

# DentalPro News

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

November 2019

## What's Inside

### Brushing Up

4

### Clinical Focus

6

### Welcome: E Komo Mai

7

### Our Commitment to Serve You

8

## FEATURE ARTICLES

### Coreo Update

Last year, HMSA launched Coreo™, a technology platform that integrates our health system virtually. Coreo was developed as a unified patient care management system for Hawaii health care providers across all disciplines, including dentistry. This platform is key to our vision of improving Hawaii's health and well-being.



To support this vision, HMSA Connected Care<sup>SM</sup> integrates dental care into Coreo, providing opportunities to treat the whole patient. Coreo provides transparency into the member's medical and dental history by highlighting important care gaps and providing information about medications prescribed by the patient's PCP or dentist. You'll be eligible to register for HMSA Connected Care in January 2020. Additional information will be sent to your office before the launch on Jan. 1, 2020.

If you have any questions, please contact dental network managers Jessica Chang at 538-8904 or Robin Williams at 538-8952, both on Oahu. You can also email us at [connectedcare@lsvusa.com](mailto: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 Jan. 1, 2020, Oral Health for Total Health benefits will cover head and neck cancers. This is a group of cancers of the mouth, sinuses, nose, or throat.

Head and neck cancers account for about 3% of malignancies — roughly 63,000 diagnoses and 13,000 deaths in the U.S. annually. Primary risk factors associated with head and neck cancers include tobacco, alcohol, and HPV. Treatment can include surgery, radiation therapy, chemotherapy, cryotherapy, targeted therapy, or a combination. Treatment side effects can include redness, swelling, irritation, sores in the mouth, dry mouth, thickened saliva, or difficulty swallowing. It's important to include head and neck cancers in Oral Health for Total Health because of these treatment side effects.

Covered Medical Conditions and Enhanced Dental Benefits	Automatic Program Enrollment	Two Additional Cleanings or Periodontal Maintenance Visits per Year	Oral Cancer Screenings Once Every 6 Months & Fluoride Treatments Once Every 3 Months	Periodontal Scaling* Covered 100% with No Out-of-Pocket Expense
Diabetes	✓	✓		✓
Coronary Artery Disease	✓	✓		✓
Stroke	✓	✓		✓
Pregnancy		✓		✓
Oral Cancer	✓	✓	✓	
Head & Neck Cancers (As of January 1, 2020)	✓	✓	✓	
Sjögren's Syndrome	✓	✓	✓	

\*A member's plan must include periodontal coverage to receive this benefit.

Refer to your Guide to Benefits for specific benefits.

## My Dental Coverage Enhancements

### Submission of X-rays made easier

As of June 2019, providers can submit X-rays electronically when a claim is denied with a rejection code that begins with a "C." The rejection will say, "This service has been rejected as the required X-ray(s) was not received. Your provider is being advised to resubmit this claim with the appropriate X-ray(s)."

### Get faster predeterminations

As of September 2019, predeterminations are issued daily instead of once a week.

## Updates to HMSADental.com

We're excited to announce the launch of a new version of our dental website. Designed to complement hmsa.com while remaining distinct for the dental audience, hmsadental.com makes it even easier for your patients to access their dental benefits. Patients can find a dentist, choose an individual dental plan, access their member or provider account, enroll in Oral Health for Total Health, and benefit from a wide range of audience-specific information and resources.

The new site is easier for users to navigate, whether using a computer, tablet, or mobile device.

---

## Hawaii General Excise Tax Reimbursement Changes

Administrative enhancements are underway for the Fed 87, Fed 117 HMO, and Fed 27 Accidental Dental plans.

Effective Nov. 22, 2019, the current monthly process that manually calculates and pays Hawaii general excise tax (GET) will change to a systematic process that calculates and pays the GET when tax procedure code D9985 is submitted on a claim. The GET will display on the explanation of benefits (EOB) and will be included with the claim payment. This process will apply to both paper and electronic claims.

Here are some key points:

- GET will only be covered for FED87, FED117, and FED 27 plans.
- Billing providers must participate with HMSA to receive GET payment.
- GET will be calculated based on the performing provider's location.
- GET processing applies to all claim submission types (paper and electronic).
- GET will be calculated when the tax procedure code D9985 is submitted on the claim:
  - If there are multiple dates of service on a claim, D9985 must be submitted per date of service.
  - If the D9985 is omitted in error on a claim form, the providers' office will need to call HMSA Dental customer service at 948-6440 on Oahu or 1 (800) 792-4672 toll-free on the Neighbor Islands to have the procedure code D9985 added to their claim and include the provider's charge.
- GET will be calculated based on allowance of taxable services and not the provider's charge for D9985.
- GET payment won't exceed the provider's charge for D9985.
- GET won't be paid on non-covered/ineligible services.
- If D9985 is submitted on a predetermination, GET will be calculated:
  - If all services from the predetermination are subsequently submitted with the same date of service (for payment), the GET will apply to all services.
  - If services from the predetermination are subsequently submitted with different dates of service (for payment), the GET will only apply to one date of service. To obtain GET payment for the other dates of service, submit the procedure codes and D9985 on a new claim form or call HMSA Customer Service to request to have the D9985 added to the claim.

---

## New Products

There will be a new federal medical standard plan option offered to members starting in 2020. The accidental dental rider, Fed 27, will provide benefits for services, supplies, or appliances when dental care is needed to repair sound natural teeth that are damaged as the result of an accidental injury.

To determine benefit coverage, LSV may require documentation of the condition of the teeth before the accidental injury, documentation of the injury from the provider(s), and a treatment plan. LSV may request updated treatment plans as treatment progresses.

LSV DM, LLC, is an independent company providing network management and claims and benefit management services for HMSA's dental products.

---

### ACA Plan Benefit Changes

Benefit changes to look for in 2020 Affordable Care Act (ACA) plans:

- PPP to replace PPO in dental plan names.
- 206: Simple Extraction to Basic for Pediatric and Adult.
- 211: Adult Endodontic, Periodontic and Surgical Extraction to Major.
- 218: Simple Extraction to Basic for Pediatric.

---

### 2020 MAC Fee Changes

Starting with claims with dates of service on or after Jan. 1, 2020, 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 0.5%. 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 2020 fee schedules posted by Dec. 15, 2019, on [hmsa.com/dental](https://hmsa.com/dental) on the Provider Secured Site.

## BRUSHING UP

---

### Reminder to 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. Up-to-date information also ensures that you'll receive materials that we send to you, as well as accurate and timely claims payment and 1099 tax form distribution.

Also, please visit our website at [hmsadental.com/Find-A-Dentist](https://hmsadental.com/Find-A-Dentist), 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).

To make any changes, please call your dental network manager.

---

### Renew Your Hawaii State Dental License

Hawaii state dental licenses expire Dec. 31, 2019. 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 Dec. 31, 2019, 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 Jan. 1, 2020.

Here's how to renew your state dental license:

- Online: Go to [pvl.hawaii.gov/renewals](https://pvl.hawaii.gov/renewals) as soon as possible. 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.

---

## Claims for Crowns, Fixed Bridges, or Dentures

When submitting claims for crowns, fixed bridges, or dentures, use the seat/delivery date as the date of service.

---

## FMX/Bitewing Rule

### Bitewing guidelines:

- If bitewings have been taken before an FMX, no limitations apply 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 limit. The member will be responsible for the cost of the bitewings.

---

## 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.
- Submit the corrected claim to:

HMSA Dental  
Attn: Corrected Claims  
P.O. Box 69437  
Harrisburg, PA 17106-9437

---

## FMX/PANO Rule

Procedure code: D0210 Full mouth radiographs and D0330 panoramic film.

Procedure description:

- 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.

---

## Servicing Family Members

Services for dentist's immediate family aren't covered. Note that:

- 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% of the charges.

## CLINICAL FOCUS

### CE Course – Dental Management of Medically Compromised Patients

The role of the dentist and the dental team is changing dramatically with demographic shifts in our society. Chronic medical diseases are more prevalent with poor diets and lack of exercise. The aging population also places a strain on our health care system.

Beginning with a solid medical history that includes an understanding of medication use and side effects, we can help identify drug interactions and prevent problems through judicious prescribing habits.

Accommodating a patient's individual needs and requests while in the dental office can make it easier for the patient and allow more therapeutic and efficient treatment.

Dental treatment can help reduce or manage chronic conditions such as coronary artery disease and diabetes. By following simple and realistic protocols, you can improve your patient's quality of life and reduce health care costs.

These courses were presented by Dr. Sol G. Brotman, D.D.S., to HMSA-participating dentists and hygienists the week of November 4 on Maui, Hawaii, and Oahu. This free three-hour CE program, "Dental Management of Medically Compromised Patients," was presented by HMSA Medical and Dental in partnership with the Hawaii Dental Hygienists' Association.

### New/Deleted CDT Codes for 2020

The American Dental Association (ADA) updates its CDT codes every year. The 2019 ADA Code Maintenance Committee provided 63 changes to CDT codes that will be effective on Jan. 1, 2020. Despite the large number of changes, very few will affect most dentists. Most of the new codes involve the use of titanium in restorations or the use of different materials in implant-supported crowns. Language to include non-metal clasps on removable partial dentures in existing codes provides updated descriptions to include acrylic and flexible clasps.

The greatest clarification is related to periodontal treatment. Each tooth is now considered a single site with regard to soft tissue recession. If teeth are missing, up to two contiguous edentulous tooth positions may be considered as a single site.

To buy the *ADA CDT 2020: Dental Procedure Codes* book, go to [catalog.ada.org](http://catalog.ada.org). Updated HMSA CDT Manuals for 2020 will be ready and available at [hmsa.com/dental](http://hmsa.com/dental) on the Provider Secured Site by Jan. 1, 2020.

### HMSA Medicare Advantage Training

The Centers for Medicare & Medicaid Services (CMS) requires Medicare Part C sponsors to provide general compliance and fraud, waste, and abuse training for all of its first-tier, downstream, and related-entities (FDRs) within 90 days of hire and annually thereafter. FDRs, including network dentists who treat HMSA Medicare Advantage members and receive compensation through a Medicare sponsor, are required to comply with these requirements.

CMS has developed its own web-based compliance training to reduce duplicative training by the multiple organizations with whom they contract. Providers can access that training at:

- [learner.mlnlms.com/ContentDetails.aspx?id=999AD9FCC1144BC9BA850B3C0D6AB969](http://learner.mlnlms.com/ContentDetails.aspx?id=999AD9FCC1144BC9BA850B3C0D6AB969).
- [learner.mlnlms.com/ContentDetails.aspx?id=D04B269A0FD04A10A73FED2B4AFA2903](http://learner.mlnlms.com/ContentDetails.aspx?id=D04B269A0FD04A10A73FED2B4AFA2903).

In addition to the training mentioned, FDRs have enhanced compliance requirements including:

- Representing and certifying that neither it, its employees, nor any of its downstream entities have been suspended or excluded from participating in the Medicare program or any other federal health care program. Providers must check appropriate databases no less than annually and upon hiring and subcontracting.
- Maintaining all records related to HMSA Medicare Advantage for 10 years.
- Receiving prior written approval before subcontracting with an offshore entity.

## 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)

Aloha Eye Clinic  
Aloha Laser Vision  
Guitar Center Stores  
Istanbul Restaurant  
King Infiniti of Honolulu  
King Windward Nissan  
Lids Holdings  
MasterCare  
Maui Linen Supply  
Maxum Construction of Hawaii  
Nijiya Market  
Pearl Hawaii Federal Credit Union  
Reliant Rehabilitation  
Service Systems Associates  
Traylor Bros.  
Z's Electric

#### New Participating Providers

##### General Dentistry

HAWAII ISLAND  
Strommer, Susan, D.M.D.  
Ters, Nicole Marcella, D.D.S.

KAUAI  
Arnold, Summer N., D.D.S.

MAUI  
Odo, Sean, D.D.S.

##### OAHU

Ako, Austin A., D.D.S.  
Araki, Shaileen, D.D.S.  
Chang, Heera, D.D.S.  
Downs, Simone, D.D.S.  
Gage, Brandon M., D.D.S.  
Gelinis, Amber, D.D.S.  
Giang, Eddy, D.D.S.  
Jackson, Paul S., D.M.D.  
Kirsch, David, D.M.D.  
Long, Adam R., D.M.D.  
McArthur, Douglass B., D.D.S.  
Nishioka, Julia A., D.D.S.  
Oka, Landon Matuyoshi, D.D.S.  
Sera, LeeAnne S., D.D.S.  
Shuler, Sara M., D.M.D.  
Stanley, Stephen E., D.M.D.  
Todoki, Kristen C., D.D.S.  
Tokunaga, Camden J.G., D.D.S.  
Weiss, Lauren, D.D.S.  
Wu, Christopher T., D.M.D.  
Yoo, Byung U.N., D.D.S.  
Young, Donovan W.C.K., D.D.S.

##### Endodontics

OAHU  
Mikulik, Randall, D.D.S.

##### Pediatric Dentistry

MAUI  
Hanks, Benjamin, D.D.S.

##### OAHU

Westphal, Joshua D., D.M.D.

##### Periodontics

OAHU  
Liao, Shih-Chung, D.D.S.

##### Prosthodontics

OAHU  
Porr, Douglas, D.M.D.  
Syamken (Hughart), Amanda G., D.D.S.

## 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 patients' 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 2020.



*Front row, from left: Jessica Chang, R.D.H., dental network manager; Janice Antolin, dental network analyst; Jerine Takara, dental operations director; Devin Fukunaga, customer service supervisor.*

*Back row, from left : Annette Galeon, customer care advocate; Cora Tolentino, customer care advocate; Michelle Marie Shishido, customer care advocate; Leynette Leong, customer care advocate; Pam Kutaka, customer care advocate.*

*Missing: 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