

# DentalPro News

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

November 2017

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### Oral Health for Total Health Expansion

Oral Health for Total Health is expanding the medical conditions eligible for enhanced dental benefits starting January 1, 2018. Members who suffered a stroke or are identified with Sjögren's syndrome — an autoimmune disorder that causes dry mouth and eyes — will qualify for enrollment in Oral Health for Total Health and will receive enhanced dental benefits to help improve both their oral and overall health. Oral Health for Total Health will now offer these benefits to members with the following medical conditions:

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

Enrolled members are completely covered for enhanced dental benefits when they see a participating provider. Program services don't count toward the member's calendar year maximum and don't require a copayment.

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 (As of January 1, 2018)	✓	✓		
Oral Cancer	✓		✓	✓
Sjögren's Syndrome (As of January 1, 2018)	✓		✓	✓
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 program information, visit [hmsa.com/dental](http://hmsa.com/dental). Click Providers and Oral Health for Total Health to learn more.

## New and Important Plan Changes for 2018

### HMSA Akamai Advantage Dual Care (PPO SNP)

Starting January 1, 2018, HMSA Akamai Advantage® Dual Care (L68) will include coverage for amalgam and composite restorations, root canal therapy, and periodontal scaling/root planing. See chart below for details:

Procedure Code	Procedure Description	New 2018 Benefit Frequency/ Limitations*
D2140, D2150, D2160, D2161	Amalgam – 1-4 surface primary or permanent	1 per surface per tooth per calendar year
D2330, D2331, D2332, D2335	Resin based composite – 1-4 surface, anterior	
D2391, D2392, D2393, D2394	Resin based composite – 1-4 surface, posterior	
D3310	Endodontic therapy – anterior tooth	1 per tooth per calendar year
D3320	Endodontic therapy – bicuspid tooth	
D3330	Endodontic therapy – posterior tooth	
D4341	Periodontal scaling and root planing	1 per quadrant per calendar year

\* All services payable at 100 percent for participating providers and 50 percent for nonparticipating providers. Coverage for any dental procedure listed on this table is subject to member eligibility at the time of service, plan benefits, plan maximums, and dental plan guidelines.

The calendar year maximum will increase from \$1,000 to \$1,500 in 2018. This maximum applies to in and out-of-network preventive and additional comprehensive dental services.

HMSA Akamai Advantage Dual Care won't offer Oral Health for Total Health enhanced dental benefits starting January 1, 2018. HMSA Akamai Advantage Dual Care members currently enrolled in Oral Health for Total Health will continue to be eligible for the enhanced dental benefits until December 31, 2017. HMSA will notify members about the plan changes before open enrollment.

### Health Care Reform PPO and HMO

In 2018, additional benefits will be available under the individual and small group dental plans. Under major services, coverage will include certain porcelain fused to metal crowns and apicoectomy procedures. Service limitation for the additional procedures will be available in your 2018 *Health Care Reform PPO* or *HMO CDT* manual. The CDT manuals will be available online by January 1, 2018.

## 2018 MAC Fee Changes

Starting with claims with dates of service on or after January 1, 2018, the posted maximum allowable charge (MAC) fees will be used for payments to all HMSA participating providers.

We're increasing our HMSA Dental PPO fee schedule by an aggregate of 1 percent. Changes in reimbursement will vary depending on the mix of services performed. HMSA will continue to review and, if warranted, make annual adjustments to the fee schedule to ensure that the MAC fees remain fair and competitive.

You'll find the 2018 fee schedules posted by December 15, 2017, on [hmsa.com/dental](http://hmsa.com/dental) in the Provider Secured Site.

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### Coming Soon: My Patients' Benefits Enhancements

We're well underway with enhancements to improve your experience with My Patients' Benefits.

You'll find patient benefit information easily and quickly with these upcoming improvements:

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

Stay tuned for a new and improved online experience coming to My Patients' Benefits soon.

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### 2018 Hawaii Dental Convention

With only a couple of months remaining in the year, we look forward to the 2018 Hawaii Dental Association Convention at the Hawaii Convention Center on January 18-19, 2018. Please stop by the HMSA booth for new and exciting information. If you're feeling lucky, enter our daily drawing for a beautiful Hawaiian gourmet basket and a chance at the grand prize — a \$150 restaurant gift certificate.

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### Retirement: Dr. Timothy Tanabe, Dental Director of Clinical Services, Hawaii

Robert Lewando, D.D.S., M.B.A., vice president, national clinical operations, LSV



It is with mixed emotions that I inform you of the retirement of Dr. Tim Tanabe, HMSA's dental director of clinical services.

Tim has been involved in the HMSA dental program for the past 25 years in many different capacities ranging from consultant to director. This retirement will allow him to start a new and well-deserved phase of his life with family and friends.

During his career with HMSA and later with Life and Specialty Ventures (LSV), Tim was instrumental in developing and maintaining a professional and collegial relationship with the dental provider network. He was always available to give advice or talk to a dentist about a clinical question or concern. Tim also helped to strategize and develop our Oral Health for Total Health program. This allowed members with certain chronic conditions to receive additional dental benefits to help improve both their oral and overall health.

Before his role at HMSA, Tim was a full-time practicing general dentist on Oahu. Many of the providers he interacted with in his role at HMSA were also his colleagues in private practice. Tim treated everyone with dignity and respect.

On a personal note, I'd like to thank Tim for the clinical advice and expertise he's given me over the years. His concern for our providers and members has helped to strengthen and grow our dental program over the years. His cooperation, positive attitude, and professional demeanor will be missed.

Please join me in wishing Tim well on the new adventures and opportunities he'll pursue in his retirement.

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## Reminder: Renew Your Hawaii State Dental License

Hawaii state dental licenses expire December 31, 2017. We encourage you to renew your license as soon as possible.

If we can't confirm that you've renewed your state dental license by December 31, 2017, we're required to terminate your HMSA participating provider agreement. Without a renewed state dental license, we aren't allowed to make payments for services rendered for HMSA members beginning January 1, 2018.

Here's how to renew your state dental license:

- Online: You can renew your state dental license online at [pvl.ehawaii.gov/renewals](http://pvl.ehawaii.gov/renewals) starting in early- to mid-November. Please note that there may be a 24-hour delay between renewing online and having the renewed licenses posted to the state's licensing website, which we use to confirm your licensing status.
- By mail: You should receive license renewal material from the state's Professional and Vocational Licensing Division by mid-November.

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## CLINICAL FOCUS

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### 2018 CDT Codes

The American Dental Association (ADA) updates its CDT codes every year. To buy the *ADA CDT 2018: Dental Procedure Codes* book, go to [catalog.ada.org](http://catalog.ada.org).

Updated HMSA CDT Manuals for 2018 will be ready and available at [hmsa.com/dental](http://hmsa.com/dental) on the Provider Secured Site by January 1, 2018.

Some of the changes to the CDT codes are descriptor changes to existing plan benefit codes that don't affect benefits or how they're processed.

New codes that will affect plan benefits are D5511, D5512, D5611, D5612, D5621, D5622, and D6096.

Codes D5510, D5610, and D5620, which are denture repair codes, will be replaced by the D5511, D5512, D5611, D5612, D5621, and D5622.

Code D9222, a deep sedation/general anesthesia code for the first 15 minutes, has been added. This new code represents the first 15 minutes of anesthesia. Existing code D9223 will represent each additional 15 minutes.

Code D9239, an intravenous moderate (conscious) sedation/analgesia code for the first 15 minutes, has been added. This new code represents the first 15 minutes of intravenous moderate (conscious) sedation/analgesia. Existing code D9243 will represent each additional 15 minutes.

Beginning January 1, 2018, HMSA will recognize code D1354 – interim caries arresting medicament application – per tooth. This code will be covered for commercial PPO and HMO plans only. Refer to the 2018 CDT manuals for limitations and guidelines. In addition, this code will be limited to once per tooth per lifetime.

<b>NEW CODES COVERED BY HMSA</b>	
Refer to appropriate HMSA CDT manual for plans with defined benefits.	
<b>CDT Code</b>	<b>Description</b>
D1354	Interim caries arresting medicament application – per tooth
D5511	Repair broken complete denture base, mandibular
D5512	Repair broken complete denture base, maxillary
D5611	Repair resin partial denture base, mandibular
D5612	Repair resin partial denture base, maxillary
D5621	Repair cast partial framework, mandibular
D5622	Repair cast partial framework, maxillary
D6096	Remove broken implant retaining screw
D9222	Deep sedation/general anesthesia – first 15 minutes. Anesthesia time begins when the doctor administering the anesthetic agent initiates the appropriate anesthesia and non-invasive monitoring protocol and remains in continuous attendance of the patient. Anesthesia services are considered completed when the patient may be safely left under the observation of trained personnel and the doctor may safely leave the room to attend to other patients or duties. The level of anesthesia is determined by the anesthesia provider's documentation of the anesthetic effects upon the central nervous system and not dependent upon the route of administration.
D9239	Intravenous moderate (conscious) sedation/analgesia – first 15 minutes. Anesthesia time begins when the doctor administering the anesthetic agent initiates the appropriate anesthesia and non-invasive monitoring protocol and remains in continuous attendance of the patient. Anesthesia services are considered completed when the patient may be safely left under the observation of trained personnel and the doctor may safely leave the room to attend to other patients or duties. The level of anesthesia is determined by the anesthesia provider's documentation of the anesthetic effects upon the central nervous system and not dependent upon the route of administration.
<b>Deleted codes for 2018 – no longer covered</b>	
<b>CDT Code</b>	<b>Description</b>
<b>D5510</b> (Report new codes D5511 or D5512, which are arch specific)	Repair broken complete denture base
<b>D5610</b> (Report new codes D5611 or D5612, which are arch specific)	Repair resin denture base
<b>D5620</b> (Report new codes D5621 or D5622, which are arch specific)	Repair cast framework

Coverage for any dental procedure in this table is subject to member eligibility at the time of service, plan benefits, plan maximums, and dental plan guidelines.

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### Tips on Submitting Medical Claims

An HMSA participating dental provider who renders services that may be covered under the patient's HMSA medical plan must file a medical claim to HMSA on a CMS 1500 claim form. If it's a benefit of the patient's plan and meets payment determination, the claim will be paid as in-network benefits unless you opt out and don't participate in HMSA's medical plan. In the latter scenario, nonparticipating benefits (if any) will be paid to the patient and you may collect your total charges from the patient. If you choose to opt out and not participate with HMSA medical, you must notify HMSA prior to submitting medical claims.

- The CDT to CPT codes crosswalk list for the commonly used procedures is available at [hmsa.com/dental](http://hmsa.com/dental) in the Provider Secured Site.
- Powerpoint presentation on Medical Claims Filing for Dentist is also available in the Provider Training section of [hmsa.com/dental](http://hmsa.com/dental).
- Medical claims filing instructions is available in HMSA's e-Library at [hmsa.com](http://hmsa.com).
- Members with HMO medical plans need a referral from their primary care provider or health center physician prior to services being rendered. Claims may be returned or denied if the referral information isn't included.
- If you have questions, call Provider Services at 948-6820 on Oahu.

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## BRUSHING UP

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### Services for dentist's immediate family aren't covered

- HMSA plans don't cover services rendered by dentists to members of their immediate family such as parent, child, or spouse.
- HMSA will recover all payments made to the dentist or member.
- The member is responsible for 100 percent of the charges.

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### Submitting corrected claims

- When filing a corrected claim, complete the claim form in its entirety. In the Remarks section, in Box 35 of the 2012 ADA claim form, enter the corrected information and the **original claim number**.
- We may request the patient's records.
- Indicate "corrected claim" on the upper right corner of the claim form.
- Fax the corrected claim to 1 (888) 667-8388 toll-free.

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### Bitewing guidelines

- If bitewings have been taken before an FMX, no limitation applies and both procedures will be paid.
- If bitewings are submitted within 12 months after an FMX has been paid, then payment will be denied due to the one in 12-month limitation. The member will be responsible for the cost of the bitewings.

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### Partial dentures

When submitting a claim for partial dentures, please use box 27 for missing teeth and box 35 (remarks) for any additional teeth. Box 34 won't be looked at to confirm missing teeth.

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## Updated 2018 Benefit Manuals

We encourage you to use our comprehensive and secure dental website, [hmsa.com/dental](http://hmsa.com/dental). All 2018 versions of our important reference manuals and resources will be posted by January 1, 2018. These include:

- 2018 Fee Schedules (to be posted by December 15, 2017).
- 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 available on our website to help you to effectively manage your practice.

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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](http://hmsadental.com/Find-A-Dentist.aspx), where you can search by provider name, ZIP code/distance, or county to validate your information posted on our website: provider 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, please 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)

Access Information Management  
 Allied Machinery  
 CMC Steel Fabricators  
 Douglas Emmett Properties  
 Five Guys Hawaii  
 Gallagher, Kane, Amai  
 Hakkasan Holdings  
 Haleakala Solar  
 Hamakua Health Center  
 HFS Federal Credit Union  
 Ka Punawai Ola  
 Kaimuki Christian Church & School  
 Kanu O Ka Aina Learning Ohana  
 Makaha Valley Plantation  
 Martin and MacArthur Nevada  
 McCorrison Miller Mukai MacKinnon  
 Mid Pacific Country Club  
 Mitsuwa Marketplace  
 Nakashima Ching LLC  
 Nico's Kailua  
 Pacific Historic Parks  
 The Harbor Restaurant  
 Top of Waikiki  
 Wilson Okamoto Corporation

#### New Participating Providers

##### Hawaii Island

Joseph Barry, D.D.S.  
 Madalyn A. Johnson, D.D.S.  
 Brendt Alexander Lum, D.D.S.  
 Steven C. Pine, D.D.S.  
 Mathew W. Stewart, D.M.D.

##### Lanai

Cory Crouse, D.M.D.  
 Brandon Kanetani, D.D.S.

##### Maui

Cory Crouse, D.M.D.  
 Calvin Y. Hur, D.D.S.  
 Brandon Kanetani, D.D.S.  
 Brian K. Matsumoto, D.D.S.  
 Yunah Park, D.D.S.

##### Kauai

Kyle P. Dumpert, D.M.D.

##### Oahu

Sheena D. Chavda, D.M.D.  
 Cory Crouse, D.M.D.  
 Denis Jakuj, D.D.S.  
 Keli Kanemaru-Takeuchi, D.D.S.  
 Brandon Kanetani, D.D.S.  
 Hilari K. Kawakami-Wong, D.D.S.  
 Mark E. Kuioka, D.D.S.  
 Kacy Lane, D.D.S.  
 Brendt Alexander Lum, D.D.S.  
 Sonal A. Naik, D.M.D.  
 Sy M. Nakao, D.D.S.  
 Kris L. Nip, D.D.S.  
 Steven C. Pine, D.D.S.  
 Kenji Sakai, D.D.S.  
 John Shepherd, D.M.D.  
 Anna Truong, D.M.D.

#### Specialists

##### Hawaii Island

Kevin M. Woody, D.M.D.

##### Kauai

Patrick Ng-A-Fook, D.D.S.  
 Joshua D. Westphal, D.M.D.

##### Oahu

Joan M. Greco, D.D.S.  
 Andrew T. Inaba, D.D.S.  
 Jessica J. Liu, D.D.S.  
 Neil M. Oishi, D.D.S.  
 Daron R. Stevens, D.D.S.  
 Kevin M. Woody, D.M.D.



## OUR COMMITMENT TO SERVE YOU

### Warm Aloha to our Dental Network Providers

As another year draws to a close, we'd like to thank you for your continued support and confidence in HMSA's participating provider program. Our members rely on you for their dental care—more than 900 dentists statewide and growing.

As a partner in your patient's well-being, we look forward to making positive strides in their overall health. We wish you and your staff our warmest aloha during this holiday season and best wishes for a happy and healthy 2018.



*Left to right (front row): Devin Fukunaga, customer service supervisor; Jerine Takara, dental operations director; Kathy Oide, RDH, dental network manager.*

*Second row: Pam Kutaka, dental customer service representative; Leynette Leong, dental customer service representative; Michelle Totor, dental customer service representative; Cora Tolentino, dental customer service representative; Annette Galeon, dental customer service representative.*

*Third row: Janice Antolin, provider relations network coordinator; Bryton Kutaka, administrative assistant; Robin Williams, dental network manager.*

## 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