

# DentalPro News

A publication for participating HMSA dental care providers, facilities, and their staff

April 2017

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### Connected Care

HMSA recently provided a new web-based application to participating dentists like you. The application delivers health information to help you coordinate your patients' care with their physician. This application is called Connected Care<sup>SM</sup>: Powered by Cozeva<sup>®</sup>. Connected Care provides an online "ecosystem" where dentists and physicians can view care metrics and easily determine when patients have gaps in care. You can then collaborate to address follow-up care or care gaps.

Dental providers can also see the medical history and prescription medications for patients who have HMSA medical and dental plans. This gives you a complete picture of the patient and allows you to develop treatment plans consistent with their health. Knowing the medications that a patient is taking allows you to make informed decisions about treatment options.

### Register now

To register for Connected Care, visit [Cozeva.com](http://Cozeva.com), click on Log In located in the upper right hand portion of the page. From there, click on 'Create new account'. Training modules will guide you through the registration process and show you helpful features of Connected Care. You may also contact your HMSA dental network manager if you need help with registration.

### Training modules

Once you register for Connected Care, you can access interactive training modules at [hmsaconnectedcare.com/providertraining](http://hmsaconnectedcare.com/providertraining). The modules will explain how to:

1. Build your profile.
2. Assign delegates (users) to your account.
3. Understand the patient medical/dental care gaps.
4. Learn how to send secure messages to patients and/or their physicians.
5. Use Connected Care to improve patient treatment through improved recall of medical history.

Isn't it time your practice got connected? Please register to use these tools to enhance your practice and the care you provide to your patients. If

Cozeva is a registered trademark of Applied Research Works, Inc. Applied Research Works<sup>®</sup> is an independent company that provides COZEVA<sup>®</sup>, an online tool for HMSA providers to engage members on behalf of HMSA.

you need more information on Connected Care, call Dental Network Managers Kathy Oide at 538-8951 or Robin Williams at 538-8952, both on Oahu.

Get connected and stay connected with Connected Care: Powered by Cozeva.

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### HMSA Akamai Advantage Dual Care

HMSA Akamai Advantage® Dual Care (PPO SNP) is a dual-eligible special needs plan offered to members who have both Medicare and Medicaid. HMSA administers this medical plan, which includes limited dental benefits such as dental exams, cleanings, X-rays, and certain dentures. A complete list of benefits is available at [hmsadental.com](http://hmsadental.com) in Chapter 13 of the dental manual.

Members who are eligible for HMSA Akamai Advantage Dual Care include those who have one or more medical, physical, or mental health challenges that are best managed with a coordinated system of care.

As a dentist in HMSA's PPO network, you're automatically considered participating in the HMSA Akamai Advantage Dual Care network. You'll be reimbursed at your current HMSA contracted fee schedule.

**IMPORTANT REMINDER:** Providers who have opted out of Medicare are excluded from the HMSA Akamai Advantage Dual Care network. These providers aren't allowed to submit claims for dental services provided to members of this plan.

To check eligibility and benefits, go to [mydentalcoverage.com](http://mydentalcoverage.com) or contact Dental Customer Service at 948-6440 on Oahu or 1 (800) 792-4672 toll-free on the Neighbor Islands.

Submit dental claims electronically using Payor ID "HMSA1" or mail them to:

HMSA Dental Claims  
P.O. Box 1187  
Elk Grove Village, IL 60009-1187

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### Hawaii Dental Convention 2017

Mahalo to the dentists and their staff who visited our booth during the Hawaii Dental Association Convention 2017 at the Hawaii Convention Center in January. It was a pleasure to see each and every one of you. This year, our focus was emphasizing HMSA's commitment to Oral Health for Total Health and helping providers register for our new patient management tool, Connected Care.

HMSA's dental team answered questions from dentists and administrative staff about technology resources available to participating providers. Whether you're checking patient eligibility, plan benefits, or claims and payment status, our resources are easily accessible.

We're happy to recognize and congratulate the following winners of our daily prize giveaways:

- Grand prize winner of a \$150 gift certificate to Harbor Restaurant Pier 38: Jo Ann Quengua-Atienza, D.M.D.
- Winner of gourmet gift basket: Sanford S. Saito, D.D.S.
- Winner of gourmet gift basket: Steven Y. Sakata, D.M.D.



*Grand Prize Winner, Jo Ann Quengua-Atienza, D.M.D. (in the white coat) with her staff (from left): Chris Alegre, receptionist; Lady Atienza-Dixon, receptionist; and Gabriel Nojadera, dental assistant.*



*The dental network team looks forward to seeing you at next year's convention!*

*From left:*

*Janice Antolin, Provider Relations network coordinator; Robin Williams, Dental Network manager; Lee Ann Mitchell, Director of Dental Network management, dental leadership; Kathy Oide, R.D.H., Dental Network manager,*

### Sign Up for Electronic Funds Transfer

Electronic funds transfer (EFT), or the paperless way to move money from one account to another, has been used successfully for a couple of decades in nearly every industry ... except the dental industry, which has been slow to move to EFT. However, that trend is changing and HMSA is embracing that change for the good of our company, our members, and providers who send us claims. Efficiency and security helps us all.

You may see letters from HMSA and other insurers urging you to embrace EFT. We encourage you to register for EFT to help you manage your cash flow and time.

#### Enroll in EFT today at [hmsa.com](http://hmsa.com):

- Go to [hmsa.com/dental](http://hmsa.com/dental) and sign in to MyDentalCoverage with your user ID and password.
- Click the Electronic Funds Transfer link to access the application.
- Click Step 1 - Request PIN and a message will appear that your personal identification number (PIN) is being sent to your practice's mailing address. A letter with your PIN will arrive within 10 days of your request.
- When you receive your PIN, log in again. Enter your PIN and banking information to activate EFT. You need to do this only once during the initial login.
- Add your office's bank information and complete the enrollment process.

#### Benefits of EFT:

- Receive payments even when you're on vacation, at a conference, etc.
- Depositing claim payments don't require a trip to the bank.
- View electronic records online and print them, if needed.
- Worry less. EFT is safer than paper; there are no lost or stolen checks.

#### Security Features

Enter your banking information and change and update it as desired; no one can access your information.

#### Contact

If you have any questions, call Dental Electronic Services at 1 (800) 633-5430 toll-free, Monday through Friday, 8 a.m. to 5 p.m. Eastern Time.

#### Frequently Asked Questions

##### Are there any fees for EFT?

No. HMSA doesn't charge any fees. However, check with your bank to see if it applies any fees to EFT.

##### When will I receive payments via EFT?

When you enroll in EFT, you'll receive your PIN letter within 10 days of your request. Return to the EFT page on our website and enter your PIN to activate EFT. Following activation, we'll send all claim payments via EFT. On average, weekly payments are deposited on Tuesday from the regularly scheduled Thursday payment cycle.\*

\* Exceptions can be made, for example, due to holiday schedules.

**Can multiple dentists be included in EFT enrollment?**

Yes. All dentists associated with a tax identification number (TIN) can be simultaneously enrolled in EFT. Log in to the EFT registration page with the user ID and password associated with the group TIN. You may enroll all dentists associated with the group TIN or only selected dentists. If the dentists in your office submit claims under individual TINs, you'll need to register each TIN for EFT.

**What information do I need to enroll in EFT?**

You'll need your MyDentalCoverage user ID and password, bank routing number, bank account number, and account type.

**How do I edit or remove EFT?**

Log on to the website and select the Electronic Funds Transfer link. Then select the provider(s) to edit or remove EFT and follow the instructions.

**Will I still receive paper EOBs after I sign up for EFT?**

No. You'll no longer receive paper EOBs in the mail. If you need to view or print an EOB, log in to MyDentalCoverage and click the Payments and EOBs link. Then view and/or print your EOBs.

**How do I know my banking information will remain secure?**

This feature is designed to allow authorized users to access your EFT account, and it's recommended that you set up a specific user ID and password that would be only used to view, add, change, or remove your banking information.

## BRUSHING UP

**Online resources**

We encourage you to use our comprehensive and secure dental website, [hmsa.com/dental](http://hmsa.com/dental). All 2017 versions of our reference manuals and resources are available for your reference, including:

- 2017 Fee Schedules.
- 2017 PPO Benefit Matrix.
- 2017 HCR PPO Plan Matrix.
- 2017 Dental Manual.
- 2017 CDT Manual.
- 2017 CDT HCR – PPO.
- 2017 CDT HCR – HMO.
- My Dental Coverage Instructions.
- Links to MyDentalCoverage, where you can check:
  - o Patient eligibility and benefits.
  - o Claim status.
  - o Maximum/deductibles.
  - o Service detail and history.
  - o Allowance/copayment information.
  - o Procedure code information.
  - o Orthodontic information.
  - o Provider check information.
  - o Submit claims online via Speed eClaim and apply for electronic funds transfer (EFT).

- Links to HHIN, where you can:
  - o Verify eligibility effective dates.
  - o Obtain subscriber IDs.
  - o Obtain coverage codes.

There are many time-saving features on this site that you can use to help run your practice.

### Update Your Information

Please report changes to your practice address, phone numbers, tax IDs, and practice affiliations to us as soon as possible. This ensures that we have current information in our directories for our members and that you'll receive materials that we send to you. Up-to-date information also ensures accurate and timely claims payment and 1099 tax form distribution.

In addition, please visit our website at [hmsadental.com/Find-A-Dentist.aspx](http://hmsadental.com/Find-A-Dentist.aspx), where you can search by provider name, ZIP code/distance, or county to validate provider name, practice address, phone number, website, and accepting patient status.

If you haven't already provided us with your office email address, please email it to [dentalproviderrelations@bshi.net](mailto:dentalproviderrelations@bshi.net). We conduct provider surveys occasionally, which are emailed to your office. These surveys are an opportunity for you to give us valuable feedback.

To make any changes, please call your dental network manager.

## WELCOME: E KOMO MAI

### New Groups and Providers

We're excited to see our HMSA dental membership and provider network continue to grow. Membership growth means potentially more patients for your practice, especially if you're an HMSA participating provider.

### New Groups (partial list)

#### Hawaii Island

Allied Building Products Corporation  
Beach Villas at Ko Olina  
Coca-Cola Bottling of Hawaii  
Four Seasons Resort – Ko Olina  
Hermes of Paris  
Kaila Enterprises  
M&K Distributors

Midpac Auto Center  
Outrigger Canoe Club  
Paul's Electrical Service  
Pint & Cork  
Roto Rooter Services  
Saks Fifth Avenue  
Standard Sheetmetal  
Surgical Care Affiliates

The Madden Corporation  
The Nature Conservancy  
Vykin Corporation  
Waialele Country Club  
Waikiki Gateway Hotel  
Waikiki Trader Corp.  
Waimea Plantation Cottages  
W.H. Shipman

### New Participating Providers

#### Hawaii Island

Alexander J. Hall, D.D.S.  
Marian F. Megelly, D.M.D.  
Hong Murray, D.M.D.

#### Maui

Alexander J. Hall, D.D.S.  
Jesse D. Hollander, D.M.D.  
Bobee Hyland, D.D.S.

#### Marian F. Megelly, D.M.D.

Shauna L. Pier, D.D.S.  
Heidi Roberts, D.D.S.

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**New Participating Providers (continued)****Kauai**

Alexander J. Hall, D.D.S.

Marian F. Megelly, D.M.D.

**Oahu**

Stewart P. Ahn, D.D.S.

Jayne E. Bond, D.M.D.

Natalie S. Chien, D.D.S.

Christina Cho, D.D.S.

Patrick R. Ferguson, D.D.S.

Veena Kakarla, D.M.D.

Kelly Lien, D.D.S.

Michael Luu, D.M.D.

Marian F. Megelly, D.M.D.

Natsuko Nakatani, D.D.S.

Robert Olzack, D.D.S.

Jordan R. Takaki, D.M.D.

Hennasea-Sue Tokumura, D.D.S.

**Specialists****Hawaii Island**

John A. Gawlik, D.M.D.

Stacie Sueda, D.D.S.

**Kauai**

Patricia Sanchez Puche, D.D.S.

**Oahu**

Scott A. Pasieta, D.D.S.

Stacie Sueda, D.D.S.



## ROUTING BOX

**Date Received** \_\_\_\_\_

Please route to:

\_\_\_\_\_ Dentist

\_\_\_\_\_ Office Manager

\_\_\_\_\_ Dental Hygienist

\_\_\_\_\_ Dental Assistant

\_\_\_\_\_ Other: \_\_\_\_\_



HMSA Dental Services  
P.O. Box 1320, Honolulu, HI 96807-1320