



DentalPro News

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

Fall 2022

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FEATURE ARTICLES

Changes to HMSA Akamai Advantage Dental Benefits

Starting Jan. 1, 2023, HMSA Akamai Advantage® Dual Care (PPO SNP) plan (L68) will no longer provide dental benefits.

On that date, four new HMSA Akamai Advantage medical plans will include supplemental dental benefits.

The following medical plans will include limited dental benefits:

- HMSA Akamai Advantage Standard Dental (Plan N07).
- HMSA Akamai Advantage Standard Plus Dental (Plan N08).
- HMSA Akamai Advantage Complete Dental Plan N09).
- HMSA Akamai Advantage Complete Plus Dental (Plan N10).

New benefits include:

- \$0 copayment for two exams/calendar year.
- \$0 copayment for two cleanings/calendar year.
- \$0 copayment for one set bitewing X-rays/calendar year.
- \$0 copayment for one set of full mouth or panoramic X-rays/every five years.
- \$0 copayment for two fluoride treatments/calendar year.
- \$0 copayment for four simple extractions (D7140 and/or D7210)/calendar year.
- \$0 copayment for two fillings/year.
- HMSA Akamai Advantage members are eligible for the Oral Health for Total Health program that provides enhanced dental benefits for members with qualified conditions:
 - Although D4355 (full-mouth debridement) and D4910 (periodontal maintenance) are not a benefit of HMSA Akamai Advantage plans, they are an OHTH benefit for eligible members.
- Members are responsible for state general excise tax.

These services are covered 100% when using a provider participating in the HMSA Dental Medicare Advantage network. If members see a nonparticipating provider, services will be covered at 60%.

For more information on these new plans or to verify if you're participating with the Medicare Advantage network, call Customer Relations at (808) 948-6440 or 1 (800) 792-4672, Monday through Friday, 8 a.m. to 5 p.m.

HMSA ACA Dental Plan Changes

As of Jan. 1, 2023, we're closing three HMSA ACA dental plans in phases due to low enrollment and the availability of other plans with nearly identical benefits and rates. The plans will remain open until groups renew their contracts and all groups have migrated to the new plans.

Coverage code	Retired plan name	Members will be migrated to
210	HMSA Small Business Dental HMO Platinum	HMSA Small Business Dental HMO Gold (209)
214	HMSA Small Business Dental PPO Platinum 1000 Plus	HMSA Small Business Dental PPO Platinum 1500 Plus (215)
216	HMSA Small Business Dental PPO Gold 1500 Plus	HMSA Small Business Dental PPO Platinum 1500 Plus (215)

24/7 Emergency Dental Care

If you have a patient who needs emergency dental care after hours, did you know that you can refer them to [Teledentistry.com](https://www.hmsadental.com/teledentistry)? HMSA Dental plans now include two virtual dental visits per calendar year at no extra cost.

The service is available in Hawaii or on the Mainland. Patients can connect with a dentist who'll help resolve dental issues and write prescriptions if necessary. The dentist can refer the patient to their regular dentist for follow-up care.

For more information, visit [hmsadental.com/teledentistry](https://www.hmsadental.com/teledentistry) or call 1 (866) 256-1871.

Adult-class Benefits Move from Basic to Major

To align our ACA SG HMO plans 208 (Small Business HMO Silver) and 209 (Small Business HMO Gold) with our Individual HMO plans, we're moving adult-class benefits from basic to major. The following service categories will fall under the major class of services:

- Endodontics.
- Oral surgery.
- Periodontics.

HMO copayments won't increase; however, this change will affect the 12-month waiting period for new hires. Existing members won't be impacted by the new waiting period for major-class services.

Language Clarifications

Out-of-country services: Dental services received from a dental provider who doesn't have a contract with us or with our affiliated networks and is outside the United States and its territories. The services aren't a benefit of our plans and the patient is responsible for all charges.

Teledentistry: The use of electronic information, imaging, and communication technologies, such as interactive audio and video to provide dental care delivery, diagnosis, consultation, treatment, transfer of dental information, and education.

Oral Health for Total Health Updates

As you probably know, our Oral Health for Total Health program offers enhanced dental benefits for members who have certain medical conditions. These benefits are condition-specific and promote better total health outcomes. As a provider, you can promote systemic health through evidence-based dental benefits.



The good news is that Coreo™ can help you quickly determine which of your HMSA patients are enrolled in OHTH, making it easier than ever to schedule them for necessary recalls.

Effective Jan. 1, 2023, we're expanding the eligible conditions and CDT codes covered under our OHTH program. Eligible medical conditions will include end stage renal disease, COPD, and metabolic syndrome. Members who've been diagnosed with one or more of these conditions will be eligible to receive two additional cleanings or periodontal maintenance visits per year and periodontal scaling covered at 100% with no out-of-pocket cost.

Eligible medical conditions	Two additional cleanings or periodontal maintenance visits, plus:	
	Scaling covered 100%	Cancer screenings; fluoride treatments
Chronic obstructive pulmonary disease*	✓	
Coronary artery disease	✓	
Diabetes	✓	
End-stage renal disease*	✓	
Metabolic syndrome*	✓	
Oral, head, and neck cancers		✓
Pregnancy	✓	
Sjögren's syndrome		✓
Stroke	✓	

***Starting Jan. 1, 2023**

Enhanced benefits to the 2023 OHTH program:

- Scaling and root planing (D4341, D4342, D4346) will be covered at 100%.
- Full-mouth debridement (D4355) to enable a comprehensive oral evaluation and diagnosis on a subsequent visit will be covered at 100% once every 36 months.

BRUSHING UP

New Payor for Processing Federal Employee Program Plans

Please note the recent changes when servicing FEP Basic and Standard Option members that were effective July 1:

- Dental providers now have the option to submit claims electronically through clearinghouses or through the Speed eClaim® process. The payor ID is **HMSA1** (same as PPO claim submissions).
- Paper claims should now be mailed to: HMSA Dental P.O. Box 69436, Harrisburg, PA 17106-9436 (same as PPO claim submissions).
- **Claims will no longer be forwarded.** Please ensure the correct mailing address is used to avoid payment issues.

Important Reminder Regarding Age-specific Codes for FEP Plans

As of Oct. 1, claims submitted for FEP patients containing age-specific procedure codes that don't match the age of the patient in the description may be denied. Please use these age-specific codes for routing cleaning procedures:

Procedure Code	Nomenclature	Description
D1110	Prophylaxis - adult	Adults and children age 13 and older
D1120	Prophylaxis - child	Children age 12 and younger

Note that routine cleaning procedures for children 13 years and older must be submitted with adult prophylaxis procedure code D1110. **Claims that aren't submitted with the appropriate procedure codes may be denied.**

Refer to My Patients' Benefits on the Online Services page of the provider portal at hmsadental.com to verify benefit information.

Hawaii General Excise Tax Reimbursement for Federal Plans

Please continue to submit the tax procedure code D9985 on claims for the **Fed 87, Fed 117 HMO, and Fed 27** Accidental Dental plans.

Here are some key points:

- GET is covered only for Fed87, Fed117, and Fed 27 plans.
- Billing providers must participate with HMSA to receive GET payment.
- GET is calculated based on the performing provider's location.
- GET processing applies to all claim submission types (paper and electronic).
- GET is 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 for each date of service.
- If the D9985 procedure code is omitted in error on a claim form, the provider's office must call HMSA Dental customer service at (808) 948-6440 or 1 (800) 792-4672 to add the code to their claim and include the provider's charge.
- GET is calculated based on allowance of taxable services and not the provider's charge for D9985.
- GET payment doesn't exceed the provider's charge for D9985.

- GET isn't paid on noncovered/ineligible services.
- If D9985 is submitted on a predetermination, this is how GET is calculated:
 - If all services from the predetermination are subsequently submitted with the same service date (for payment), the GET applies to all services.
 - If services from the predetermination are subsequently submitted with different service dates (for payment), the GET applies to one date of service only. To obtain GET payment for the other service dates, submit the procedure codes and D9985 on a new claim form or call HMSA Dental customer service to add the D9985 to the claim.

2023 HMSA Dental Fee Schedules and Benefit Matrices

We're increasing our HMSA Dental PPO fee schedule with an emphasis on codes that matter most to your practice. The 2023 fee schedules for HMSA Dental PPO plans, Medicare Advantage Plans, and benefit matrices for all HMSA Dental plans will be available on our secure website at hmsadental.com/providers/fee-schedules/ by Dec. 15. Your individual **Type 1 NPI** is required for access.

New and Deleted CDT Codes

The American Dental Association updates its CDT codes every year. The 2022 ADA Code Maintenance Committee provided changes to CDT codes that will be effective Jan. 1, 2023. Please note the following changes:

Deleted Code	Nomenclature
D0351	3D photographic image
D0704	3D photographic image – image capture only

The ADA added 21 CDT codes. HMSA Dental plans may cover five of the additional codes. Each coverage is plan specific, so refer to your *CDT Guide* for processing guidelines or refer to My Patients' Benefits on the Online Services page of the provider portal at hmsadental.com to verify benefit information.

New Code	Nomenclature
D0372	intraoral tomosynthesis - comprehensive series of radiographic images. A radiographic survey of the whole mouth intended to display the crowns and roots of all teeth.
D0373	intraoral tomosynthesis – bitewing radiographic image
D0374	intraoral tomosynthesis – periapical radiographic image
D6105	removal of implant body not requiring bone removal nor flap elevation
D7509	marsupialization of odontogenic cyst

To see a complete list of new CDT codes for 2023 or to purchase a copy of the *ADA CDT 2023: Current Dental Terminology*, go to catalog.ada.org.

Update From the ADA: Change in CMS Rules for Medicare Advantage Plans

Effective Jan. 1, 2022, the Medicare opt-out status no longer applies to supplemental dental services covered by dental insurance companies through Medicare Advantage plans.

“Medicare Advantage providers and/or patients will now be able to receive payment from Medicare Advantage plans for services even if a provider has opted out of Medicare,” says Mark Johnston, D.D.S., chair of the ADA Dental Benefit Information Subcommittee of the Council on Dental Benefit Programs. “This is a huge win for the ADA that had been advocating to get this rule changed for a long time.”

The previous version of the rule stated that if a provider opted out of Medicare, neither the patient nor the provider would get paid by a Medicare Advantage plan except for emergency or urgently needed services.

“The old policy placed a burden on dentists who had opted out because the opt out period lasts two years and cannot be terminated early unless the dentist is opting out for the first time and terminates the affidavit no later than 90 days after the effective date of the dentist’s first opt out period,” says Dr. Johnston. “This risked access issues for this patient population and has long been problematic.”

Keep Your Practice Information Updated

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 the materials that we send to you. Up-to-date information also helps ensure accurate and timely claims payments and 1099 tax form distribution.

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 or need to make changes to your contact information, please email it to dentalproviderrelations@bshi.net.

At hmsadental.com/providers, you can get forms for changing an address, adding a location, changing payment information, or changing specialty. Online applications for providers who want to join our network are also available. If you need help completing these forms, contact your dental network manager.

We periodically conduct provider surveys by email, which are an opportunity for you to give us valuable feedback on how we can better serve you.

Register for Electronic Funds Transfer

Electronic funds transfer is the paperless way to move money from one account to another, helping you manage cash flow and save time. It’s been used successfully for decades in nearly every industry. We encourage you to register.

To enroll:

- Go to hmsadental.com/providers/online-services and log in to My Patients’ Benefits 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 is being sent to your practice’s mailing address. The PIN will arrive within 10 days.
- When you receive your PIN, log in again. Enter your PIN to activate EFT. You will need to do this only once.
- Add your office’s bank information and complete the enrollment process.

Get these benefits of EFT:

- Receive payments even when you're on vacation or at a conference.
- Skip the trip to the bank to deposit claim payments.
- View electronic records online and print them as needed.
- Worry less and prevent lost or stolen checks. EFT is safer than paper.
- Enjoy security features. Enter, change, or update your banking information as desired. No one but you can access your information.

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 fees apply to EFT deposits.

When will I receive payments via EFT?

Following activation, all claim payments will be received via EFT. From the regularly scheduled Thursday payment cycle, payments are deposited on Tuesday the following week (with some exceptions for holidays).

Can several dentists be included in one EFT enrollment?

Yes. Dentists associated with one tax ID number 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 individually register each TIN separately for EFT.

What information do I need to enroll in EFT?

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

How do I edit or remove EFT?

Log in to My Patients' Benefits and select the Electronic Funds Transfer link. Then select the providers 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 My Patients' Benefits and click the Payments and EOBs link. Then view or print the EOBs.

How do I know my banking information will remain secure?

Only authorized users can 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.

If you have questions, call Dental Electronic Services at 1 (800) 633-5430, Monday through Friday, before noon Hawaii time.

CLINICAL FOCUS



In the Know: Recent Oral Health News

From the desk of Sol Brotman, D.D.S., M.A.G.D., Vice President, National Clinical Operations

The relationship between ocular and oral dryness in a cohort from the 65-year-old population

A recent Norwegian study in *Nature* provides a new look at xerostomia and Sjögren's syndrome. While some current domestic literature implies there's no decrease in salivary flow as we age, this report provides limited data to rebuke those claims. It supports what clinicians have noted for decades.

Diabetes reduces the microhardness of dental enamel

A recent study shows that type 1 diabetes can negatively affect the microhardness of enamel and dentine in mice, according to findings published in the *Archives of Oral Biology*. This appears to be the first study of its kind and is a significant finding.

Study finds tooth loss correlates with cognitive decline

Our friends at New York University and the Oral Health Nursing Education and Practice alerted us to a new study that discovered a connection between oral issues and cognitive decline. I spoke with Dean Emerita Judy Haber, who said this study required decades of research. The article on the BBC's website contains many other excellent links to medical-dental integration-related information.

Spending on emergency care due to nontraumatic dental conditions in the U.S.

The most comprehensive study to date on spending on emergency care due to nontraumatic dental conditions in the U.S. was recently published by JADA. A review of 20 years found that spending on emergency department visits due to NTDCs more than tripled during the study period with price and intensity representing the main drivers. This increase was primarily in adults and paid via the public sector. This data, in addition to the recent finds of the Borah/Mayo study, shows that funding for adult dental services in Medicaid would reduce total health care costs.

Severe stomach viruses may spread through saliva

A recent animal study by the NIH suggests that enteric viruses may be transmitted orally and not through fecal contamination.

Monkeypox and oral lesions

Although there isn't a high risk of transmission of monkeypox in dental offices, the CDC is urging all health care providers to be on the lookout for patients with symptoms consistent with monkeypox, such as oral lesions, and refer them for testing.

WELCOME: E KOMO MAI

New Groups and Providers

New Groups (partial list)

Damien Memorial School
 Davis Tile & Marble
 Firstsource Group USA
 HK Construction
 Infinite Computer Solutions
 Kiahuna Plantation

Kulaniakea
 P & R Hui
 Shizuru Electric
 Sperber Landscape Companies of Kona
 YC Ewa

New Participating Providers

General Dentistry

HAWAII

Nura Abujbara, D.M.D.
 Troy D. DeDecker, D.D.S.
 Erin B. White, D.D.S.

KAUAI

Miriam S. Gonzalez, D.M.D.
 Parker Johnson, D.D.S.

LANAI

Gordon R. Stanger, D.D.S.

MAUI

Kissendrah Johnson, D.M.D.
 Evan M. Kopecky, D.D.S.
 Dong Lim, D.D.S.
 Kasey-Kalei A. Tamashiro, D.M.D.

OAHU

Lisa-Marie L. Agni, D.D.S.
 Tzu-Min Chien, D.M.D.
 Christopher R. Chuck, D.D.S.
 Lisa Do, D.M.D.
 Hien Thai Doan, D.D.S.
 Matthew J. Hayase, D.D.S.
 Michael C. Izumi, D.D.S.
 Kissendrah Johnson, D.M.D.
 Evan M. Kopecky, D.D.S.
 Van-Anh La, D.D.S.
 Ji Youn Lee, D.M.D.
 Dong Lim, D.D.S.
 Kyle Lin, D.D.S.
 Thomas T. Moon, D.M.D.
 Ha Van T. Nguyen, D.D.S.
 Spencer A. Schiappa, D.M.D.
 Leslie A. Schubert, D.D.S.
 Samuel A. Simmons, D.D.S.
 Taylor A.G. Tokunaga, D.M.D.
 Tammy Tran, D.D.S.
 Ran Wei, D.D.S.

Oral & Maxillofacial Surgery

HAWAII

Benjamin I. Rotwein, D.M.D.

MAUI

Luke D. Vickers, D.D.S.

OAHU

Kristin L. Lee, D.D.S.

Orthodontics

HAWAII

Sherri Lyn W.J. Chong, D.M.D.

Pediatric Dentistry

MAUI

Nadiene O. Wu, D.D.S.

OAHU

Claire C. Park, D.D.S.

Cody W. Sia, D.M.D.

Nadiene O. Wu, D.D.S.

Prosthodontics

OAHU

Jacob James C. England, D.D.S.



The entire team at HMSA Dental would like to wish you and yours a Happy Holiday season and look forward to serving you in the upcoming year.

Visit the HMSA Dental booth at the Hawaii Dental Association's Convention Jan. 26-27, 2023.

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