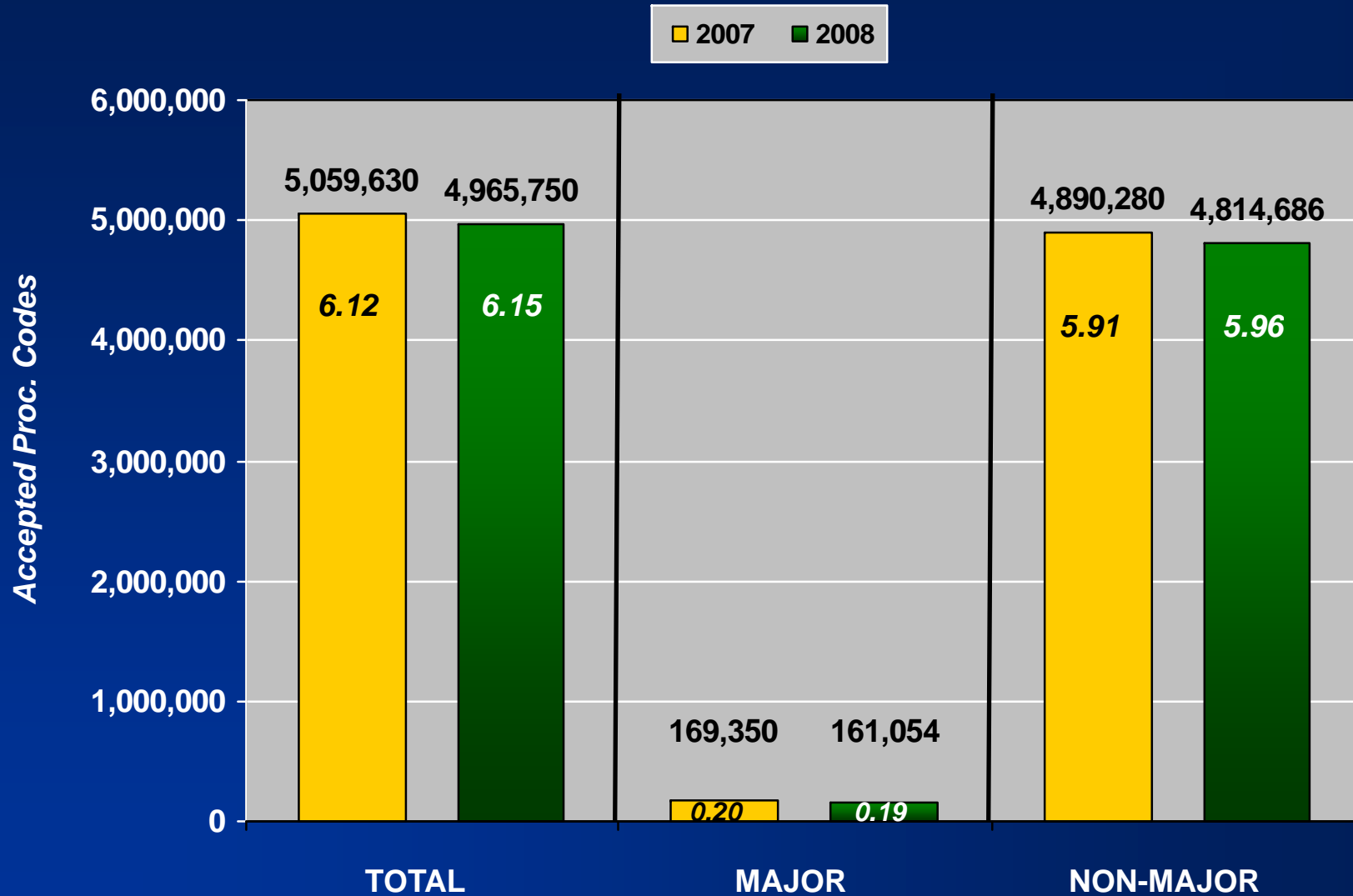
2008 Top 5 Dental Procedures (Ontario)



2008 Top 5 Dental Procedures (Quebec)



Utilization per Patient



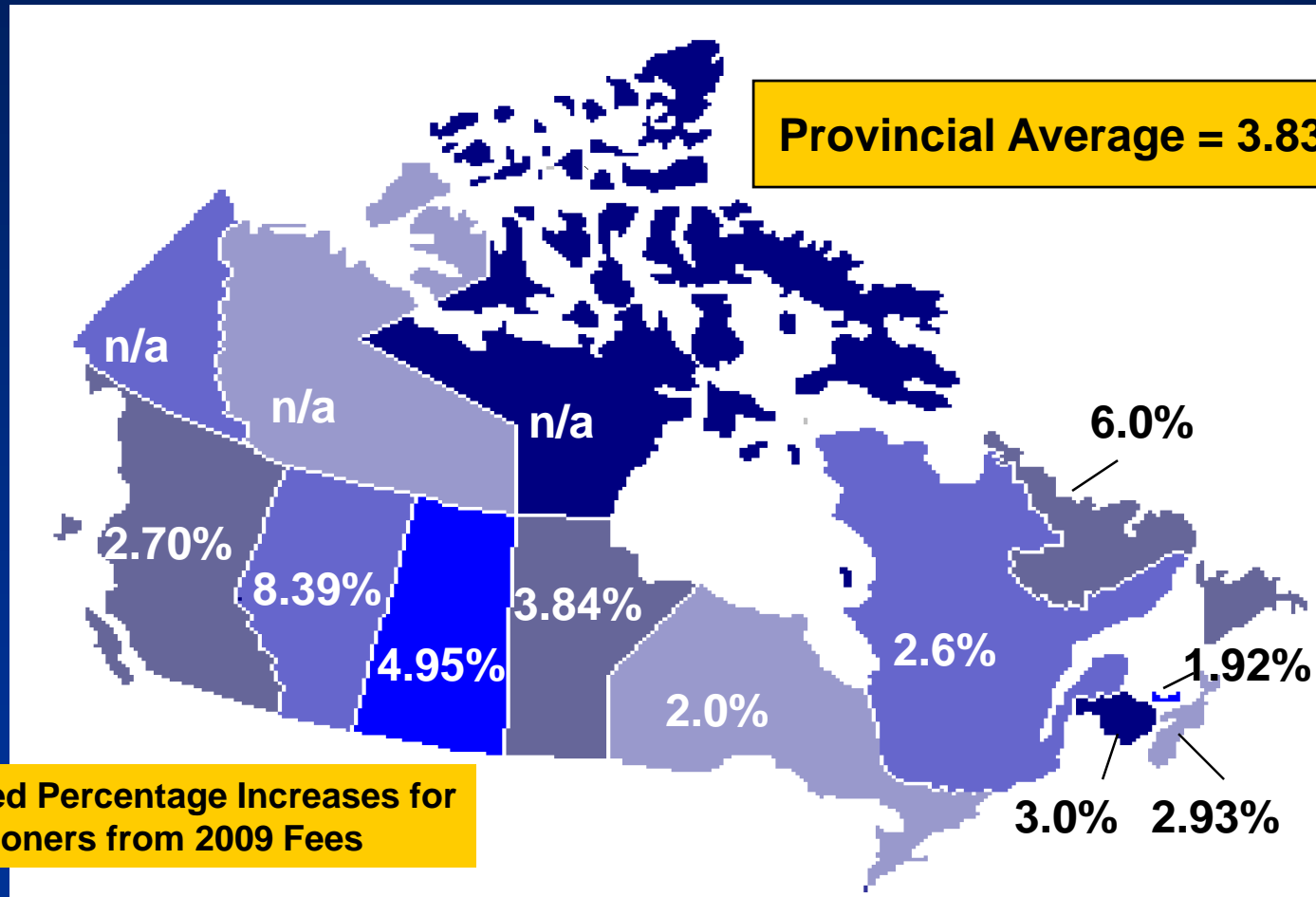
Over Used Codes

- Specific Oral Exams
 - ESI Canada recommendations to Association des Chirurgiens Dentistes du Québec, lead to an article published in their Dental journal. Other articles followed in Quebec.
- Emergency Exams
- Periodontal Treatment
- Restorations

Annual Fee Guide Changes and Recommendations

- Annual review of all CDA and Quebec procedure code changes
- Evaluate the impact of the changes
 - ✓ Claim adjudication
 - ✓ Plan set-up
 - ✓ Dental Rules
- Recommendations

2009 Fee Guide Increases



Source : ESI Canada

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From the news...

Dentists feel the bite of bad economic times

Revenue dropping as clients disappear, put off procedures or ask for deals in an attempt to conserve cash

 **THE GLOBE AND MAIL**
CANADA'S NATIONAL NEWSPAPER • FOUNDED 1859

By Tenille Bonoguore - January 10, 2009

Scaling Back?

Employers will be tightening their budgets in 2009. Will dental plans feel the pressure?

By April Scott-Clarke - February 2009

 **Benefits**^{CANADA}

Top dental hygiene for just \$25

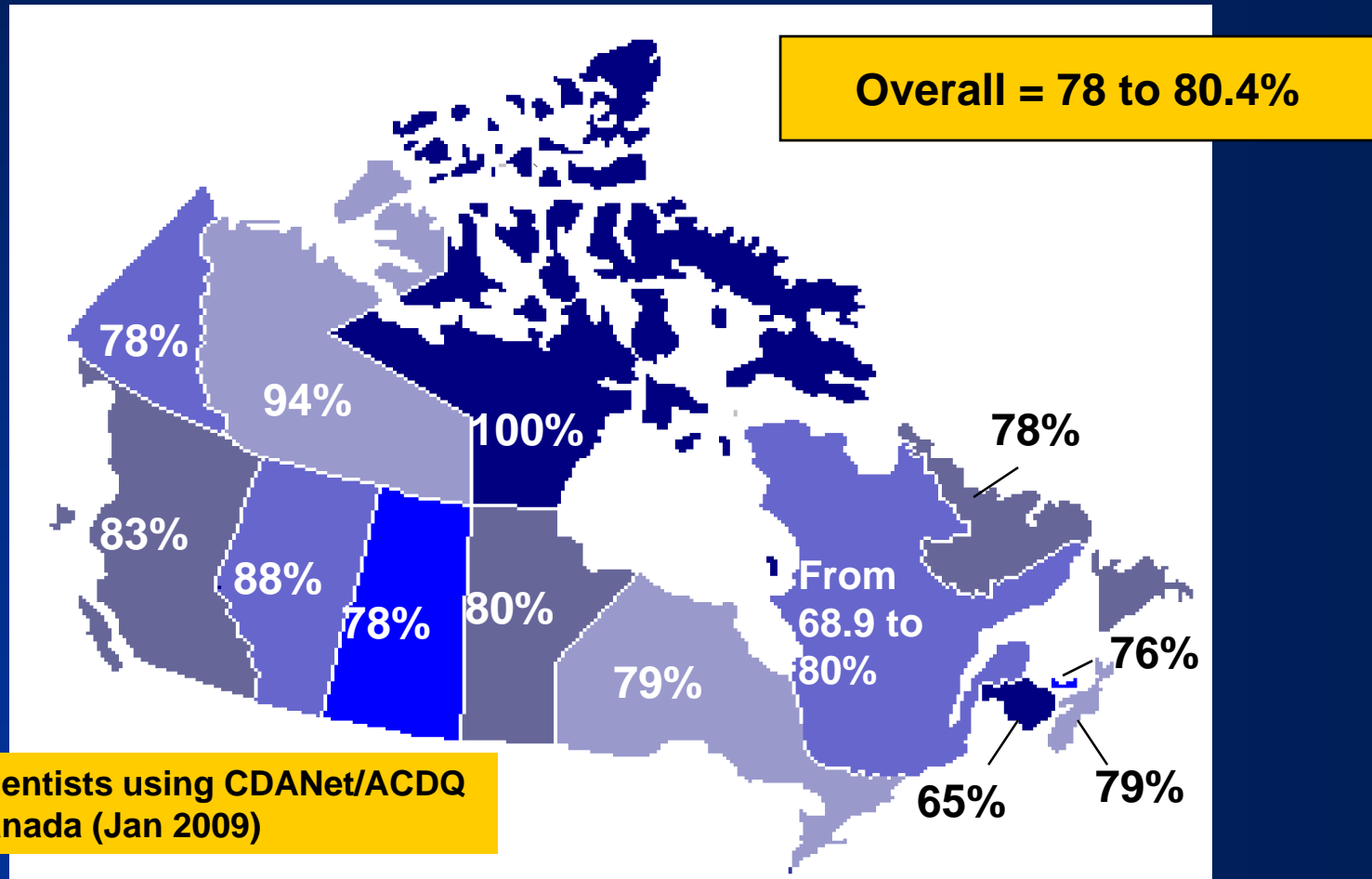
Durham College Clinic looking for guinea pigs

... The newest acquisition, donated by Ondine Biopharma Corp., is a "Periowave" laser system that kills bacteria that cause gum disease. That service alone could cost \$300 to \$400 elsewhere, according to the College.

By Carola Vyhnaak - February 12, 2009

The Toronto Star

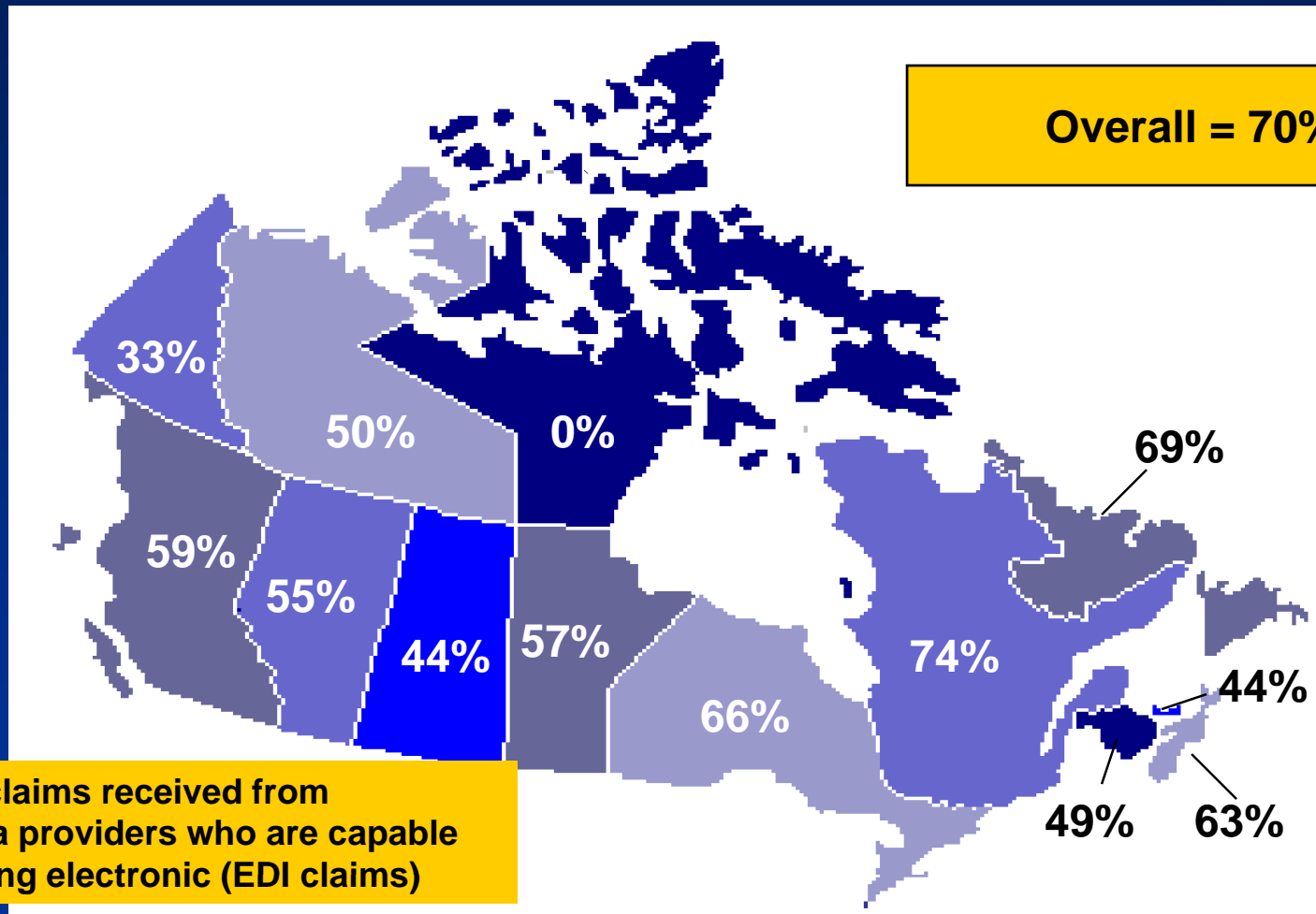
EDI Capabilities in Canada



Source : CDA and *ACDQ (for Quebec)

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Electronic Claims Penetration Rates in Canada



Source : ESI Canada – Dental DB – Jan 2009

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EDI Gaps / Obstacles

- Provider software updates for new Customers
- Submitting outside the 7 day window
- Coordination of Benefits of a secondary claim
- Electronic Pre-Determinations are currently required to be sent manually
- Not all procedures can be submitted electronically



Top 10 reasons for EDI claim rejection

1. Missing/ invalid primary policy/ plan number
2. The service was previously claimed
3. Client does not have dental coverage or electronic trans not available
4. Missing/ invalid subscriber identification number
5. Patient not found
6. Procedure code not covered by the plan
7. Plan maximum has been reached for this type of service
8. Patient has other coverage
9. The claim was previously rejected
10. Patient coverage not effective on date of service



Key Messages

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- **Slight increase in utilization of basic procedures**
- **Fee Guide increases still climbing**
- **Time to scale back abuse**

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