

# DentalPro News

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

November 2016

## FEATURE ARTICLES

### What's Inside

Provider Training Sessions  
Recap  
**2**

HMSA Akamai Advantage  
Dental Benefits  
**2**

Enhancement to  
MyDentalCoverage  
**3**

2017 MAC Fee Increases  
**3**

**Clinical Focus**  
New CDT Codes  
**3**

Dental Utilization Review  
**4**

Oral Health for Total Health  
Program Collateral  
**4**

**Brushing Up**  
Upgraded Plan Maximums  
**5**

Valuable Online Resources  
**5**

Update Provider Information  
**5**

**Welcome: E Komo Mai**  
New Groups and Providers  
**6**

**Our Commitment to  
Serve You**  
Warm Aloha to our Dental  
Network Providers  
**7**

### Are You Connected?

Have you registered for Connected Care<sup>SM</sup>: Powered by Cozeva<sup>®</sup>? We hope you've heard about all the great features that Connected Care has to offer you and your team.

The new Connected Care platform integrates dental and medical care information and connects providers with patients to help your dental practice deliver a new level of care.

### A win for your patients

To bring physicians, dentists, and patients together in an integrated community of care, HMSA is using patients' medical and dental care claims history to jointly manage gaps in care. For patients who have HMSA medical and dental plans, physicians and dentists can coordinate integrated care management and deliver dramatic health improvements for your patients.

### A win for your practice

HMSA Connected Care provides a modern platform that allows your dental practice to partner with your patients' primary care providers to improve the oral and overall health of your patients. Connected Care lets medical providers know which patients are due or overdue for dental cleanings and empowers them to refer those patients to your practice.

### A win for you!

If you're a general dental or periodontal practice, register today at [cozeva.com](http://cozeva.com) and click Providers. To register, you'll need an authorization code from your HMSA dental network manager. Or, call Cozeva at 1 (888) 448-5879 toll-free.

If you register early, you'll be entered for a chance to win an Apple iPad Pro.

Register today at [cozeva.com](http://cozeva.com). If you have questions, contact us at [connectedcare@svusa.com](mailto:connectedcare@svusa.com) or call your dental network manager. We'll also be registering providers on-site at the Hawaii Dental Convention on January 12-13, 2017, at our HMSA Dental Booth. Join us!

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.



### Provider Training Sessions Recap

In June, HMSA Dental Services and Philips Oral Healthcare presented a continuing education course called, "Putting the 'I' in Team: Interprofessional Patient Centered Care." This course was designed to promote intra-office and inter-office communication to cultivate partnerships throughout all aspects of health care. Participants discussed elevating communication skills, standardizing office protocols, and tailoring documentation.

We were very fortunate to have Lisa Copeland, R.D.H., as our guest speaker. Lisa is a graduate of Broome Community College in New York with 28 years of clinical practice experience. As an international speaker and educational consultant, Lisa has presented a wide range of topics to audiences throughout the world. She's a member of the National Speakers Association, which promotes the highest standards of professional speaking partnered with lifelong learning.

Mahalo to all of the dentists, dental hygienists, and office staff who attended our 2016 training sessions. These sessions were extremely well received and we were able to reach out to our dental communities on Oahu, Maui, and Kauai and in Hilo.



### HMSA Akamai Advantage Dental Benefits

HMSA is pleased to announce new dental benefits for HMSA Akamai Advantage® Dual Care (PPO SNP), a dual-eligible special needs plan, starting January 1, 2017. The new benefits will supplement the medical plan for HMSA Akamai Advantage Dual Care members. The dental benefits include preventive and diagnostic services such as cleanings, exams, and X-rays, with some denture repair services. A complete list of services is available in the *Dental Manual* in the Provider section at [hmsadental.com](http://hmsadental.com)

Since the dental benefits are part of the HMSA Akamai Advantage Dual Care medical plan, we won't issue a separate dental membership card. Members with HMSA Akamai Advantage Dual Care dental benefits will use the HMSA medical card below:

		<b>Dual Care (PPO SNP)</b>	
Subscriber Name <b>KIMO M ALOHA</b>		Group <b>M12456 MedicareRx</b> <small>Prescription Drug Coverage</small> CMS-H3832 011	
Subscriber ID <b>XLMA000011223344</b>		Personal Care Physician DR MOKI HANA	
PLAN (80840) RXBIN <b>004336</b>	MEDICAL <b>696</b> PART D <b>785</b>	DENTAL <b>L68</b>	
RXPCN <b>MEDDADV</b> RXGRP <b>RX3982</b> RXID <b>A000011223344</b>			
HMSA Akamai Advantage®			

	<b>hmsa.com/advantage</b> Oahu <b>948-6000</b> Hilo <b>935-5441</b> Kauai <b>245-3393</b> Kona <b>329-5291</b> Maui <b>871-6295</b> TTY <b>711</b> Toll-free <b>1 (800) 660-4672</b>
Do NOT bill Medicare. Claims for covered services must be filed with HMSA. Payment will be based on the member's eligibility at the time services are received. Medicare limiting charges may apply.	Submit claims to: <b>HMSA - CLAIM</b> P.O. Box 860 Honolulu, HI 96808-0860
Services rendered out-of-state may be limited. Mail claims to: The local Blue Cross Blue Shield of the service area.	For care when traveling out of state call: Blue Card <b>1 (800) 810-BLUE</b>
For Prescription Drug Benefit claims, mail to: Pharmacy Claims P.O. Box 52066 Phoenix, AZ 85072-2066	<b>Blue Cross Blue Shield of Hawai'i</b> 818 Keeaumoku St. Honolulu, HI 96814-2365  An Independent Licensee of the Blue Cross and Blue Shield Association <b>Business hours:</b> 7 days a week 8 a.m. to 8 p.m.

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

Members will use the HMSA dental PPO network and Providers will be reimbursed at the current PPO fee schedule.

**Please note:** Details about the Medicare Advantage plan with claim submission guidelines will be outlined in the *Dental Manual* at [hmsadental.com](http://hmsadental.com).

Please submit dental claims electronically using Payer ID HMSA1. Or, mail them to:

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

Also, HMSA Akamai Advantage Dual Care members who have a qualifying medical condition, such as diabetes, coronary artery disease, or oral cancer and women who are pregnant, may have more services available from the Oral Health for Total Health program. Members can visit [hmsa.com/oralhealth](http://hmsa.com/oralhealth) for more information.

Providers who have opted out of Medicare programs have been deleted from the list of participating providers for HMSA Akamai Advantage Dual Care members.

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### Enhancement to MyDentalCoverage

Great news! You can now enter a date of service for a predetermination directly on our website. It's easy to use and much faster than writing the date on the paper form and mailing it. Plus, it's free.

Go to our website, [MyDentalCoverage.com](http://MyDentalCoverage.com), and click Add a Date of Service to a Predetermination. After signing in, enter the claim number from the Dental Predetermination Notification and the date of service on any or all lines of the claim for services you completed. Simple as that!

You save time on reporting the service and will receive see payments faster than other methods of entry. We encourage you to try it.

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### 2017 MAC Fee Increases

We're pleased to offer increases in maximum allowable charge (MAC) fees, starting January 1, 2017. The posted MAC fees will be applied to payments to all HMSA participating providers. HMSA will continue to review and, if warranted, make annual adjustments to the fee schedule to ensure that the MAC fees remain fair and competitive.

You'll find 2017 fee schedules posted by December 15, 2016, at [hmsadental.com](http://hmsadental.com) in the Provider Secured section.

## CLINICAL FOCUS

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### New CDT Codes

HMSA will recognize two new CDT codes for 2017:

#### **Code D1575 - distal shoe space maintainer – fixed – unilateral**

Fabrication and delivery of fixed appliance extending subgingivally and distally to guide the eruption of the first permanent molar. Doesn't include ongoing follow up, adjustments, or replacement appliances once the tooth has erupted.

This code is similar to existing code D1510 and will follow the same payment policy and allowance.

#### **Code D4346 - scaling in presence of generalized moderate or severe gingival inflammation – full mouth, after oral evaluation**

The removal of plaque, calculus, and stains from supra- and sub-gingival tooth surfaces when there's generalized moderate or severe gingival inflammation in the absence of periodontitis. It's indicated for patients who have swollen, inflamed gingiva, generalized suprabony pockets, and moderate to severe bleeding on probing. Shouldn't be reported in conjunction with prophylaxis, scaling and root planing, or debridement procedures.

Coverage for this code will follow the same payment policy and allowance with code D1110. Members can receive two services per year either singularly or in combination with D1110. Although this code is listed as a periodontal service, it'll be covered as a preventive service. We'll continue to evaluate the usage of the code for 2017 to determine if policy changes are necessary for 2018.

## Dental Utilization Review

Our dental plans have an obligation to members to ensure the care they receive is necessary and appropriate. We also understand it's burdensome for your office to submit documentation on many claims that require utilization review. That's why we've suspended our utilization review activities for our in-state participating providers for the past several years.

Documentation submission, including radiographic images, periodontal charting, or other documentation, isn't necessary for claim submission unless requested. Nonparticipating or out-of-state providers are required to submit the standard documentation for claims adjudication services.

Although we don't require the typical documentation for review of necessity and appropriateness of claim submission for our participating providers, it doesn't mean we've stopped overseeing claims. We don't do oversight of claims submitted, but claims are reviewed in different ways. We still receive information from our claims system about frequency of use by code and how one provider compares with others, both locally and throughout the state, in their submission patterns.

Providers who appear to practice in a very different manner than their peers may be questioned or asked to submit documentation to support past claims payment. Patterns that don't seem to be supported by the documentation may be reviewed at a later date to see if the claims submission pattern continues. If the pattern hasn't changed after a period of time, the provider may be required to submit documentation for necessity and appropriateness of treatment before we'll pay the claim. If issues remain unresolved, providers can be terminated from our network.

We appreciate the care you give our members. We know the profession of dentistry can be difficult and that's why we try to do the necessary oversight with minimal disruption to your practice. We appreciate partnering with you in the care of our members and your patients. Thank you for being an HMSA participating dental provider.

## Oral Health for Total Health Program Collateral

You're more to us than dental care providers. Your efforts to provide optimal overall care to our members can be seen and appreciated. That's why we want to provide you with additional tools to support our Oral Health for Total Health program.

Last year, we introduced the catch card. This 4-by-6-inch card can be displayed at your sign-in desk to engage your HMSA patients to ask about the Oral Health for Total Health program. We hope this card interests your patients and allows you and your clinical staff to answer any questions they may have about the program.

We also introduced the "tear-off." This piece encourages conversation between you and your patients about their overall health and gives them something to take home. The conversation can start with a review of your patient's medical history by the dentist or dental hygienist.

If a patient has a qualifying condition, you can check the applicable box and encourage the patient to enroll in Oral Health for Total Health. There's also a blank space for you to make any notes about your discussion. From your feedback, we know that this information helps you to have a positive impact on your patients' overall health.

**CAN HEALTHY GUMS PROTECT YOUR WHOLE BODY?**

HMSA makes your optimal oral and overall health top priority. That's why we offer **Oral Health for Total Health** to our members with certain qualifying medical conditions. Your dentist has checked the appropriate box below to explain how these benefits may have a positive impact.

- Pregnancy:** Pregnancy gingivitis – red, tender gums that are likely to bleed – occurs when rising hormone levels make the gums more sensitive to plaque. This condition may result in early delivery or increased chances of having a low-birth-weight baby.
- Diabetes:** Those with diabetes are more susceptible to periodontal disease. Periodontal disease may increase blood-sugar levels, increase the progression of pre-diabetes, increase insulin resistance, and derail glycemic control.
- Coronary Artery Disease (CAD):** People with periodontal or gum disease are almost twice as likely to have CAD. When bacteria from the mouth enters the blood vessels, they attach to fatty proteins, which may lead to blood clots and plaque build-up and may cause arteries to narrow and harden. Gum disease can also intensify existing heart conditions.
- Oral Cancer:** A history of oral cancer can put you at risk for developing new primary lesions. Additional benefits will help dentists identify suspicious oral lesions early for possible treatment, and treat the side effects of previous oral cancer treatment.

Jumpstart your path toward better overall health. Visit [hmsa.com/oralhealth](http://hmsa.com/oralhealth) to enroll today\* or call customer service at 808-948-6440 or toll free at 800-792-4672.

**Notes:** \_\_\_\_\_

**hmsa**  
A member service of The Blue Cross and Blue Shield Companies  
\*National Plans are not eligible for Enhanced Dental Benefits at this time. T16-0102-0003

**DO YOU QUALIFY?**  
Patients diagnosed as having diabetes, coronary artery disease (CAD), or oral cancer, or women who are pregnant qualify for HMSA's Oral Health for Total Health program.



## ORAL HEALTH FOR TOTAL HEALTH

This program provides at-risk members with condition-specific benefits beyond their dental plan.

When seeing an HMSA participating dental provider, these benefits require no coinsurance or deductible and are covered outside the calendar-year maximum.

**ASK YOUR DENTAL TEAM FOR MORE INFORMATION!**

Jumpstart your path toward better overall health. Visit [hmsa.com/oralhealth](http://hmsa.com/oralhealth) to enroll today\* or call customer service at 808-948-6440 or toll free at 800-792-4672.



Currently available, this provides program-specific details to you and your clinical team. Information on this piece includes:

- Oral Health for Total Health benefits.
- Understanding how to confirm if your patient is enrolled in Oral Health for Total Health.
- Understanding how to enroll a patient or advise a patient how to enroll.
- How Oral Health for Total Health benefits your practice.

To request copies of any of these materials, please contact your dental network manager.



## BRUSHING UP

### Upgraded Plan Maximums

As of July 1, 2016, the dental plan for many HMSA community-rated groups was increased to a \$1,500 calendar-year maximum. Members in those groups have an additional \$500 in their plan maximum for 2016. Qualifying members will also receive a \$500 rollover benefit in 2017, up to their accumulated rollover maximum of \$1,250.

Members in those groups with the V03 coverage code were converted to the V53 coverage code on July 1, 2016.

If you need to know your patient's available amount, go to My Patients Benefits within MyDentalCoverage and look for Benefit Summary.

### Valuable 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 will be posted and available for your reference on January 1, 2017. These include:

- 2017 Fee Schedules.
- 2017 Dental Manual.
- 2017 CDT Manual.
- 2017 CDT HCR – PPO.
- 2017 CDT HCR – HMO.
- 2017 Dental Benefit Tables and Copayments.
- 2017 HCR PPO Plan Matrix.

### Update Provider Information

Please report changes to your practice address, phone numbers, tax IDs, and practice affiliations to your Dental Network Manager Kathy Oide at 538-8951 or Robin Williams at 538-8952. This ensures that we have current information in our provider directories for our members and are able to send materials to you. Up-to-date information also ensures accurate and timely claims payment and 1099 tax form distribution.

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 provide us with valuable and continued feedback.

## 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)

Aloha Island Rentals	Niwa International Corporation	Shirokiya
Big Island Federal Credit Union	Parrish Collection	Top of Waikiki
Gyu-Kaku	Realty Laua	Unlimited Construction Services
Koa Kea Operations	Ross Aviation	US Acute Care Solutions
Michael Kors Retail	SJ Farms	

### New Participating Providers

#### Hawaii Island

Joseph Y. Cha, D.D.S.  
Terrence P. Codington, D.D.S.  
Joseph D. Coleman, D.D.S.  
Kathleen M. Cruz, D.M.D.  
Melissa Liao, D.D.S.  
Jonathan W. Mah, D.D.S.  
Maricris M. Mangasi, D.D.S.  
Yunsang Park, D.D.S.  
Kevin M. Sagawa, D.M.D.  
Sean M. Sebourn, D.D.S.  
William R. Sicilia, D.M.D.  
Berton N. Wong, D.D.S.

#### Maui

Terrence P. Codington, D.D.S.  
Kathleen M. Cruz, D.M.D.  
Leon A. Johnson, D.D.S.  
Maricris M. Mangasi, D.D.S.  
Yunsang Park, D.D.S.  
Sean M. Sebourn, D.D.S.  
William R. Sicilia, D.M.D.  
Bryan L. Whitwell, D.D.S.  
Berton N. Wong, D.D.S.

#### Kauai

Terrence P. Codington, D.D.S.  
Kathleen M. Cruz, D.M.D.  
Maricris M. Mangasi, D.D.S.  
Yunsang Park, D.D.S.

Sean M. Sebourn, D.D.S.

William R. Sicilia, D.M.D.

Berton N. Wong, D.D.S.

#### Lanai

Leon A. Johnson, D.D.S.

#### Oahu

Erik D. Anderson, D.D.S.  
Terrence P. Codington, D.D.S.  
Kathleen M. Cruz, D.M.D.  
Bethany F. Englund, D.D.S.  
Emilio R. Hernandez, D.M.D.  
Deborah Ho, D.D.S.  
Reid T. Koyanagi, D.D.S.  
Christopher Lin, D.D.S.  
Maricris M. Mangasi, D.D.S.  
Joseph P. Mayer, Jr., D.D.S.  
Yunsang Park, D.D.S.  
Sean M. Sebourn, D.D.S.  
William R. Sicilia, D.M.D.  
Adriana C. Stegman D.M.D.  
Brennan Takagi, D.D.S.  
Timothy M. Terlaje, D.D.S.  
Anne Tran, D.D.S.  
Berton N. Wong, D.D.S.  
Christopher J. Young, D.D.S.

### Specialists

#### Hawaii Island

Matthew S. Abraham, D.D.S., M.D.  
Grace Chen, D.D.S.  
Brent B. Ching, D.D.S.  
Joan M. Greco, D.D.S.  
Richard H. Miyamoto, D.D.S.

#### Kauai

Matthew S. Abraham, D.D.S., M.D.  
Brent B. Ching, D.D.S.  
Kathleen M. Cruz, D.M.D.  
Richard H. Miyamoto, D.D.S.  
Berton N. Wong, D.D.S.

#### Maui

Matthew S. Abraham, D.D.S., M.D.  
Brent B. Ching, D.D.S.  
Richard H. Miyamoto, D.D.S.

#### Oahu

Matthew S. Abraham, D.D.S., M.D.  
Mary Chau, D.D.S.  
Brent B. Ching, D.D.S.  
Nicholas J. Fujii, D.D.S.  
Tian W. He, D.M.D.  
Aaron M. Miyai, D.M.D.  
Richard H. Miyamoto, D.D.S.  
Shiva Basir, D.D.S.  
Aleksandr Tarasov, D.D.S.

## OUR COMMITMENT TO SERVE YOU

### Warm Aloha to our Dental Network Providers

As another year draws to a close, we'd like to thank you for your continued support and confidence. Our members rely on you and the more than 830 dentists statewide for their dental care.

As a partner in your patients' well-being, we look forward to making positive strides in their overall health. We wish you and your staff our warmest aloha during this holiday season and best wishes for a happy and healthy 2017.



Front row (from left):

- Leynette Leong, dental customer service representative.
- Ruby Pajimula, dental operations supervisor.
- Annette Galeon, dental customer service representative.

Back row (from left):

- Jerine Takara, dental operations director.
- Robin Williams, dental network manager.
- Cora Tolentino, dental customer service representative.
- Pam Kutaka, dental customer service representative.
- Kathy Oide, dental network manager.

Missing from Photo

- Tim Tanabe, D.D.S., Hawaii dental director
- Michelle Totor, dental customer service representative

## 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