

DentalPro News

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

Spring 2025

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FEATURE ARTICLES

Happy Lunar New Year

As we step into 2025, the Year of the Snake, we want to extend our heartfelt gratitude for your unwavering dedication and exceptional care for our members. The snake symbolizes wisdom, intuition, and transformation, which perfectly aligns with our mission to continuously improve dental and health outcomes and enhance the quality of life for our members.



This year let's embrace the wisdom and intuition of the snake to navigate the ever-evolving healthcare landscape. By leveraging incredible tools and programs like Oral Health for Total HealthSM and COREOTM, you can provide the best possible care for your patients. With evidence-based dental benefits and comprehensive patient management, you can make a significant impact on systemic health and overall wellness.

1099 Tax Form

If you need assistance with your 1099, please call 1 (866) 425-8275. You'll be connected to an automated answering system that can answer all commonly asked questions 24/7. Just follow the prompts. For 1099-Misc issues, you can also email 1099inquiry@highmark.com. It's always a good idea to file as soon as possible to minimize any potential penalties.

Update for HMSA Akamai Advantage Dual Special Needs Plan (D-SNP)

Starting Jan. 1, 2025, HMSA Akamai Advantage[®] Dual Special Needs Plan (D-SNP) now includes embedded dental benefits.

These benefits are just like the Standard and Complete HMSA Akamai Advantage benefits except for out-of-network provider reimbursements. D-SNP members can choose a participating provider using the existing Medicare Advantage network. Plus, they have access to Oral Health for Total Health.

More information can be found by using My Patients' Benefits or referring to the 2025 Provider Manual found here: [Plans, Manuals, and Training | HMSA Dental](#).

Coreo is a trademark of Navvis. Navvis is an independent company that provides CoreoTM, an online tool providing a virtual integrated health system for HMSA providers on behalf of HMSA.

Oral Health for Total Health: Helping you promote systemic health for your enrolled patients

As you are likely aware, our program Oral Health for Total Health (OHTH) offers evidence-based dental benefits for enrolled members. These benefits are condition specific, and when used, help to promote better total health outcomes. As your patient's provider, we're providing you the best opportunities to promote systemic health through evidence-based dental benefits.



If your patient is enrolled in our program, they're eligible for the following benefits based on the condition they're enrolled for. The good news is that Coreo is able to help you quickly determine which of your HMSA patients are enrolled in OHTH, making it easier than ever to appropriately schedule those patients for necessary recalls based on the evidence-based dental benefits they qualify for.

Use Coreo today to locate your OHTH members and schedule them today to help promote systemic health outcomes.

Effective Jan. 1, HMSA Akamai Advantage Dual Care (D-SNP) patients are eligible for OHTH.

The following grid outlines services that are covered under OHTH:

	Two additional prophylaxis or periodontal maintenance	Full mouth debridement	Scaling and root planing every two years	Two additional oral examinations and fluoride treatments
Chronic obstructive pulmonary disease	✓	✓	✓	
Coronary artery disease	✓	✓	✓	
Diabetes	✓	✓	✓	
End-stage renal disease	✓	✓	✓	
Metabolic syndrome	✓	✓	✓	
Oral, head, and neck cancers	✓	✓		✓
Pregnancy	✓	✓	✓	
Sjorgren's syndrome	✓	✓		✓
Stroke	✓	✓	✓	

Important Oral Health for Total Health codes and related information:

- **D1110:** Prophylaxis – adult, covered once every three months and can be in combination with D1110, D4346, or D4910.
- **D4355:** Full mouth debridement once every 24 months to enable a comprehensive oral evaluation and diagnosis on a subsequent visit.
- **D4341 and D4342:** Scaling and root planning - covered once per quadrant every 24 months.
- **D4355 and D4910:** Full mouth debridement and perio maintenance therapy aren't covered under HMSA Akamai Advantage and D-SNP. They're covered as an Oral Health for Total Health benefit.

Oral Health for Total Health: Eligibility, Benefit, and Periodontal Reminders

My patient is eligible for Oral Health for Total Health if they:

- Have an eligible HMSA dental plan.
- Have a qualifying medical condition.
- Are enrolled in the program.

HMSA dental plans not eligible for the program are:

- FEP plans.
- Federal 87 plans.
- Keiki Care plans.

To confirm your patient is enrolled in Oral Health for Total Health, call **(808) 948-6440 or 1 (800) 792-4672**. Or log in to My Patients' Benefits. If enrolled, the member eligibility section will display:

Member has a qualified medical condition reported?
☒ Yes

Coreo

Coreo offers a claims information database that allows providers to access HMSA members' medical visits and medication histories. While adding information is restricted for security reasons, this feature is invaluable for tracking patient history and ensuring precise care. By integrating medical and dental information seamlessly, Coreo supports a holistic approach to health care. We strongly encourage all providers and staff to take full advantage of this essential tool to enhance patient care and streamline their workflow.

How to register for Coreo

Registering for Coreo is easy on HMSADental.com, a self-service website. On the Providers tab, click on **Connected Care**, scroll down, and click on **Register Now**. The HMSA Dental Coreo User Request Form will appear; simply fill in the form and submit. An email from Coreo Support HI will be sent in 24-48 hours to complete your registration.

Once registered, you'll have access through Coreo to your attributed members. You'll be able to view preventive dental measures for each patient, including those who are enrolled in Oral Health for Total Health. You'll need your HMSA Provider ID number to register.

Reset password for Coreo

If you've forgotten your Coreo password, don't worry. Simply go to the Coreo login page and use the Password Reset Link. Remember, passwords expire every 60 days. If you have any questions about your account or need help logging in, you can call the Coreo Help Desk at (808) 892-3428 or 1 (888) 600-4672. Or you can email supporthi@navvishealthcare.com.

2025 HMSA Dental Fee Schedule and Benefit Matrices

Great news! We've increased our HMSA Dental fee schedule, focusing on the codes that matter most to your practice. The 2025 fee schedules for HMSA Dental PPO plans, Medicare Advantage Plans, and benefit matrices for all HMSA Dental plans are now available on our secure website.

Visit Fee Schedules and Benefit Matrices | HMSA Dental to access them. Don't forget, you'll need your individual Type 1 NPI for access.

CDT for 2025

To buy the ADA CDT 2025: Dental Procedure Codes book, go to catalog.ada.org. Please refer to your CDT guide for details on the processing guidelines.

Recredentialing with HMSA Dental

Credentialing standards are set by national accrediting agencies and state and federal regulating bodies. HMSA Dental's credentialing standards fully comply with the National Committee on Quality Assurance (NCQA) and specific State and Federal requirements.

VPoint serves as the credentialing verification organization for HMSA Dental credentialing and re-credentialing. For recredentialing, VPoint will contact you six months before your renewal date. They'll send you an introductory letter by mail or fax, explaining their role and including an HMSA Dental recredentialing application form. Below is a brief summary of the key points for recredentialing:

- **Recredentialing Frequency:** Every 12-36 months.
- **Initiation by VPoint:** Six months before the due date.
- **Notification:** Initial notice by mail or fax from VPoint.
- **Importance:** Timely response helps avoid delays, possible claims denial, or network termination.
- **Contact:** Reach out to your Dental Network manager or email HMSAdentalPR@USABLELife.com for any questions.



BRUSHING UP

2025 BCBS FEP Dental and HMSA Federal Plans

BCBS Federal Employee Program plans – Basic and Standard Options

The Federal Employee Program (FEP) is a nationwide program for federal employees, administered by the local Blue Cross Blue Shield Association. It shouldn't be confused with HMSA's plan for federal employees. The FEP membership card is identified by either a U.S. map or a postage stamp with the words Standard or Basic. For more information, visit fepblue.org.



Feature	Basic and Standard Options
Covered Services	Separate lists for each option
MAC (maximum allowable charge)	Same for both options
Procedures Not Covered	Charge usual and customary fee
Procedures Not Covered Under FEP	Do not bill to FEP (unless rejection is required for coordination of benefits)
Deductible	No deductible required
Provider Customer Service	(808) 948-6281 or 1 (800) 966-6198
FEP Customer Service	(808) 948-6281 or 1 (800) 966-6198
PSHB Customer Service	(808) 948-5500 or 1 (800) 577-4672
Benefit Information	Complete details in FEP Blue Cross Blue Shield Service Benefit Plan Brochure on fepblue.org (FEHB: Pages 121–124, PSHB: Pages 123–126)
2025 Dental Benefit Details	Included in HMSA dental manual

How to File an FEP Basic and Standard Plan Claim

1. Include the policy subscriber's ID number – an R followed by eight digits – in block 15 of the ADA claim form.
2. The form is signed by the provider.
3. FEP dental claims should be mailed to the following address to ensure timely processing:

HI FEP Claims
P.O. Box 69401
Harrisburg, PA 17106-9436

BCBS FEP Dental Plans: Grid+

HMSA Dental providers has access to BCBS FEP Dental members. The member's card will be identified with FEP Dental, along with the claim's submission address and customer service number to verify benefits.

The BCBS FEP Dental card is for identification only and doesn't guarantee eligibility or benefits. It's recommended to verify coverage for the date of service by calling the BCBS FEP Dental Customer Service department at 1 (855) 504-2583 Monday through Friday until 2 p.m. For additional reference on BCBS FEP Dental, visit bcbsfepdental.com site for benefit information, claims information, and much more.

Coordination of Benefits (COB)

When a member provides their BCBS FEP Dental card, it's important to also ask for their HMSA medical membership card. The HMSA membership card is crucial because, by law, the member's medical plan is the primary carrier. BCBS FEP Dental is secondary. Upon completion of dental care, submit the claim to the primary medical plan.

HMSA Plans for Federal Employees: Federal Plan 87, F27, F29, F34 plans for eligible FEHB (Federal Employees Health Benefits)

For HMSA federal plans, the group is called FED on their membership card. To find an HMSA Federal member's plan, look at the three-digit code next to "DENTAL." They offer standard options (F27/F34) or high options (F87/F29). The Subscriber ID has four zeros (0000) after the letter F.

You can check benefits on MyDentalCoverage - Dentists or call Dental Customer Service at (808) 948-6440 or 1 (800) 792-4672.

		Postal Service Standard Option
Subscriber Name KIMO K ALOHA	Group FED	
Subscriber ID HFPF001234567890	MEDICAL 454 DENTAL F34 VISION 0JG	
<small>Generated 12-28-2024</small>		

		hmsa.com Customer Service (808) 948-6499 or 1 (800) 776-4672 TTY 711
For services rendered in Hawaii, mail claims to: HMSA - CLAIMS P.O. Box 860 Honolulu, HI 96808-0860		For care when traveling out of state, call: Blue Card 1 (800) 810-BLUE
For services rendered out of state, mail claims to the local Blue Cross/Blue Shield of the service area.		Dental Help Desk 1 (800) 792-4672
Blue Cross and Blue Shield of Hawaii 818 Keeaumoku St. Honolulu, HI 96814-2365 An Independent Licensee of the Blue Cross and Blue Shield Association Call center hours: Monday-Friday 8 a.m.-5 p.m.		

For information about the **HMSA Federal Plans, BCBS FEP Dental Grid+, and BCBS FEP Basic and Standard plans**, visit our self-service website for Dental Manuals and Guidelines: Plans, Manuals, and Training | HMSA Dental, available 24/7.

HMSA Akamai Advantage Dental Updates for 2025

If you're a provider in HMSA's Medicare Advantage network, you can treat members with a Medicare Advantage plan that includes dental coverage. This plan covers a limited number of services, but those procedures that are covered have a \$0 member copayment in-network, with the balance of the allowable charge payable by HMSA. Any service not covered by the member's plan may be billed at your usual and customary charge. This doesn't include procedures that would otherwise be covered but are denied because frequency limitations have been met. Please inform members about noncovered services before treatment.

For more information on these plans or to verify if you're participating with the Medicare Advantage network, call Dental Customer Service at (808) 948-6440 or 1 (800) 792-4672, Monday through Friday, 8 a.m. to 5 p.m.

ECHO Health: Your Payment Options

HMSA engaged PNC Healthcare to provide new, conventional, and electronic payment methods through their Claim Payments and Remittances service, powered by ECHO Health. ECHO Health is known for providing top-notch service to some of the influential dental insurance providers in the industry.

Your practice can choose from the following payment options:

- **Virtual Credit Card (VCC)**

Each VCC comes with a unique 16-digit credit card number for one-time use. If no other payment option is selected, VCC will be the default.

- **Electronic Funds Transfer (EFT)**

If you were already enrolled in EFT before the transition, you'll automatically be enrolled in EFT through ECHO.

- **Medical Payment Exchange (MPX)**

Medical Payment Exchange delivers payments and EOBs electronically, seven to 10 days faster than mailed payments, and allows providers to print a check at no cost.

- **Paper Check Payments**

If you prefer to receive paper checks and paper EOBs, you can opt out of VCC payments by visiting ECHOvcards.com or you can call them directly at 1 (888) 834-3511.

Regardless of the payment option selected, you can continue to view your payments, predeterminations, and EOBs through the MyDentalCoverage - Dentists portal as well as the ECHO Provider Portal. To use the ECHO Provider Portal, an account must be created.

If you have any questions about your payment selections or would like to change them, call ECHO Health directly at 1 (800) 886-5913 Monday through Friday or by visiting the ECHO Provider Portal at ECHO Providers.

New Email Addresses for Dental Providers and Network

Announcing the update of email address to proudly represent USABLE Life. As part of this exciting change, emails to any department or person with @BSHI.Net email will no longer be applicable. Please use the new @USABLELife email addresses instead.



Our dedicated dental network support team remains committed to delivering exceptional network expertise. For HMSA Dental Customer Service, Dental Provider Relations, and the Dental Network managers, please reach out to our team at their new email addresses below.

Mahalo for your understanding and cooperation during this transition. We're looking forward to continuing to serve you with the same level of excellence and care.

HMSA Dental Customer Service: hmsadentalservice@USABLELife.com

HMSA Dental Provider Relations: hmsadentalPR@USABLELife.com

Regional Dental Network Manager, Jessica Chang, RDH, BA: Jessica.Chang@USABLELife.com

Dental Network Manager, Leimomi Kiyono, RDH: Leimomi.Kiyono@USABLELife.com

Update Practice Information Now

It's crucial to promptly report any changes to your practice address, phone numbers, tax ID numbers, and provider affiliations. This helps us keep our directories current for our members and ensures you receive our materials. Up-to-date information also helps to ensure accurate and timely claims payment and 1099 tax form distribution.

Visit our website at hmsadental.com/find-a-dentist to verify your details. To update your office email address, please email us at hmsadentalPR@USABLELife.com. Correct information allows members to find you in the online provider directory by location, specialty, gender, or language, and even print a map with directions to your office.

We encourage our providers and their teams to self-service and use the various resources available on our secure website, hmsadental.com. Items you can find on the Providers tab of our website 24/7 include:

- Online services to platforms such as My Patients' Benefits, HMSA Connected Care, BCBS FEP Dental, the GRID, and HHIN.
- Current fee schedules and benefit matrices to download.
- Timely news and announcements that may affect your practice.
- Plan information, and current CDT and HMSA Dental manuals.
- Information on the Medicare Advantage network and HMSA Akamai Advantage plans.
- Online application to join our networks.
- Forms to update your status, change your address, or add or close a practice location.

NPI Type 1 and NPI Type 2

An NPI (National Provider Identifier) is a unique identification number for covered health care providers. There are two types of NPIs:

1. Type 1: For individual providers. This number stays the same even if you change jobs or locations.
2. Type 2: For dental practices (clinics/offices with one or more providers).

Benefits of an NPI Type 2

1. Simplified billing and claims: A type 2 NPI allows the office to bill and submit claims under a single organizational identifier, which can streamline the billing process and reduce administrative complexity.
2. Tax and financial management: Having a type 2 NPI can help a practice manage its finances more effectively. It allows the office to file taxes and manage financial records as a single entity, which can be beneficial for accounting and tax purposes.
3. Professional image: Using a type 2 NPI can enhance the professional image of the practice by presenting it as a unified organization rather than a collection of individual providers.
4. Compliance with payer requirements: Some insurance payers may require a type 2 NPI for practices with multiple providers to ensure proper claims processing and reimbursement.
5. Flexibility for growth: If the practice plans to expand in the future, having a type 2 NPI already in place can make it easier to add new providers and integrate them into the billing and claims process.

We strongly encourage practices to obtain a type 2 NPI. Having a type 2 NPI can offer significant operational and financial advantages, making it easier to manage billing, streamline claims processing, and present a unified professional image. Additionally, it provides flexibility for future growth and ensures compliance with payer requirements. Embracing a type 2 NPI can help set your practice up for long-term success and efficiency.

Servicing Family Members

A common question is whether providers can service their immediate family members. The answer is no. Immediate family members include spouses, children, and parents. HMSA policy prohibits providers from servicing these family members and denies benefits for such services. If a payment is made in error, HMSA will recover all payments and the member will be responsible for 100% of the charges.

CLINICAL FOCUS

License Renewal and Continuing Education (CE) Requirements

Friendly reminder, it's important for all licensed dentists to stay on top of their license renewals to avoid any disruptions in their practice. Here are the key points to remember:

- 1. 2025 is the renewal year** for all licensed dentists and hygienists regardless of the date that the license was issued.
- 2. Don't wait until Dec. 31** to renew your license. It's best to renew as soon as you receive your reminder card in the mail.
- 3. Mandatory CE courses:** Completing the required continuing education courses, including ethics training and basic life support for health care providers, is necessary based on your license issuance date.
- 4. Consequences of not renewing:** Failure to renew by the deadline will result in your license becoming delinquent and the termination of your participation with HMSA Dental.

For more details, please visit the following links:

- License renewal: MyPVL
- CE Information: Professional & Vocational Licensing Division | Board of Dentistry Continuing Education Information

Clinical Operations Request

As part of our Quality Assurance and Utilization Management program, HMSA conducts periodic audits of dental records to assess necessary and appropriate care. During this process, you may receive an encrypted email from **Clinical Operations** requesting patient records using a clinicalreviews@lsvusa.com email address. The email will have important information that pertains to the patient we're requesting records for.

These requests are time sensitive and require a prompt response. Please be sure to check your inbox for these messages. This process also applies to all appeals and grievances.

If you have any questions, please don't hesitate to contact Clinical Operations at clinicalreviews@lsvusa.com.

Earn Two Credits with HMSA Dental's Free Live CE Course on Kauai

Save the date, April 11, for an engaging and informative learning session at the beautiful Outrigger Kauai Beach Resort and Spa, presented by Suzanne Ebert, D.M.D. Earn two continuing education credits while enhancing your skills and knowledge. Spaces are limited, so be sure to secure your spot by emailing HMSAdentalPR@USABLELife.com or contact your dental network manager. A light lunch will be served. Don't miss this opportunity to learn and network with fellow colleagues.

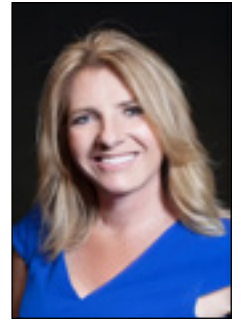
From the Desk of Dr. Suzanne Ebert: Oral Health Insights

Unlocking Total Health: Top Tips for Discussing Oral Care with Your Patients

As dental professionals, we understand that oral health is a critical component of overall health. Educating patients about the importance of maintaining good oral hygiene can significantly impact their general well-being. Here are a few tips to communicate this vital message to your patients:

- 1. Highlight the connection between oral and overall health:** Explain to your patients how oral health is linked to various systemic conditions. For instance, poor oral hygiene can exacerbate conditions like diabetes, heart disease, and respiratory issues. Emphasize that taking care of their teeth and gums can help manage these conditions more effectively.
- 2. Incorporate oral health discussions into routine check-ups:** During regular dental visits, take a moment to discuss your patients' overall health. Ask about their medical history and any health issues they might be experiencing. This integrated approach reinforces the idea that oral health is an essential part of their overall health regimen.
- 3. Leverage HMSA's Oral Health for Total Health program:** Inform your patients about this program, which integrates medical and dental care to improve overall health outcomes. This program offers additional dental benefits at no extra cost for patients with certain medical conditions, such as diabetes or coronary artery disease, and patients who are pregnant. These benefits can lead to better health outcomes and lower medical costs.
- 4. Use visual aids:** Sometimes, visual aids can be more effective than verbal explanations. Use diagrams, models, or videos to show the impact of poor oral health on the body. For a quick refresher, check this out: [CareQuest-Institute-Impacts-Beyond-The-Mouth-Infographic.pdf](#).
- 5. Share success stories:** Sharing real-life examples of patients who have seen improvements in their overall health by taking care of their oral health can be very motivating. These stories can help patients understand the tangible benefits of good oral hygiene.

By incorporating these strategies into your practice, you can help your patients understand the importance of oral health as part of their overall health. Together, we can work toward improving their overall health and quality of life.



Suzanne Ebert, D.M.D.,
Vice President,
Chief Clinical Officer
National Clinical Operations

HMSA Dental participates in Give Kids A Smile 2025

Give Kids A Smile is a one-day event for keiki to receive free dental treatment regardless of economic or social background. Their motto, "Every child deserves a healthy smile," truly captures the aloha spirit of the event. It's all thanks to the Hawaii Dental Association Foundation with HMSA Dental as a proud contributing sponsor.

This year was extra special because it was the first time HMSA Dental and HMSA's Community Engagement Team with their amazing volunteer staff teamed up. The HMSA Dental network managers were hands-on, promoting good oral hygiene with fun activities, while the HMSA volunteer team engaged in healthy living activities and created smiles for the keiki and parents. They were all smile makers of the day!



Having people from the medical teams join the dental team helped cast a nice outreach net, engaging families in physical activities and promoting well-being for keiki and their parents.

Mahalo nui to all the dentists, hygienists, and dental staff who generously gave their time and aloha to volunteer for this special event.

WELCOME: E KOMO MAI

New Groups

Mauka Warriors Luau
Kailua Physical Therapy
Hawaiian Humane Society
Oahu Transit Services
DFI Resources
Bishop Museum
S&G Labs Hawaii

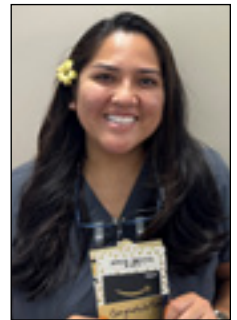
Pacific Islands Construction
Lights On Digital
All Island Trucking
Island Production Services
Papahana Kualoa
Trevor Hartwell DDS
The Hawaiian Mission Children's Society

New Participating Providers

ISLAND	DENTAL SPECIALTY	DENTIST NAME
Hawaii Hilo	General Dentistry	Akioka, Edward D., DDS
Hawaii-East	General Dentistry	Johnson, Madalyn A., DDS
Hawaii-Hilo	General Dentistry	Germano, Ciara Marie, DMD
Hawaii-Hilo	General Dentistry	Tupua, Kristiana, DDS
Hawaii-Kona	General Dentistry	Rice, Reginald C., DDS
Hawaii-West	General Dentistry	Chan, Justin, DDS
Hawaii-West	Periodontics	Garakani, Sasan G., DDS
Kauai	General Dentistry	Nawaz, Ahmad M., DMD
Maui	General Dentistry	Mitsos, Janna L., DMD
Maui	General Dentistry	Nichols, Ashley M., DDS
Maui	Pediatric Dentistry	Risner, Jonathan D., DMD
Oahu	General Dentistry	Chang, Justin M., DDS
Oahu	General Dentistry	Dang, Jonathan M., DDS
Oahu	General Dentistry	Dee, Dino U., DDS
Oahu	General Dentistry	Hautamaa, Olivia A., DDS
Oahu	General Dentistry	Willis, Matthew W., DMD
Oahu	Pediatric Dentistry	Lee, Kaitlin E., DDS
Oahu	Prosthodontics	Utley, Azure L., DDS

Congratulations to Kristine San Diego, D.M.D., our \$100 Amazon gift card winner

The entire HMSA Dental team is thrilled to extend our heartfelt gratitude to everyone who visited our booth at the HDA convention this past January. Your support and enthusiasm made the event a huge success! Congratulations to Dr. San Diego, our lucky winner! We can't wait to see you all again next year.



LOOKING AHEAD

As we celebrate the Year of the Snake, let's draw inspiration from its qualities to guide us through the year.

Thank you for being an essential part of our mission. Your commitment to promoting oral health and well-being is truly inspiring. We're excited to continue our journey together in 2025 and we look forward to a year filled with success, growth, and positive health transformations.

Wishing you all a prosperous and healthy year!

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