

DentalPro News

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

June 2019

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FEATURE ARTICLES

Coreo Update

Last year, HMSA launched Coreo™, a new technology platform that virtually integrates our health system.



Coreo was developed specifically for Hawaii health care providers to allow them to be at the forefront of the management and coordination of care for their patients. The platform is central to our vision of building a health care system that's unified through a single data platform and achieving Māhie goals of improved community health and well-being.

As we make the transition, there'll be a short-term impact on your access to online records. As of October 31, 2018, access to Connected Care was shut down, temporarily impacting your access to:

- Dental gaps for your attributed patients.
- Information on Oral Health for Total Health patients.
- Electronic medical records.

We'll keep you informed on our progress as we transition dental measures to Coreo and let you know when you can register to use Connected Care again.

If you have any questions, please contact Dental Network Managers Jessica Chang at 538-8904 or Robin Williams at 538-8952, both on Oahu. Or email us at connectedcare@lsvusa.com.

Coreo is a trademark of Navvis

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

Changes and Enhancements to Oral Health for Total Health

Starting January 1, 2020, Oral Health for Total Health (OHTH) will expand the category of oral cancers to include head and neck cancers. This will allow members with those conditions to be eligible for enhanced dental benefits.

Head and neck cancers account for about 3% of malignancies in the U.S. annually (roughly 63,000 diagnoses and 13,000 deaths). Primary risk factors associated with head and neck cancers include tobacco and alcohol use and HPV infection. We couldn't have expanded the covered conditions for HMSA members without your dedication to our integrated health and dental program.



Enrolled members receive condition-specific enhanced dental benefits worth more than \$1,000 that are fully covered when rendered by a participating provider. Oral Health for Total Health members are eligible to receive four cleanings or four periodontal maintenance visits per year at no additional cost when they see a participating provider.

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**	Flouride 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.

For more information, visit hmsa.com/dental and click Providers and Oral Health for Total Health.

Sign Up for Electronic Funds Transfer

Electronic funds transfer (EFT), the paperless way to move money from one account to another, has been used successfully for a couple of decades in nearly every industry ... except the dental industry, which has been slow to move to EFT. However, that trend is changing and HMSA is embracing it for our company, our members, and providers who send us claims.

You may see letters from HMSA and other insurers urging you to embrace EFT. We encourage you to register for EFT to help you manage your cash flow and time.

To enroll:

- Go to hmsa.com/dental and sign in to MyDentalCoverage with your user ID and password.
- Click the Electronic Funds Transfer link to access the application.
- Click Step 1 - Request PIN. A message will say that your personal identification number (PIN) is being sent to your practice's mailing address. The PIN will arrive within 10 days of your request.
- When you receive your PIN, log in again. Enter your PIN and banking information to activate EFT. You need to do this only once.
- Add your office's bank information and complete the enrollment process.

Benefits of EFT

- Receive payments even when you're on vacation, at a conference, etc.
- Depositing claim payments don't require a trip to the bank.
- View electronic records online and print them, if needed.
- Worry less. EFT is safer than paper; there are no lost or stolen checks.

Security Features

Enter your banking information and change and update it as desired; no one can access your information.

Contact

If you have any questions, call Dental Electronic Services at 1 (800) 633-5430 toll-free, Monday through Friday, 2–11 a.m. Hawaii Time.

Frequently Asked Questions:

Are there any fees from HMSA for EFT?

No. HMSA doesn't charge fees. However, check with your bank to see if it applies any fees to EFT.

When will I receive payments via EFT?

When you enroll in EFT, you'll receive your PIN within 10 days of your request. Return to the EFT page on our website and enter your PIN to activate EFT. Following activation, we'll send all claim payments via EFT.

On average, from the regularly scheduled Thursday payment cycle, payments are deposited on Tuesday. Exceptions may be made, for example, due to holiday schedules.

Can multiple dentists be included in EFT enrollment?

Yes. All dentists associated with one tax identification number (TIN) can be simultaneously enrolled in EFT. Log in to the EFT registration page with the user ID and password associated with the group TIN. You may enroll all dentists associated with the group TIN or only selected dentists. If the dentists in your office submit claims under individual TINs, you'll need to register each TIN for EFT.

What information do I need to enroll in EFT?

You'll need your MyDentalCoverage user ID and password, bank routing number, bank account number, and account type.

How do I edit or remove EFT?

Log on to the website and select the Electronic Funds Transfer link. Then select the provider(s) to edit or remove EFT and follow the instructions.

Will I still receive paper EOBs after I sign up for EFT?

No. You won't receive paper EOBs in the mail. If you need to view or print an EOB, log in to MyDentalCoverage and click the Payments and EOBs link. Then view or print your EOBs.

How do I know my banking information will remain secure?

This feature is designed to allow authorized users to access your EFT account. It's recommended that you set up a user ID and password so only those you authorize can view, add, change, or remove your banking information.

New Office Blessing

We've moved! We're now in the City Financial Tower in Downtown Honolulu. As we continue to position ourselves for continued growth, it was necessary to acquire a larger office space with upgraded technology. Our team is excited to be in our new space.

To bless our new space, we enlisted the help of Kahu Francine Palama. She did an incredible job of making everyone feel comfortable, creating a positive sense of unity, and preparing the office and staff for a successful transition. Following the blessing, everyone enjoyed a Hawaiian food buffet.



Gathering outside the front doors for the new office blessing.



Kahu Francine Palama (left) and Pam Kutaka, dental customer care advisor.



Left to right: Jerine Takara, director of operations; Dr. Robyn Dang, dental consultant; Kahu Francine Palama; Robin Williams, dental network manager.

Hawaii Dental Convention 2019

Mahalo to the dentists and their staff who visited our booth during April's Hawaii Dental Association Convention 2019 at the Hawaii Convention Center. It was a pleasure to see all of you.

We encouraged attendees to learn more about HMSA's commitment to Oral Health for Total Health. This program provides qualifying members with condition-specific treatment beyond their normal dental benefits. If you didn't attend the convention and need information about enhanced dental benefits, please call Dental Network Managers Jessica Chang at 538-8904 or Robin Williams at 538-8952, both on Oahu. Also see the article on page 2.

HMSA's dental team also answered questions from dentists and administrative staff about technology resources available. 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 congratulate the winners of our prize giveaways:

- Grand prize winner of a \$150 gift certificate to California Pizza Kitchen:
 - Dr. Jill Uehara, Uehara Family Cosmetic.
- Winners of gourmet gift baskets:
 - Dr. Marilou Cababat, Milltown Dental Clinic.
 - Dr. Alvin Chung, Alvin H.L. Chung D.D.S. LLC.



Dr. Jill Uehara (far right) and the staff of Uehara Family Cosmetic.



Dr. Marilou Cababat of Milltown Dental Clinic.



Shelene Cera and Dr. Alvin Chung.

CLINICAL FOCUS

Meet Dr. Sol Brotman, Director of National Clinical Operations, LSV



Dr. Solomon Brotman, director of national clinical operations (left) and Dr. Robyn Dang, HMSA dental consultant.

Since October 2018, Sol Brotman, D.D.S., has been director of national clinical operations for Life and Specialty Ventures (LSV) and serves as the chief dental officer for HMSA. Brotman oversees the activities of different state dental directors (including Robyn Dang, D.D.S., pictured with Brotman) and the implementation of oral and systemic health care protocol integration through the Oral Health for Total Health (OHTH) program in Hawaii.

Brotman and his wife, Leslie, live in Atlantic Beach, Fla. Although he wakes up most mornings looking at and swimming in a different ocean, Brotman's involvement with Hawaii goes back decades. His next-door neighbor growing up and roommate in dental school became a long-time trustee of the Harry and Jeanette Weinberg Foundation. "There are concerns that the citizens of Hawaii have that many Mainlanders don't appreciate," said Brotman. "I'm honored to have the opportunity to help with some of these issues as part of the OHTH program."

Brotman is a former lacrosse and soccer player as well as a five-time Boston Marathon finisher. When he's in Honolulu, his favorite morning run is up to

Diamond Head to see the stars give way to the first light over the ocean.

Brotman graduated from the University of Maryland Dental School, received his certificate in comprehensive general dentistry from the University of Florida, and is a master of the Academy of General Dentistry. Brotman has taught dental students, residents, fellows, faculty members, and continuing education students at four different dental schools in five different disciplines. He's been chair of the Florida Board of Dentistry. Brotman is a consultant to the Veteran's Administration Project Hero, which treats former servicemen and women in Florida and Georgia who have chronic head and neck pain. In 2000, the University of Maryland named their clinical and research facility The Brotman Center for Orofacial Pain.

In his community, Brotman has been president of three United Way agencies, serving as the founding chairman of OneJax. He's the only dentist graduate of Leadership Jacksonville, where he chaired Health Day for many years. Brotman is a trustee of the Community Foundation for Northeast Florida, the largest community foundation in the state. Several years ago, he chaired the committee that rewrote three chapters of Jacksonville municipal ordinances and created a fourth new chapter dealing with public accommodations. He and Leslie, a sixth generation Jacksonville native, have endowed scholarships and a lecture series in coastal biology at the University of North Florida. On a national level, Brotman is on the advisory board for the Barr Program in Basic and Innovative Cancer Research at the Dana-Farber Cancer Institute in Boston and the Harvard Initiative to Integrate Oral Health and Medicine.

His daughter Elizabeth, son-in-law Alex, and granddaughter Ellie live in Little Rock, Ark.

Please be on the lookout for upcoming continuing education opportunities presented by Brotman in October and November. The topic will be Dental Management of the Medically Compromised Patient.

BRUSHING UP

Vertical Bitewings

Vertical bitewings are a benefit of commercial plans only. There are no benefits for this service on Affordable Care Act (ACA) plans. The Costco benefit is once every three years for patients 15 years or older.

Change in HI GET for Federal Plan Members

This summer, the claims reimbursement for Federal Plan members (coverage code 00F) will include eligible Hawaii general excise tax (GET) payments in the current month rather than a separate payment in the following month. Look for more information on our website, hmsadental.com, in early summer. We continually look for ways to improve our customer experience to make it easier to administer your HMSA plan.

Keep Your Information Up to Date

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 to double-check your 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. We periodically conduct provider surveys that 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. More members mean potentially more patients for your practice, especially if you're an HMSA participating provider.

New Groups (partial list)

Commercial Electric
Continental Airlines
Dynamic Planning & Response
East Asian Observatory
Elite Pacific Construction
Hako Construction
Hawaiiana Management
Hoolaulima Government Solutions
Island Mechanical Corporation
Jimmy Choo
NAF Marine Corp
Native Hawaiian Veterans
Office Depot
Ols Hotels & Resorts
Restaurant Kintaro
TDX Global
The Wilhelm Group
United Airlines
Wahiawa General Hospital

New Participating Providers

HAWAII ISLAND

Joseph Barry, D.D.S.
Diana Do, D.D.S.

KAUAI

Nghia Bui, D.D.S.
Jase Chun, D.D.S.
Amanda Kerns, D.D.S.

MAUI

Deborah Ho, D.D.S.
Lindsay Taira, D.D.S.

OAHU

Kristin Adair, D.D.S.
Nghia Bui, D.D.S.
Aileen R. Cabanada-Logan, D.D.S.
Malcom Chang, D.D.S.
David Hoang, D.D.S.
Kylee N. Leidholt, D.M.D.
Arielle Nagao, D.D.S.
Travis W. Nishioka, D.M.D.
Kathleen Oliver, D.D.S.
Lindsay Taira, D.D.S.
Robertson T. Wu, D.D.S.

ROUTING BOX

Date Received _____

Please route to:

_____ Dentist

_____ Office Manager

_____ Dental Hygienist

_____ Dental Assistant

_____ Other: _____



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