

# DentalPro News

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

April 2018

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## FEATURE ARTICLES

### Enhancements to Oral Health for Total Health



Oral Health for Total Health has expanded to help more members improve their oral and overall health. Since January 1, 2018, members who suffered a stroke or are diagnosed with Sjögren's syndrome — an autoimmune disorder that causes dry mouth and eyes — qualify for enrollment in Oral Health for Total Health. Oral Health for Total Health now offers enhanced dental benefits to members with these medical conditions:

- Diabetes.
- Coronary artery disease.
- Stroke.
- Oral cancer.
- Sjögren's syndrome.
- Pregnancy.

Members enrolled in the program don't pay anything for enhanced dental benefits when they see a participating provider. The services don't count toward their calendar year maximum and don't require a copayment.

For more program information, visit [hmsa.com/dental](http://hmsa.com/dental).  
Click Providers and Oral Health for Total Health to learn more.

(See Enhanced Dental Benefits chart on page 2.)

(Continued from page 1.)

Enhanced Dental Benefits	Cleaning, scaling in the presence of gingival inflammation 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**
Diabetes	✓	✓		
Coronary artery disease	✓	✓		
Stroke	✓	✓		
Oral cancer	✓		✓	✓
Sjögren's syndrome	✓		✓	✓
Pregnancy	✓	✓		
*Periodontal maintenance and scaling available with plans that offer periodontal benefits. **This benefit is available for members previously diagnosed with oral cancer or for members diagnosed with Sjögren's syndrome.				

## Connected Care

If you're a Connected Care<sup>SM</sup> provider, you probably received our recent letter that told you about upcoming changes. As you know, Connected Care is an application that lets medical and dental providers see their patients' medical and dental history, prescription usage, and determine appropriate follow-up care.

### Feedback from one of our providers:

"Connected Care was introduced to our practice two years ago. The team was fascinated by how this tool can improve the care for our patients and improve their oral health. This approach to managing existing medical conditions, which can be accessed through Connected Care, has improved the total health of our patients."

– Edith C. Oamil-Pacho, D.M.D.

### iPad winner



In 2017, dental providers who signed up to use Connected Care in their practices were entered into a prize drawing. We have a winner! Congratulations to Dr. Edith Oamil-Pacho, who received an iPad!

Thank you to everyone who signed up for Connected Care and for taking the next step in offering the best possible health care for your patients.

*Dr. Edith Oamil-Pacho (left) and Kathy Oide, HMSA dental network manager.*

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## Welcome Dr. Robyn Dang, HMSA Dental Consultant

By Robert Lewando, D.D.S., M.B.A., Vice President, National Clinical Operations, LSV

HMSA welcomes Dr. Robyn Dang as a dental consultant to our Hawaii dental program.

Dr. Dang received her Doctor of Dental Surgery (D.D.S.) degree from the University of the Pacific and has practiced in Hawaii for the past 35 years. Dr. Dang also has more than 20 years of consulting experience with several health care organizations in Hawaii.

Her years of experience will help ensure that our members get high-quality care and that HMSA remains fair and responsive to our provider community. Please welcome Dr. Dang to HMSA.

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## Hawaii Dental Convention 2018

Mahalo to the dentists and their staff who visited our booth during January's Hawaii Dental Association Convention 2018 at the Hawaii Convention Center. 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. This program provides qualifying members with condition-specific treatment beyond their normal dental benefits. In January, HMSA added two more conditions that will be covered by enhanced dental benefits: stroke and Sjögren's syndrome.

If you didn't attend the convention and need information about enhanced dental benefits offered through the Oral Health for Total Health program, please call Dental Network Managers Kathy Oide at 538-8951 or Robin Williams at 538-8952, both on Oahu.

HMSA's dental team also answered questions from dentists and administrative staff about technology resources available to them. Whether you're checking patient eligibility and benefits, researching 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 of our daily prize giveaways:

- Grand prize winner of a \$150 gift certificate to Harbor Restaurant Pier 38:
  - Dr. Edith C. Oamil-Pacho, Dental Fitness Inc.
- Winners of gourmet gift baskets:
  - Dr. Clarence Young.
  - Dr. Aaron Colby.



*Grand prize winning staff (left to right): Chelsie McEntire, R.D.H.; Richilda Caluya; Edith C. Oamil-Pacho, D.M.D.; Isabel Edralin; Evelyn Aguilar; and Marycor Hurley.*



*Attending the convention was HMSA's dental team, which included (left to right): Robin Williams, dental network manager; Janice Antolin, provider relations network coordinator; Lee Ann Mitchell, director of dental network management, dental leadership; Kathy Oide, R.D.H., dental network manager; Devin Fukunaga, dental customer service supervisor.*

### **Tribute to Kathy Oide for Her Years of Service**



*Kathy Oide, R.D.H., dental network manager; and Edward Murphy, executive vice president, Life and Specialty Ventures LLC.*

We extend our best wishes to Kathy Oide, R.D.H., who's retiring from HMSA Dental on July 6, 2018.

Kathy has held several key positions in her career, all of which have made a tremendous impact on the dental community in Hawaii. Over the last 30 years with HMSA Dental, she has gained the respect and credibility of providers, fellow hygienists, and colleagues.

This year marks another milestone in her life as Kathy reaches 40 years in her dental hygiene career. She has always been a strong proponent of our Oral Health for Total Health initiative and was pleased to see HMSA Dental make a huge commitment to provide enhanced dental benefits to members with specific chronic conditions.

We've all benefited from her positive energy and wealth of knowledge about the clinical aspects of our daily operations. Kathy will be sorely missed, but we're all proud of the significant mark she leaves on all of us. It has been a pleasure and honor to work alongside a true professional who cares so deeply about our mission to take care of our providers and members. We thank Kathy for her many contributions to help HMSA Dental become a progressive leader in the dental industry.

Join us in wishing Kathy well as she starts a new and well-deserved chapter in her life. We know she's eager to catch up on the traveling she loves so much. Best of luck and enjoy your retirement, Kathy!

## CLINICAL FOCUS

### Silver Diamine Fluoride

Since the beginning of this year, HMSA has covered an interim caries arresting medicament application (D1354). The medicament typically used under this code is silver diamine fluoride.

Silver diamine fluoride has been around for many years. Primarily used as a desensitizing agent, it's been recently used as a minimally invasive treatment for dental caries until definitive treatment can be performed.

Typically, silver diamine fluoride is used when a patient has a deep, active carious lesion and won't be able to return for conventional treatment (such as a restoration) for quite some time. This could apply to nursing home patients where travel to the office could be difficult, to students at school who may not have regular dental care, and children who are not yet able to tolerate more extensive dental procedures. Silver diamine fluoride won't be covered when the tooth it's applied to is being restored on the same date of service.

Although highly effective at arresting decay, silver diamine fluoride will stain the carious lesions it's applied to as well as any restorative margins it comes in contact with. Although this material is clear and odorless, it can stain skin and clothing, so anywhere that silver diamine fluoride is applied should be appropriately isolated. Patients should be aware of this before the fluoride is applied.

HMSA and our dentists are strong believers in preventive care. When used properly, silver diamine fluoride can help keep our members healthy.

## BRUSHING UP

### Costco – Wholesale

Costco Wholesale's dental plan has some unique benefits that may be different from our standard commercial plans. Specifically, Costco's dental plan doesn't pay for additional panoramic films (D0330) taken by an oral surgeon 12 months from the previous panoramic or full-mouth X-ray.

The full-mouth X-ray and panoramic film X-ray share the same frequency and are covered once every three years.

For more information on Costco's dental plan, please refer to HMSA's Preferred Provider Dental Plan matrices on the [hmsa.com/dental](http://hmsa.com/dental) website.

### Recredentialing

Many of you will be due for recredentialing this year. If you're due, you'll receive a request from Verifpoint, the credential verification organization we work with. Verifpoint will ask you to complete the recredentialing form and submit it with copies of certain documents.

We thank you in advance for your attention and timely response to these requests. If you have any questions about recredentialing, please call your dental network manager.

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## Updated 2018 Benefit Manuals and Fee Schedules

We continue to encourage you to use our comprehensive and secure dental website, [hmsa.com/dental](https://hmsa.com/dental). All 2018 versions of our reference manuals and resources are posted. These include:

- 2018 Fee Schedules.
- 2018 PPO Benefit Matrix.
- 2018 HCR PPO Plan Matrix.
- 2018 Dental Manual.
- 2018 CDT Manual.
- 2018 CDT HCR – PPO.
- 2018 CDT HCR – HMO.

There are many valuable resources on our website that'll allow you to effectively manage your practice.

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## My Patients' Benefits Enhancements

My Patients' Benefits is one of the online tools available at [hmsadental.com/provider](https://hmsadental.com/provider). Find patient benefit information easily and quickly with these improvements:

- Procedure code-level benefit information specific to your office and patients.
- Patient-specific benefit eligibility information.
- Clearly defined waiting period information (when applicable).

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## Update Provider Information

Please report changes to your practice address, phone numbers, tax ID numbers, 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.

Also, please visit our website at [hmsadental.com/find-a-dentist.aspx](https://hmsadental.com/find-a-dentist.aspx) to double-check information such as your 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 periodically conduct provider surveys, which are emailed to your office. These surveys are an opportunity for you to give us valuable feedback on how we can better serve you.

To make any changes, 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)

Aloha International Employment  
 AP Company Kalakaua  
 Azul Hawaii Resorts – Koloa  
 Chaminade University  
 Gay & Robinson  
 Genesis Business Systems  
 Hartung Brothers  
 Honolulu Federal Credit Union  
 ILWU Local 100  
 Lynker Technologies  
 Moncler USA  
 Ols Hotels & Resorts  
 The Pasha Group – Non-Bargaining Unit  
 Reins International Company  
 The Rollins Group  
 Royal Hawaiian Services  
 VIP Transportation  
 Western States Lodging & Management

#### New Participating Providers

##### General Dentists

##### Hawaii Island

Daniel Adair, D.D.S.  
 Heather L. Cantori, D.D.S.  
 Monte C. Junker, D.D.S.  
 Edwin Kim, D.D.S.  
 Jacqueline Lee, D.D.S.

##### Lanai

Brandon Kanetani, D.D.S.  
 Kenneth J. Zenker, D.M.D.

##### Maui

Brandon Kanetani, D.D.S.  
 Brian K. Matsumoto, D.D.S.  
 Yunah Park, D.D.S.

##### Kauai

Robert L. Stebbins, D.D.S.  
 Paul H. Yoo, D.D.S.

##### Oahu

Bryson Chang, D.D.S.  
 Roderick Davies, D.D.S.  
 Nicole S. Endo, D.D.S.  
 Stephen R. Ho, D.D.S.  
 Brandon Kanetani, D.D.S.  
 Mark E. Kuioka, D.D.S.  
 Zachary R. Lee, D.D.S.  
 Sy M. Nakao, D.D.S.  
 Kamille A. Torres, D.D.S.  
 Brian Vongchanphen, D.D.S.

#### Specialists

##### Maui

Allyson M. Yamaki, D.D.S.

##### Oahu

Joan M. Greco, D.D.S.  
 Jessica J. Liu, D.D.S.  
 Morgan K. Strawn, D.M.D.  
 Allyson M. Yamaki, D.D.S.

## ROUTING BOX

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

Please route to:

\_\_\_\_\_ Dentist

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

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

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

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



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