

DentalPro News

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

November 2018

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Coreo Introduction Update

Earlier this year, HMSA launched Coreo™, a new technology platform that virtually integrates our health care 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 that will help us achieve Māhie goals of improved community health and well-being.

For the past two years, your office has used Cozeva® to get information about your dental patients and participate in overall medical and dental health management. We truly appreciate our relationship and collaboration with Applied Research Works, who helped us bring Cozeva and Connected Care to Hawaii. We're now preparing to transition you from Cozeva to Coreo.

As we make the transition, there'll be a short-term impact on your access to online records. As of October 31, 2018, you and your team no longer have access to Connected Care and have temporarily lost online 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 our Connected Care solution 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.

Thank you for your continued support of HMSA and the care you provide to our members.

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.

Cozeva is a registered trademark of Applied Research Works, Inc.

Applied Research Works® is an independent company that provides COZEVA®, an online tool for HMSA providers to engage members on behalf of HMSA.

HMSA Akamai Advantage Dual Care Plan Changes for 2019

Starting January 1, 2019, HMSA Akamai Advantage® Dual Care (PPO SNP) will expand the existing coverage for cleanings, periodontal scaling, and denture repairs to include additional codes. The plan will also include fluoride treatments.

Procedure code	Procedure description	2019 benefit frequency/limitations*
D4346	Scaling in presence of generalized inflammation	Two cleanings per calendar year (Combined with D1110, D4346, D4910 cleaning. Max of two cleanings total.)
D4910	Periodontal maintenance	
D1206, D1208	Fluoride treatments	Two treatments per calendar year
D4342	Periodontal scaling and root planing	One per quadrant per calendar year
D5511, D5512	Repairs to complete dentures	One procedure per arch per calendar year

The calendar year maximum will increase from \$1,500 to \$2,500 in 2019. This maximum applies to in- and out-of-network preventive and additional comprehensive dental services.

HMSA Akamai Advantage Dual Care will offer Oral Health for Total Health enhanced dental benefits to members who have certain chronic conditions such as diabetes, coronary artery disease, pregnancy, stroke, oral cancer, and Sjögren's syndrome that affect oral health. Members enrolled in the program are eligible for additional benefits that include cleanings, fluoride, and oral cancer screenings. See the provider manual for program details.

Health Care Reform PPO and HMO Plan Changes for 2019

In 2019, additional benefits will be available under individual and small group dental plans. Preventive services will include interim caries arresting medicaments D1354. This procedure will have a limit of one per tooth per lifetime with no age limit.

Frequency Changes

Procedure Code	Procedure Description
D0210 Full mouth radiographs and D0330 panoramic film	<ul style="list-style-type: none"> • FMX and panoramic will share the same frequency limit. • One full mouth or panoramic X-ray every three years for children and adults. • Additional panoramic films may be allowed if taken by an oral surgeon and the previous film is more than 12 months old.

Friendly Reminders

Procedure Code	Procedure Description
D0220 Periapical and D0330 Panoramic films	The waiting period is waived for radiographs covered as a basic service.
Anesthesia	D9222 One initial set up covered per session. D9223 Two subsequent 15-minute increments covered per session.

Service limitations will be available in your 2019 *Healthcare Reform PPO* or *HMO CDT* manual. The CDT manuals will be available online by January 1, 2019.

MAC Fee Changes

Starting with claims with dates of service on or after January 1, 2019, 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. 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 2019 fee schedules posted by December 15, 2018, on hmsa.com/dental in the Provider Secured site.

2019 HDA Convention

The HDA Continuing Education Program will be held on Thursday and Friday, April 11-12, at the Hawaii Convention Center. Although this educational event will be on a slightly smaller scale, quality courses and exhibitors are expected to be present.

If you're planning to attend the 2019 HDA Convention, please stop by HMSA booth #53 so we can tell you some new and exciting information about the upcoming year. If you're feeling lucky, enter our daily drawing for a beautiful Hawaiian gourmet basket and a chance to win the grand prize—a gift certificate to one of Hawaii's top restaurants. We look forward to seeing you at the convention.

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 patients' well-being, we look forward to making positive strides in their overall health. We extend our warmest aloha to you and your staff during this holiday season with best wishes for a happy and healthy 2019.



Front row (left to right): Cora Tolentino, customer care advocate; Pam Kutaka, customer care advocate; Leynette Leong, customer care advocate; Annette Galeon, dental customer service representative; Michelle Marie Shishido, dental customer service representative. Second row: Robin Williams, dental network manager; Robyn Dang, D.D.S., dental consultant; Janice Antolin, provider network analyst; Jessica Chang, dental network manager. Third row: Devin Fukunaga, customer service supervisor; Jerine Takara, dental operations director; Bryton Kutaka, administrative assistant.



Kathy Oide (left) and Jessica Chang (right)

daughter in 2016 and decided to return home to Hawaii. She continued her clinical hygiene career at two practices. The family is looking forward to welcoming their second daughter in December.

Jessica has been particularly passionate about providing access to care and education to children, individuals with special needs, and the elderly. Her desire to use her training for community integration led her to an active leadership role with the Hawaii Dental Hygiene Association (HDHA), where she's the 2018-2019 president.

Jessica's clinical training, HDHA leadership role, and passion for oral hygiene's impact on overall well-being make her a true asset to HMSA Dental, our providers, and our members. Please join us in welcoming Jessica to the HMSA Dental ohana!

Welcome, Jessica Chang!

We're happy to welcome Jessica Chang, R.D.H., B.A., as the newest member of our provider network team. A local girl who grew up enjoying the waters off Waikiki beach, Jessica earned a degree in psychology at Hawaii Pacific University. She left Hawaii in 2008, traveling for six months to Hong Kong, Southeast Asia, Australia, New Zealand, Fiji, and more (11 countries in all). She settled in California and worked as a counselor for individuals with developmental disabilities and their families.

With a passion for the health sciences, Jessica graduated from Cerritos College with a degree in dental hygiene. She worked at three private practices in Southern California while completing advanced coursework in periodontal laser treatment and myofunctional therapy.

Jessica and her husband were blessed with their first

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 cover 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 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 Dental Network managers Jessica Chang at 538-8904 or Robin Williams at 538-8952, both on Oahu.

2019 Benefit Manuals and Fee Schedules

We continue to encourage you to use our comprehensive and secure dental website, hmsa.com/dental. You'll find reference manuals and resources such as:

- *2019 Fee Schedules.*
- *2019 PPO Benefit Matrix.*
- *2019 HCR PPO Plan Matrix.*
- *2019 Dental Manual.*
- *2019 CDT Manual.*
- *2019 CDT HCR – PPO.*
- *2019 CDT HCR – HMO.*

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

My Patients' Benefits Enhancements

My Patients' Benefits is one of the online tools available at 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).

Please Update Your 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 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. 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 to your information, call your dental network manager.



Alternate Benefits and Predetermination

If you would like an estimate of your patient's out of pocket cost for a procedure, please file a claim and check the Request for Predetermination/PreAuthorization box.

- If the service is covered as a benefit with an allowance, you may use the finalized predetermination claim by checking Statement of Actual Services box.
- If the services is covered as an alternate benefit, please submit a new claim rather than submitting the finalized predetermination claim. This will ensure that the member's Explanation of Benefit statement correctly displays the member's responsibility.

Tips on Submitting Medical Claims

An HMSA participating dental provider who renders services that may be covered under a patient's HMSA medical plan (e.g., biopsies, excisions, and sleep apnea appliances) 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 an in-network benefit unless you opt out and elect not to 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 opt out and don't participate with HMSA's medical plan, you must notify HMSA before submitting medical claims.

- The CDT to CPT codes crosswalk list for the commonly used procedures is available at hmsa.com/dental in the Provider Secured Site.
- A PowerPoint presentation on Medical Claims Filing for Dentist is also available in the Provider Training section of hmsa.com/dental.
- Medical claims filing instructions is available in the Provider E-Library at hmsa.com.
- Members with HMO medical plans need a referral from their primary care provider or health center physician before they receive services. Claims may be returned or denied if the referral information isn't included.

If you have questions, call Provider Services at 948-6330 on Oahu and or 1 (800) 790-4672 toll-free on the Neighbor Islands.

CLINICAL FOCUS

2019 CDT Codes

The American Dental Association (ADA) updates its CDT codes every year. To buy the ADA CDT 2019: Dental Procedure Codes book, go to catalog.ada.org. The updated HMSA CDT Manual for 2019 will be available at hmsa.com/dental on the Provider Secured Site by January 1, 2019. 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 D1516, D1517, D1526, D1527, D5282, and D5283. These new codes replace deleted codes and are the result of differentiations made to maxillary and mandibular arches.

New codes covered by HMSA

D1516	space maintainer – fixed – bilateral, maxillary	D PREV	Same benefits and limitations as deleted code D1515.
D1517	space maintainer – fixed – bilateral, mandibular	D PREV	Same benefits and limitations as deleted code D1515.
D1526	space maintainer – removable – bilateral, maxillary	D PREV	Same benefits and limitations as deleted code D1525.
D1527	space maintainer – removable – bilateral, mandibular	D PROS	Same benefits and limitations as deleted code D1525.
D5282	removable unilateral partial denture – one piece cast metal (including clasps and teeth), maxillary	D PROS	Same benefits and limitations as deleted code D5281.
D5283	removable unilateral partial denture – one piece cast metal (including clasps and teeth), mandibular	D PROS	Same benefits and limitations as deleted code D5281.

Refer to the appropriate HMSA CDT manual for plans with defined benefits. 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.

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)

American Pacific Mortgage
Bristol Hospice
Gemkell USA
Hawaii Behavioral Health
Hermes of Paris
Hunt Shared Services
Speedi Shuttle
Uniqlo Hawaii
Unlimited Construction Services

New Participating Providers

General Dentists

Hawaii Island

Nicole Fernandez, D.M.D.
Khealynn F. Harris, D.M.D.
Brielle Hoisington, D.D.S.
Kai Kawasugi, D.D.S.
Spencer L. Kim, D.D.S.

Kauai

Kanoelehua Y. Baird, D.M.D.
Kai Kawasugi, D.D.S.

Lanai

Andrew H. Johnson, D.D.S.
Mariya S. Melnik, D.M.D.
David A. Zant, D.D.S.

Maui

Tyler M. Brown, D.M.D.
Ross M. Fujimoto, D.D.S.
Ildiko E. Istvan, D.M.D.
Andrew H. Johnson, D.D.S.
Scott S. Kanamori, D.D.S.
Hannah A. Lewis, D.D.S.
Mariya S. Melnik, D.M.D.
Maureen Rizk, D.M.D.
Lawrence M. Shin, D.D.S.
David A. Zant, D.D.S.

Oahu

Andrea S. Braun, D.D.S.
J. Seph A. DeMeo, D.M.D.
Bethany Englund, D.D.S.
Nebyat Y. Felix, D.M.D.
Joseph R. Cucolo, D.D.S.
Olga Hamilton, D.D.S.
Taiga T. Hashimoto, D.D.S.
Brett K. Honda, D.D.S.
Andrew H. Johnson, D.D.S.
Kai Kawasugi, D.D.S.
Andrew J. Kim, D.D.S.
Elliot Kim, D.D.S.
Peter H. Kim, D.D.S.
Andy J. Lee, D.D.S.
Caitlin S. Lum, D.D.S.
Matthew Oishi, D.M.D.
Radhika J. Patel, D.M.D.
Rohinton J. Patel, D.M.D.
Angelica-Marie M. Puisis, D.D.S.
Kristine San Diego, D.M.D.
Scott Y. Segawa, D.D.S.
Karen Sheppard, D.D.S.
Erik Strommer, D.M.D.
Nina T. Tran, D.D.S.
Valerie W. Velasco, D.D.S.
David A. Zant, D.D.S.

Orthodontics

Maui

Sujata Bhatia, D.D.S.
J. Seph Anthony DeMeo, D.M.D.

Oahu

J. Seph Anthony DeMeo, D.M.D.

Endodontics

Hawaii Island

Brad B Ching, D.D.S.

Oahu

Brad B. Ching, D.D.S.

Oral & Maxillofacial Surgery

Oahu

Mitchell P. Loo, D.M.D.

Pediatric Dentistry

Hawaii Island

Peter A.E.W. Lee, D.M.D.

Kauai

Peter A.E.W. Lee, D.M.D.
Christopher J. M. Yamada, D.D.S.

Maui

Peter A.E.W. Lee, D.M.D.
Christopher J. M. Yamada, D.D.S.
Xue S. Zhao, D.M.D.

Oahu

Juliana H. Hsu, D.M.D.
Peter A.E.W. Lee, D.M.D.

Periodontics

Oahu

Gregg T. Uyeda, D.D.S.
Ryan H. Yim, D.D.S.

ROUTING BOX

Date Received _____

Please route to:

_____ Dentist

_____ Office Manager

_____ Dental Hygienist

_____ Dental Assistant

_____ Other: _____



HMSA Dental Services
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Honolulu, HI 96807-1320