

DentalPro News

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

April 2015

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CREDENTIALING SERVICES PROVIDED BY VERIFPOINT/CREDENTIALING SOLUTIONS

HMSA Dental recently retained the services of VerifPoint/Credentialing Solutions, a nationally recognized health care practitioner credentials verification organization.

VerifPoint will verify credentials of all HMSA participating providers and provide ongoing monitoring services for HMSA's dental provider network. These activities will further qualify and distinguish HMSA participating dental providers who meet the comprehensive quality assurance standards established by the National Committee for Quality Assurance (NCQA).

To facilitate the initial credentialing process, Verifpoint/Credentialing Solutions will mail you a packet. Complete all forms, include clear photocopies of the requested documents, and return them to Verifpoint/Credentialing Solutions. Please be assured that your confidential and personal information will be protected and used only for credentialing purposes.

Included in the packet is a checklist to help ensure your application is complete. A completion letter will be sent to you verifying the completion of your initial credentialing process.

If you have any questions about the credentialing process, please call either Kathy Oide at 538-8951 or Robin Williams at 538-8952 on Oahu. You may also email us at dentalproviderrelations@bshi.net.

GRID is Now 96,000 Dentists Strong

In January 2014, HMSA participating dental providers were given access to patients with other Blue Cross and Blue Shield (BCBS) plans that are in GRID. Here's some exciting and helpful information that'll help you keep up-to-date on the national Dental GRID.

Thanks to all of you, the GRID+ network has grown to become the nation's second-largest dental network, with 95,800 participating dentists (229,150 access points). The network is exclusively for members of participating BCBS plans.

GRID Dental Corporation is an independent company that administers GRID. It is not a BCBS organization. Here's some information from GRID Dental Corporation:

Frequently Asked Questions

1. Who issues ID cards? What information will be on the ID cards?

Because each plan "owns" its member relationships, the home plan will issue ID cards for its members. For example, BCBS of Kentucky is the home plan for a group based in Kentucky, no matter where the member lives, and issues ID cards for the group's members.

Either GRID or GRID+ may appear on the back of the ID card with the customer service phone number of the BCBS home plan. This ensures that dentists across the country recognize members from participating BCBS plans, and the member and provider know to call the home plan for member services.

2. What's the difference between the GRID and GRID+ networks?

GRID is the deep-discount network with 73,900 dentists and 184,500 access points nationwide and average discounts of 33 percent to 36 percent.

GRID+ is the broad-access network with 95,800 dentists and 229,150 access points nationwide and average discounts of 28 percent to 32 percent.

Please note that we often speak of "GRID" in general terms. This general usage isn't intended to mean only the GRID network, but is used to describe the overall Dental GRID structure and characteristics.

3. The GRID has dentists in all 50 states. How does it work?

The GRID Dental Corporation manages the national Dental GRID, which links the dental networks of many of the nation's BCBS plans with access to additional networks in states where there are no participating BCBS networks. Members of participating BCBS plans have seamless access to GRID and GRID+ providers in all 50 states.

4. Who pays the claims if the company is based in another state?

Each plan serves its own members, so the home plan pays claims for its members, no matter where the member resides. The home plan accesses the GRID database to determine the correct in-network provider fee level for claims payment.



New CMS Enrollment Requirement for Providers

The Centers for Medicare & Medicaid Services (CMS) will require physicians and other eligible professionals who write prescriptions for Part D drugs to be enrolled in Medicare in an approved status or to have a valid opt-out affidavit on file starting June 1, 2015. Otherwise, their prescriptions won't be covered under Part D and their patients will need to pay for their Part D drugs in full.

CMS has announced that enforcement will be delayed until December 1, 2015, but providers must submit their Medicare enrollment applications or opt-out affidavits to their Medicare Administrative Contractors (MACs) by June 1, 2015, to ensure that MACs have sufficient time to process the paperwork by December.

For more information, please refer to the links below or go to our bulletin board at hmsa.com/dental.

- cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Part-D-Enrollment-Information.html
- cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMS-4159_FAQs.pdf
- cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE1311.pdf

Provider Communications: Going Green by 2016

With the introduction of our new comprehensive, secure, and user-friendly dental website in 2014 — hmsa.com/dental — this issue of *DentalPro News* will be the last communication/update that we mail to you. We're slated to go completely green by January 2016.

If you want to be added to our provider notification email blasts, please send your current office email address to dentalservice@bshi.net. This will help to ensure you receive our email notifications.

On the website, you now have access to all of our current and past provider communications. You may read and/or print them directly from our secure and user-friendly site.

In summary, hmsa.com/dental includes:

- Bulletin Board: Our latest releases, announcements, and training schedules.
- Provider Updates: All current and past *DentalPro News* are posted.
- Current Dental Provider Manual.
- Commonly used provider application forms and tools.
- Convenient and easy-to-use links to:
 - MyDentalCoverage: Used to securely access your patients' eligibility, benefits, claim status, deductibles, maximum out-of-pocket amounts, and procedure histories. Access to Speed eClaim[®], where you can file your claims electronically at no charge. You'll get real-time explanations of benefits, claims editing, and quick claims resubmissions at no charge.
 - HHIN: Verify eligibility effective dates and get subscribers IDs and coverage codes.
 - Oral Health for Total Health: Get information on the benefits of this great program and help your qualifying members register for the enhanced benefits.
 - Affordable Care Act (ACA) information.
 - Forms and brochures.



Provider Communications: Going Green by 2016 (continued)

Access the secure site to find:

- Your current year's fee schedule.
- Current HMSA plan benefit matrices and resources for all our Commercial and ACA dental plans.
- CDT manuals specific to our Commercial and ACA PPO and HMO dental plans.

HDA Convention 2015

Mahalo to the dentists and their staff who visited our booth during the Hawaii Dental Association Convention 2015 at the Hawaii Convention Center in January. It was a pleasure to see each and every one of you.

This year, our focus at the convention was to provide information on updates to the ACA, HMSA's new dental website (hmsa.com/dental), and Oral Health for Total Health, as well as general information about HMSA plans. If you were unable to attend the convention and need additional information, please contact Dental Network Managers Kathy Oide at 538-8951 or Robin Williams at 538-8952 on Oahu.

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

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

- Grand prize winner of a \$150 gift certificate to Tsukiji Fish Market and Restaurant: Dr. Wesley Choy and staff.
- Winner of a beautiful Hawaiian gourmet gift basket: Dr. Rodney Chang and staff.
- Winner of a beautiful Hawaiian gourmet gift basket: Dr. Mitchell Tseu and staff.



BRUSHING UP

Tesia Fax

As of June 1, 2014, Tesia discontinued its fax service for HMSA claims submissions. As a result, you must choose one of the following options to submit your HMSA claims:

1. Speed eClaim available through mydentalcoverage.com. Call Dental Electronic Services at 1 (800) 633-5430, option 3, toll-free, Monday through Friday, 2 a.m.–2 p.m. Hawaii Standard Time, for additional assistance.
2. Electronic Data Interchange (EDI): Submit electronic claims directly to HMSA Dental if your practice management software allows for a direct connection. You can also submit claims to a clearinghouse that securely forwards them to HMSA Dental.
3. TesiaBridge™: Works with your existing dental software and eliminates the data entry required by its predecessors. It includes the ability to send attachments and has eligibility submission capabilities. It also allows you to submit unlimited claims to all dental insurance plans. Contact Tesia directly at 1 (800) 724-7240, option 6, toll-free for the cost and details of this service.
4. Mail claims to: HMSA Dental, P.O. Box 1187, Elk Grove Village, IL 60009-1187

Corrected Claims Process

Please note: This corrected claim process applies only to previously processed claims that have been assigned a claim identification number. This updated process will help you reprocess your corrected claims more efficiently.

Indicate any corrections in box 35 of your claim form and include the claim ID number. All corrected claims should be faxed to 1 (888) 667-8388 toll-free or mailed to:

HMSA Dental Services
Attn: Corrected Claims
PO Box 69437
Harrisburg, PA 17106-9437

Claims without a claim ID number that were rejected due to inaccurate data must be resubmitted through the normal claims process.

Waiting Periods

Waiting periods for certain dental services are based on the patient's uninterrupted dental coverage with HMSA. For example, if Kimo Smith had an HMSA dental plan with major services for six months and then switched to another HMSA dental plan with major services, he'll receive six months credit toward satisfying the wait period provided there weren't any breaks in HMSA coverage.

License Renewal Reminder

This is a license renewal year, which means that all current Hawaii State Dental licenses will expire on December 31, 2015. Since this will be the last time we mail *DentalPro News*, we'll send out a reminder by the end of the year to renew your license before December 31. We'll also let you know when to access your 2016 fee schedule online.

Upcoming 2015 Training Session — Reserve Your Space!

See insert for registration form or access it on the hmsa.com/dental Bulletin Board.



CLINICAL FOCUS

Oral Health for Total Health

Studies show that more than 75 percent of people 35 years of age and older will be affected by some form of gum disease, with advanced gum disease affecting up to 12 percent of adults. Poor oral health can make diabetes harder to control, resulting in infections that lead to higher blood-sugar levels; those with untreated gum disease will have up to a two-fold increased risk for heart disease; and pregnant women with gum disease may be seven times more likely to deliver premature, low-birth-weight babies.

This is why HMSA offers Oral Health for Total Health, a program that provides oral health education and benefits to members, providers, and employers. The program helps identify members with diabetes, heart disease, or oral cancer, as well as those who are pregnant, so they can receive education tailored to their needs. Since we offer both medical and dental plans, we can analyze claims information and identify members who can benefit from focused attention and additional dental education. We even work with members who aren't actively maintaining their oral health and encourage them to see their dentist.

Our Oral Health for Total Health program includes:

	Diabetes	Coronary Artery Disease	Pregnancy	Oral Cancer**
Cleaning or periodontal maintenance visit every 3 months	✓	✓	✓	✓
Periodontal scaling once per quadrant every 24 months*	✓	✓	✓	
Prediagnostic Oral Cancer screening every 6 months				✓
Fluoride treatment every 3 months				✓

* Periodontal maintenance and scaling available with plans that offer periodontal benefits.
 ** Oral cancer benefit available for members who have had a previous diagnosis of oral cancer.

As a dental provider, how can you take an active role in Oral Health for Total Health?

As a dentist, you know your patients the best, beginning with their medical history. We encourage you and your dental staff to engage your patients and educate them about additional dental benefits they may qualify for based on a condition they may have. Because you're already discussing the benefits of good oral health with your patients, this program will reinforce your efforts by providing additional dental benefits to members who qualify. Even if your patients don't qualify for Oral Health for Total Health, our dental website offers a lot of information that would be helpful to every dental member.

For more information, please visit the Oral Health for Total Health website at hmsa.com/oralhealth.



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)

GMP International, LLC
 Green Energy Team LLC
 Hawaii Pet Imaging dba
 Hawaii Advanced Imaging Institute
 HDR, Inc.
 Hualalai Residential, LLC
 Kam Center Specialty Corporation
 dba Kenny's Restaurant
 Kauai Lagoons Golf
 Management LLC
 Kookaa Kalihi Valley Comprehensive
 Family Services
 Pho 1 Vietnamese Cuisine, Inc.
 R.M. Towill Corporation
 The Savio Group
 Urban Outfitters, Inc.
 Worldster Lee, M.D., Inc. dba
 Cataract and Vision Center of Hawaii

New Participating Providers

Oahu

Kelvin Asahina, DDS
 Chantal Botros, DMD
 Rachel A. Brunmeier, DMD
 Timothy P. Inoue, DDS
 Ryan Inouye, DDS
 Divyesh R. Patel, DMD
 Russell S. Tabata, DDS

Specialists

Maui

J. Mickey Damerell, DDS

Oahu

Hsiao-Ling Hoshino, DMD
 Malia K. Kamisugi, DDS



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