

DocTalk

WINTER 2014
EDITION

Exclusively for Dental Health Services Participating Dentists and Their Staff

Credentialing Associate Dentists

How to credential your associates with Dental Health Services

Every dentist servicing a plan member must be credentialed by Dental Health Services before any treatment is provided. Even if the dentist is an associate, they need to go through the credentialing process through Dental Health Services. Please have all associates fill out a dentist application and agreement. They will need to include their state license, DEA license, and proof of malpractice insurance with their application.

You can download a dentist Application by logging onto the Dental Health Services website and logging into the dentist portal. Please complete and submit all documents to your Professional Services Specialist by scanning and emailing them or requesting for a personal pick up. You can also fax it directly to our Professional Services Credentialing Department at 562-426-4507. Once the associate has been credentialed and approved they will receive

a formal letter of acceptance in the mail within 30 days of all necessary documentation.

Your Patient's Privacy Rights

Reminder: Dentists are required to protect the confidentiality of their patient information. This falls underneath the Health Insurance Portability and Accountability Act, also known as HIPAA. Dental Health Services and your office can exchange member information. However, unless the information has been requested through a court order, patient referral, or a peer review panel, your dental office will need the patient's written, signed, and dated permission to release their information. If you have any questions regarding a patient's privacy, please call your Professional Service Specialist. They will be happy to help you.



Fraud: Is Your Practice at Risk?

Changing the books for the interest of the practice may seem harmless, but committing fraud has dire consequences. If your practice is charged with fraud you could face serious penalties, destroy your reputation, or lose your practice or license. Avoid the trouble and make sure you and your practice understand the full scope of insurance fraud.

Below are a few examples of fraud:

- Changing the dates that services were actually rendered (Changing the dates for 4 quadrants of root planning D4341).
- Submitting for services not rendered (submitting for root planning D4341 when a prophylaxis was rendered D1110).
- Billing Dental Health Services for a broken or missed appointment D0888 when there is no documentation in the patient's chart that the appointment was broken.
- Unnecessary treatment/billing (billing children for a gross debridement (D4355).
- Unbundling of procedures (charging patients for MTAD/BioPure for root canals.
- Billing other carriers (such as Cigna) without informing them of our coverage.
- Upcoding: billing for surgical extractions when



they are basic extractions.

- Billing for bone grafts when they are not actually done
- Billing for clinical crown lengthening (D4249) when another procedure is provided.
- Dentistry is billed by “procedure” not “technique”. Charging a member or Plan for “laser treatment” is unbundling.

For more information on fraud detection and protection, please contact Stanley Ayers, DDS, AHFI at dr.ayers@dentalhealthservices.com. Dr. Ayers is the Director of Dental Services and Compliance and is an accredited Health Care Anti-Fraud Investigator through the National Health Care Anti-Fraud Association (NHCAA).

2014 Code/Copay Changes

By now your office should have received the new American Dental Association (ADA) code changes for 2014. As a reminder of the changes affecting all Dental Health Services plans please review the following codes.

New ADA Codes for 2014

Code	Description
D0601	Caries risk assessment and documentation; with a finding of low risk
D0602	Caries risk assessment and documentation; with a finding of moderate risk
D0603	Caries risk assessment and documentation; with a finding of high risk
D2921	Reattachment of tooth fragment, incisal edge or cusp
D2941	Interim therapeutic restoration – primary dentition
D2949	Restorative foundation for an indirect restoration
D3427	Periradicular surgery without apicoectomy
D4921*	Gingival irrigation – per quadrant

*D9630 will no longer be accepted for irrigation. Please use D4921

Code Changes

Old Code	New Code	Change	Description
D3351	---	Description change	Apexification/recalcification – initial visit
D3352	---	Description change	Apexification/recalcification – interim medication replacement
D3354	D3355	Code replaced	Pulpal regeneration – initial visit
D3354	D3356	Code replaced	Pulpal regeneration – interim medication replacement
D3354	D3357	Code replaced	Pulpal regeneration – completion of treatment
D3410	---	Description change	Apicoectomy – anterior
D5860	D5863	Re-mapped code	Overdenture – complete maxillary
D5861	D5864	Re-mapped code	Overdenture – partial maxillary
D5860	D5865	Re-mapped code	Overdenture – complete mandibular
D5861	D5866	Re-mapped code	Overdenture – partial mandibular

If you have any questions regarding the new codes, please contact your Professional Service Specialist. They are happy to help you.

The Facts About CAMBRA

Caries Management by Risk Assessment or CAMBRA is a method of assessing caries (cavity) risk and recommending dental treatment and restoration based on a patient's caries risk.

Dentists who perform CAMBRA can measure a patient's risk for caries by exam, x-rays and tests to determine the patient's oral Ph level and bacteria levels. The following disease indicators and risk factors are then examined:

- existing decay condition
- present bacterial challenge
- decay history
- diet
- prescription medications
- saliva flow
- medical conditions
- oral hygiene habits

After evaluating the patient's risk factors, a dentist can recommend treatment. Patients with a high risk for caries may require medical intervention and may also require restoration of any existing tooth decay. Patients with low risk for caries are encouraged to maintain their oral health with home preventive care.

If you have any questions about CAMBRA or other methods of assessing patient's risk for oral illness please visit www.carifree.com.

Mark Your Calendars

Keep these important dates in mind when planning your next office event or promotion:

- February is Children's Dental Health Month
- March 2nd through 8th is Dental Assistants Recognition Week
- March 6th is Dentist's Day

IMPORTANT: Can you read this? If not, we can have somebody help you read it. You may also be able to get this information written in your language. For free help, please call right away at 1-866-756-4259. Dental Health Services has a toll free TTY line 1-888-645-1257 for the hearing and speech impaired.

IMPORTANTE: ¿Puede leer esta informacion? Si no, alguien le puede ayudar a leerla. Además, es posible que reciba esta informacion escrita en su propio idioma. Para obtener ayuda gratuita, llame ahora mismo al 1-866-756-4259. Dental Health Services' también tiene una línea TTY 1-888-645-1257 para personas con dificultades de audición o de hablar.



Dental Health Services

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