

DentalPro News

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

Spring 2026

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Strengthening Our Provider Partnership

This spring, growth reflects our shared commitment with you – the providers and staff who care for our members across Hawaii. When your practice thrives, our communities thrive. *DentalPro News* remains focused on practical support that helps you grow: Clearer guidance, smoother workflows, and resources your teams can use immediately.

Together, we'll grow clinical excellence through evidence-informed updates, operational efficiency through simplified processes, and stronger connections between your practice and our teams. Your feedback and collaboration continue to shape improvements that matter in daily practice.

Mahalo for the partnership you extend to our members and to us. Your expertise, compassion, and dedication form the foundation of better oral and total health outcomes statewide.

Let us grow together – ho'omohala pū – toward stronger practices, stronger collaboration, and healthier smiles throughout our island communities.

Medicare Advantage Dental Benefit Updates for 2026

Effective Jan. 1, 2026, Medicare Advantage plans that include dental benefits have been updated. Please review the key changes below to stay informed and support your patients accordingly.

Benefit adjustment

- Standard and Standard Plus: No changes.
- Complete and Complete Plus: No changes.
- HMSA Akamai Advantage® Dual Care (PPO D-SNP): Added coverage for crown, endo, denture, and additional extraction coverage.

For full benefit details, we recommend visiting My Patients' Benefits.

If you have questions or need help, please call Customer Service at (808) 948-6440.



Oral Health for Total Health

Eligible medical conditions with Medical Condition Abbreviations	Two additional cleaning or periodontal maintenance visits, plus:		
	Periodontal scaling covered 100%	Gross debridement	Periodic oral exams; fluoride treatments
Diabetes (DM)	✓	✓	
Coronary Heart Disease (CAD)	✓	✓	
Stroke (CVA)	✓	✓	
Pregnancy (PG)	✓	✓	
Oral Cancer and Head & Neck Cancer (OC, HNC)		✓	✓
Sjogren's Syndrome (SjS)		✓	✓
Chronic Obstructive Pulmonary Disease (COPD)	✓	✓	
End-Stage Renal Disease (ESRD)	✓	✓	
Metabolic Syndrome (MetS)	✓	✓	

Oral Cancer Insights for Your Practice

Oral Cancer Awareness Month – April 2026

Early detection of oral cancer is one of the most powerful contributions dental teams can make to patient health. While most mouth sores resolve within 10-14 days, persistent ulcers, red or white patches, non-healing extraction sites, or unexplained firmness in the oral tissues warrant prompt evaluation. Every member of the dental team plays a role: Hygienists are often the first to notice subtle mucosal changes, assistants can reinforce screening questions, administrative staff help ensure timely follow-up when a suspicious lesion needs reevaluation or referral. Clinicians should remember that early detection dramatically improves survival outcomes, and clear communication among the entire care team ensures no potential warning sign is overlooked.

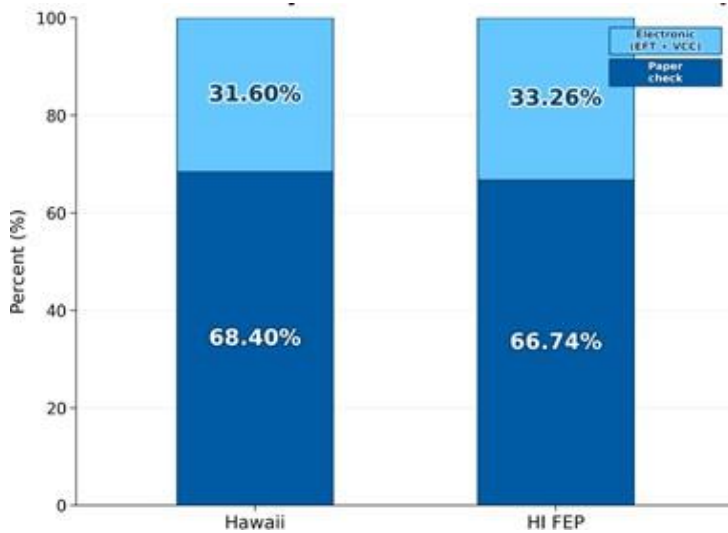
When an oral cancer diagnosis occurs, patients may feel overwhelmed – and the dental office can be a stabilizing force. Offer calm, clear guidance: Explain that you'll coordinate closely with their oncology team, monitor their oral health throughout treatment, and help manage side effects such as mucositis, xerostomia, and tissue breakdown common after radiation or chemotherapy. Encourage patients to stay on a consistent prevention regimen, including more frequent cleanings, fluoride therapy, and supportive home-care strategies to reduce inflammation. The **Oral Health for Total Health (OHTH) program** can support these patients by covering additional preventive visits – four cleanings or periodontal maintenance appointments per year, plus four fluoride treatments – all at 100%. This expanded access helps patients maintain stability, manage treatment-related changes, and protect their oral tissues during a critical time.

Simple, empathetic messages go a long way: “Your mouth is part of your whole health,” and “If a sore doesn't resolve within two weeks, we want to take another look.” With coordinated teamwork, proactive prevention, and patient-centered communication, dental practices are uniquely positioned to make a meaningful impact in oral cancer awareness, early detection, and ongoing care.

HMSA Dental Claims 2025 Snapshot

As our network continues to grow, so does efficiency behind the scenes.

ECHO Provider Payments (2025): Electronic vs. Paper



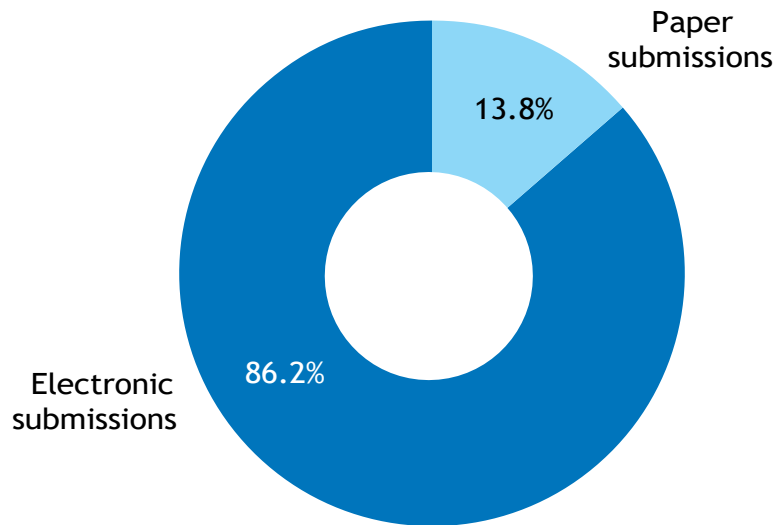
Electronic payments: 68.40% for Hawaii PPO and 66.74% for HI FEP

We continue to encourage providers to take advantage of convenient EFT and VCC payment options.

Electronic submissions: 86.21%

Most HMSA dental claims in 2025 came in electronically, reflecting widespread adoption of efficient digital workflows.

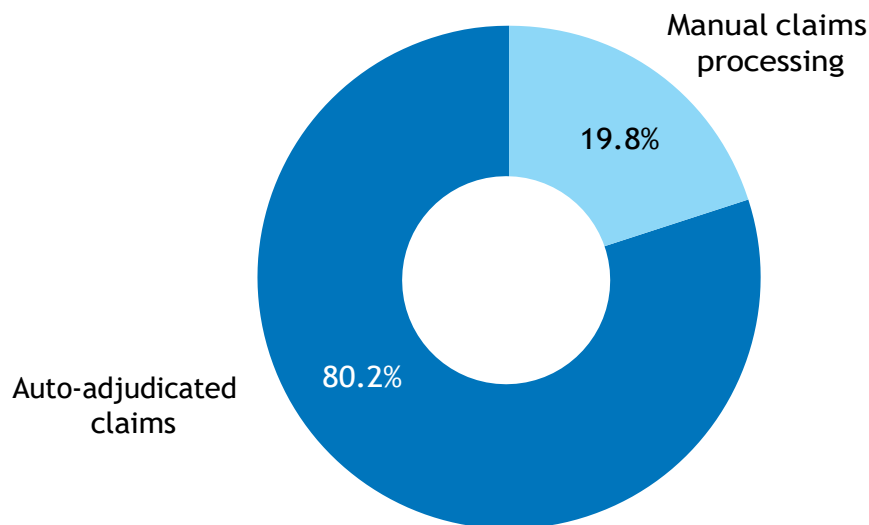
Claims Submissions (2025) Electronic vs. Paper



Auto Adjudication: 80.22%

A significant portion of claims processed automatically through HMSA's system, reducing manual intervention and supporting faster, more predictable payment cycles.

Claims Processing (2025): Auto-adjudicated vs. Manual

**What This Means for Our Network**

More electronic submissions and more automated processing signal steady growth in efficiency – helping practices spend less time on administrative tasks and more time caring for patients.

HMSA Dental Fee Schedules and Benefit Matrices

We're pleased to announce that HMSA has increased the Dental PPO fee schedule for 2026, with a continued focus on codes that matter most to your practice. This adjustment reflects our ongoing commitment to supporting Hawaii's dental providers with competitive reimbursement for high-quality care.

Fee schedules and benefit matrices are available 24/7 on our website, hmsadental.com. Access requires your Type 1 NPI: [Fee Schedules and Benefit Matrices | HMSA Dental](#)

2026 HMSA Dental Plan Changes

Important changes for dentists: Diagnostic and preventive waiver added to six commercial group PPO plans

Beginning July 1, dentists participating in-network with HMSA will see an important update to six commercial Group PPO plans: C03, C48, C85, C53, C54, and C86. The new diagnostic and Preventative Care Waiver means that your patients' covered diagnostic and preventive services will no longer count against their calendar year maximum benefit on these plans. This allows your patients to preserve their calendar year maximum for other dental procedures, which may support better overall oral health outcomes.

As a provider, you should be aware that the following services performed in-network will benefit from this waiver:

- Oral Exams
- Cleanings
- Topical Fluoride
- Silver Diamine Fluoride
- X-rays: bitewings, full mouth/panoramic, periapical (basic service)
- Sealants (basic service)
- Spacers (basic service)

The Preventative Care Waiver is effective July 1. For the remainder of that year, eligibility will be prorated from July 1 to Dec. 31, based on each group's renewal schedule. Starting Jan. 1, 2027, the waiver will automatically apply for all groups with these six "C" plans. Rollover and OHTH rules remain unchanged. Dentists should encourage patients to review their *Guide to Benefits* for information about service limits and costs.

This change is designed to help dentists deliver essential preventive care without patients worrying about exhausting their yearly maximum, ultimately improving patient retention and oral health.

Providers may view the individual member benefit on My Patients' Benefits.

Provider Feature

Daniel T. Mayeda, D.D.S.: A Career Defined by Vision, Leadership, and Trusted Partnership



For more than four decades, Dr. Daniel T. Mayeda embodied growth as a clinician, innovator, and leader in Hawaii's dental community. When he opened his practice in 1977, cosmetic and implant dentistry were still emerging fields. Dr. Mayeda saw their potential early, pursuing advanced training under implant pioneer Carl Misch, D.D.S. and becoming one of the first dentists to surgically place and restore implants in Hawaii.

As dentistry evolved, so did Dr. Mayeda. He embraced technologies such as CAD/CAM dentistry and cone beam imaging, elevating precision, efficiency, and patient comfort. His dedication to excellence propelled his practice into the top 2% nationally, a reflection of both his clinical mastery and the deep trust of his patients.

His leadership extended internationally through the American Academy of Cosmetic Dentistry, where he helped shape the academy's highest standards and ultimately served as its ninth national president – the first minority dentist to hold the role.

Growing together With HMSA Dental

Throughout his career, Dr. Mayeda's longstanding partnership with HMSA Dental expanded access to advanced cosmetic, digital, and implant dentistry for families across Hawaii. He'll be the first to tell you that "Partnering with HMSA Dental helped grow my practice, which allowed me to better serve my community." His commitment to exceptional care strengthened the HMSA Dental network, and together they created opportunities for more patients to receive innovative treatment close to home.

Though retired, Dr. Mayeda remains active as a consultant and trainer, sharing his knowledge and passion with the next generation. HMSA Dental is grateful for his long-standing partnership and for the lasting impact he has made on patients, providers, and the dental community in Hawaii.

BRUSHING UP

HMSA Akamai Advantage & Dual Care – Helping Your Practice Grow

Reminder that Medicare Advantage participating providers see both HMSA Akamai Advantage and Dual Care (D-SNP) members. Dual Care members are enrolled in both Medicare and Medicaid, and both programs include embedded dental benefits designed to support members' overall wellbeing.

HMSA Akamai Advantage and Dual Care members receive preventive and diagnostic dental benefits, and eligible members in both plans also qualify for Oral Health for Total Health (OHTH) enhanced benefits.

Dual Care members are identified by the N11 coverage code and use the Medicare Advantage Dental Network.

Refer to our online services on our website for My Patients' Benefits on member benefits or contact Dental Customer Service at (808) 948-6440 or (800) 792-4672.

Medicare Advantage COB Updates with Our Experts in Customer Service

We have completed a comprehensive review of our claims processing rules related to coordination of benefits (COB). This review included a detailed assessment by our Legal, Compliance, and Regulatory teams to ensure full alignment with all applicable CMS regulations, as well as industry-standard guidelines governing claims payment for members with dual coverage.



Based on this extensive analysis, we're confident that our current processes remain compliant, accurate, and consistent with nationally recognized COB standards. These validations reinforce our ability to adjudicate claims correctly the first time, support streamlined provider interactions, and maintain a high level of service to our members.

We remain committed to ongoing monitoring of regulatory updates and industry best practices to ensure our COB policies and claim processing procedures continue to meet all operational and compliance requirements.

Any patient-specific questions can be directed to customer service at (808) 948-6440.

Clear the Clutter – Make Room for What Matters in 2026!

Just like tidying up your workspace helps you focus, updating your email contacts keeps your communication sharp and efficient.

We've streamlined our Dental Provider Relations email list, so your questions get to the right team without delay. If you're still holding on to outdated addresses, it's time to declutter and make space for accuracy.

Your updated contact list (save now):

- HMSA Dental Customer Service: hmsadentalservice@USABLELife.com
- For provider inquiries, benefits, and claims.
- HMSA Dental Provider Relations: hmsadentalPR@USABLELife.com

For general provider support and network questions such as changing locations, adding new providers, etc.

- Regional Dental Network Manager for North and West Oahu, Lanai, Molokai, East and South Hawaii Island – Jessica Chang, RDH BA
- Jessica.Chang@USABLELife.com
- Dental Network Manager – Honolulu and East Oahu, Maui, North and West Hawaii – Leimomi Kiyono, RDH BS
- Leimomi.Kiyono@USABLELife.com



CLINICAL FOCUS

Oral Health Insights

Pregnancy and oral health

Pregnancy is a critical time to support oral health, and the entire dental team plays an important role. Dental care – including X-rays, local anesthetics, and needed treatment – is safe in every trimester, yet many patients still believe they should delay care. Clear, consistent reassurance from all staff helps prevent unnecessary postponement.

What to watch for: Hygienists and dentists may see pregnancy-related gingivitis, periodontal inflammation, untreated decay, or enamel erosion from morning sickness. Assistants and administrative staff can reinforce safety messages, help with scheduling, and confirm timely-related gingivitis, periodontal inflammation, untreated decay, or enamel erosion from morning sickness. Assistants and administrative staff can reinforce safety messages, help with scheduling, and ensure timely preventive visits.

Why it matters: Hormonal changes make gum inflammation common, and untreated periodontal disease is associated with higher risks of preterm birth, low birth weight, and other complications. Early detection and treatment reduce inflammation and protect overall health.

Simple, effective messaging: “Your oral health supports your overall health and your baby’s health. Dental care is safe throughout pregnancy – we’re here to take good care of you.”

Mythbusting reminders:

- Care is safe in all trimesters.
- X-rays are safe.
- Local anesthetics are appropriate when indicated.

Support through HMSA's Oral Health for Total Health

Pregnant members receive enhanced preventive benefits at 100%, including up to four cleanings or periodontal maintenance visits per year. Benefits don't count toward the annual maximum.

Members with HMSA medical and dental coverage are enrolled automatically; dental only members may self-enroll at Provider's Guide to Oral Health for Total Health | HMSA Dental.

Takeaway for your team: Consistent reassurance, proactive scheduling, and early intervention can make a meaningful difference in maternal and infant health – and your whole office plays a part.

From the Clinical Reviews Team

Watch your coding: Common problems we're seeing

As we review clinical notes and claims, we notice patterns that may benefit from a closer look. These coding issues are often unintentional, and a quick self-check can help ensure your work is fully supported.

D3331 – Treatment of Root Canal Obstruction (Non-Surgical Access)

- **Issue noticed:** This code is sometimes used in cases where canal obstruction is unlikely or not supported by documentation.
- **Reminder:** D3331 should be used only when documentation clearly shows an obstruction requiring special access.
- **When it applies:**
 - Blocked or non-negotiable canals requiring special access.
 - Obstructions from separated instruments, fractured posts, or heavy calcification (50%+).
- **Supportive advice:** If D3331 appears often in your workflow, a brief review can help ensure each case meets the criteria.

D4212 – Gingivectomy or Gingivoplasty for Restorative Access (Per Tooth)

- **Issue noticed:** We sometimes receive D4212 codes for crown preparation when documentation doesn't show actual tissue removal.
- **Reminder:** Cord packing alone doesn't support this code. Documentation must show gingival removal or reshaping.
- **When it applies:**
 - When gingival tissue removal or reshaping is necessary to access the restoration.
 - When intervention goes beyond simple tissue displacement.
- **Supportive advice:** If D4212 appears frequently, reviewing documentation habits can help ensure accurate coding.

D7210 – Surgical Extraction of an Erupted Tooth

- **Issue noticed:** D7210 is sometimes used for extractions that do not include surgical steps like bone removal or flap elevation.
- **Reminder:** Not all extractions are surgical. Code each tooth based on the actual procedure performed.
- **When it applies:**
 - D7140 – Simple extraction; includes minor bone smoothing.
 - D7210 – Surgical extraction requiring bone removal, sectioning, or flap elevation.
- **Supportive advice:** If D7210 appears frequently, reviewing documentation ensures each case is fully supported.

Key takeaways

Using codes meant for uncommon situations can create compliance risks. Small adjustments in review can make a meaningful difference.

Before submitting a claim, consider:

- Does documentation clearly support the code?
- Would images and notes make sense to an external reviewer?
- Does the code best match what occurred clinically?

A short self-check supports smoother claims processing and protects your practice.

ReCredentialing Application



We've updated our re-credentialing application to make it easier for providers who do not hold an active DEA or Controlled Dangerous Substance (CDS) Certificate. A separate drug waiver is no longer required as long as the appropriate waiver information is checked/completed on the form. This update is designed to make the recredentialing process faster and easier for all provider types.

Our credentialing verification organization, Välentz Health (formerly VPoint), will contact your office by fax or mail using the Välentz Health letterhead with the HMSA logo. Their outreach will request verification of your office contact information and status if applicable and include the HMSA recredentialing application.

Välentz Health sends recredentialing notices six months before your contract term date. To avoid any disruption in claims or network status, we encourage providers to complete and return the application promptly.

WELCOME: E KOMO MAI

New Groups

Hawaii Energy Connection
 Hawaii Pacific University Dental
 Hawaiian Pacific Freight
 Jaco Honolulu
 Life Flight Network
 MDX Hawaii Dental
 Saks Global Enterprise
 Sensei Ag Holdings
 SNG USA Corp
 Wismettac Asian Foods

New Participating Providers

ISLAND	DENTAL SPECIALTY	DENTIST NAME
Hawaii	General	Spader, Earl T., D.M.D.
Hawaii	General	Thykattil, Sheryl J., D.D.S.
Kauai	General	Davidson, Andrew D., D.M.D.
Kauai	General	Peck, Devin J., D.D.S.
Kauai	General	Ullah, Anjum, D.D.S.
Kauai	Oral Surgeon	Granger, Scott K., D.D.S.
Maui	General	Cagen, Anabela M., D.M.D.
Maui	General	Kelly, Colton J., D.D.S.
Maui	General	Kelly, Laura D., D.D.S.
Oahu	Endodontist	Jethwani, Monica, D.D.S.
Oahu	General	Araki Jr., Chadron S., D.M.D.
Oahu	General	Bahu, Leena M., D.D.S.
Oahu	General	Bautista, Beatrice A., D.M.D.
Oahu	General	Berman, Zachary K., D.M.D.
Oahu	General	Carganilla, Kylie C., D.M.D.
Oahu	General	Carlyle, Alexandria C., D.M.D.
Oahu	General	Devens, Karley, D.M.D.
Oahu	General	Faber, Michael H., D.M.D.
Oahu	General	Han, Serena M., D.D.S.
Oahu	General	Hun, Allison Y., D.D.S.
Oahu	General	Huynh, Gwen, D.M.D.
Oahu	General	Iwasaki, Sophia R., D.M.D.
Oahu	General	Kim, Jong Min, D.M.D.
Oahu	General	Luo, David, D.D.S.
Oahu	General	Luu, Michael, D.M.D.
Oahu	General	Masten, Jeremy L., D.M.D.
Oahu	General	Wong, Kyle A.K., D.D.S.

ISLAND	DENTAL SPECIALTY	DENTIST NAME
Oahu	Oral Surgeon	Lim, Hana T., D.M.D.
Oahu	Pedodontist	Kan, Suzanne, D.D.S.
Oahu	Pedodontist	Okunami, Tyler K., D.D.S.
Oahu	Pedodontist	Yip, Miranda S. W., D.D.S.
Oahu	Periodontics	Johansen, Tyler R., D.D.S. M.S.

LOOKING AHEAD

Hawaii Dental Convention 2026 - Grow With Us



HMSA Dental enjoyed connecting with Hawaii’s dental community at the HDA Convention on Jan. 13-15 at the ‘Alohilani Resort Waikīkī Beach. It was a great opportunity to talk story with dentists, hygienists, and office teams about tools and resources that support your practice.

Our new Tooth Planter Activity was a favorite, fun, hands-on, and a simple reminder that whole-person well-being grows from healthy smiles. It quickly became one of the event’s most popular takeaways.

Along with HMSA Dental calendars and swag, many of you appreciated the quick conversations around workflow tips, billing accuracy, and patient care support. Customer Service representatives were also onsite for two of the three days, offering real-time help with claims, benefits, and billing questions.

Mahalo to everyone who stopped by! We look forward to growing with you in 2026 and beyond.

Lucky winner of \$100 Amazon gift card

Aunty Lei Marks, RDH, of Pediatric Dentistry Kahala



Congratulations Aunty Lei Marks, RDH of Pediatric Dentistry Kahala for being the winner of our annual HMSA Dental drawing! We appreciate everyone who stopped by our booth to enter the drawing, ask questions, give feedback, make a tooth planter, say hi, and see what’s new.

From the Dental Provider Relations Team

Mahalo for your continued partnership and dedication to our shared mission. As we move forward this spring, we remain committed to helping your practice grow through clearer guidance, streamlined processes, and meaningful support.

Together, we'll keep strengthening collaboration, elevating care, and nurturing healthier smiles across our island communities – ho'omohala pū, let us grow together.

GROW WITH
The logo for HMSA (Hawaii Medical Service Association) features the word "hmsa" in a bold, blue, sans-serif font. To the right of the text are two blue icons: a cross with a triangle inside, and a shield with a cross inside. Both icons have a registered trademark symbol (®) to their right.



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