

Quality Assurance Reviews: An Invaluable Practice Management Tool

– by John Hom, DMD

Dental Health Services has an ongoing Quality Assurance Program to assist our dentists in delivering the highest level of care to our members. An integral part of our Quality Assurance Program is a periodic, complimentary review of your facility and record keeping.

The review process has two components: an evaluation of your facility and an evaluation of patient record keeping. The facility evaluation may be performed by either one of our Professional Service Specialists who are Certified Procedural Auditors or one of our consultants who are also certified.

Our auditors are formally trained, calibrated and certified with the most current information available by many authoritative sources, including the American Dental Association, State Dental Board, OSHA, Centers for



Anti-Fraud Hotline

Dental Health Services has a Fraud Detection Hotline—877.498.9490. Anyone can call and submit information about potential fraud either anonymously or with their identity. For more information, please visit <http://www.nhcaa.org>.

The Dental Health Services Anti-Fraud Program is maintained as required by state and federal regulations. Examples of fraud include: billing for services not performed, double billing, performing unnecessary services, kickbacks, inappropriate expenses on cost reports, upcoding and unbundling. Member fraud, employee fraud and outside fraud are also investigated.

Disease Control, and the professional dental specialty organizations for orthodontics, periodontics, endodontics, oral and maxillofacial surgery and pediatric dentistry. The training process for our auditors is ongoing and requires recertification every two years.

Dentists are given the results of the Quality Assurance review with recommendations to correct or improve an area as indicated. The majority of our dentists acknowledge this as a valuable practice management tool. Often our auditors are the first to inform an office of a required form, procedure, or a care or safety issue. The goal of our Quality Assurance Reviews is to help you and your staff maintain the safest clinical practice facility, keep the most accurate records of treatment and to help you provide the highest level of care to our members.



Dental Health Services

Electronic Eligibility: Benefits and Guidelines

Quickly Verify Eligibility Online

Did you know you can confirm member eligibility online? Simply follow the instructions below to find eligibility for a single subscriber and their dependents. You can also save and print a full eligibility report that is updated nightly.

- In your internet browser go to www.dentalhealthservices.com.
- In the section for Dentists on the right side of the page, scroll down to “Log In >>” and click to continue.
- If you know your username and password, enter it. If you are unable to log in, please contact your Professional Service Coordinator, LiLi Lund, at 562.276.1246, or if she is unavailable, you can contact your Member Service Specialist at 800.637.6453 and they can also help you.
- To Find an Individual Member: After logging in, scroll down and in the main section, select “Member Quick Search.” Enter the first part of the member’s ID number, or the first few letters of their last name. Press “find” and the relevant name(s) will come up. You can see the member’s information from this screen.
- To Receive Your Full Eligibility Roster: After logging in, scroll down and in the main content area, click on “Eligibility Report.” Be patient as it may take a minute or two. You will receive the report in Excel format where you can search, sort and print the data inside.



“We can confirm eligibility so much faster now. It saves us time in our front office, but it also saves time for our patients because we can search for their name directly.”

Heidi, Office Manager
Ivy Dental in Lynnwood, WA

Language Assistance Program

Dental Health Services provides language assistance to our members and dentists who treat our members who are Limited English Proficient.

During regular business hours, Mon-Fri 8am-5pm, you will be able to speak directly to us by calling 866.756.4259. After hours, you can still connect by following a few directions on the phone line.

If a member declines language assistance translation services, you should note this in the member’s chart.

We’re always happy to hear any comments or suggestions you have regarding our service to you, and your service to your patients. You can reach us at 800.637.6453.



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