

# DentalPro News

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

Spring 2023

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## FEATURE ARTICLES

### New Claims Payment Options Through ECHO Health

HMSA Dental is committed to providing the best payment solutions available to help your practice run smoothly. **Effective April 1**, we transitioned to PNC Healthcare and ECHO Health for faster, more-efficient reimbursement and explanation of payments information.

HMSA has engaged PNC Healthcare to provide new, conventional, and electronic payment methods through their claim payments and remittances service powered by ECHO Health. ECHO Health provides electronic settlement services for payers throughout the United States, processing more than 300 million claims and over \$60 billion in payments annually while helping to reduce costs and increase payment efficiency. ECHO provides best-in-class service to some of the largest dental payers in the industry.

These payment methods are available to your practice through ECHO:

- **Virtual credit card:** Each virtual credit card has a 16-digit number that's unique to each transaction. **VCC will be the default payment option if no other payment option has been selected.**
- **Electronic funds transfer:** If you're enrolled in electronic funds transfer before the transition, you'll be automatically enrolled through ECHO.
- **Medical payment exchange:** Medical payment exchange delivers provider payments and EOBs electronically seven to 10 days faster than mailed payments. You have the option to print a check at no cost.
- **Paper check payments:** If you were receiving paper checks before the transition, you'll need to change your payment method preference with ECHO Health. Otherwise, a virtual credit card will be the default payment option. You may opt out of VCC payments by visiting [ECHOvcards.com](https://ECHOvcards.com) or by contacting ECHO.

No matter which payment option is selected, you can continue to view your payments, predeterminations, and EOBs on the My Dental Coverage provider portal and the ECHO provider portal. To use the ECHO provider portal, an account must be created.

We thank you for your ongoing dedication and look forward to continuing to offer you unwavering support and new tools to help your practice. If you have any questions about your payment selections or want to change them, please call ECHO Health at 1 (800) 886-5913. Or visit the ECHO provider portal at [providerpayments.com](https://providerpayments.com).

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## Updates to Claims Mailing Address

Please note changes that became effective in 2022 when filing claims for FEP Basic and Standard Option members:

- Dental providers now have the option to submit FEP claims electronically through clearinghouses or through the Speed eClaim® process. The payor ID is **HMSA1** (same as PPO claim submissions).
- Paper claims for PPO and FEP Basic and Standard Option should be mailed to **HMSA Dental, P.O. Box 69436, Harrisburg, PA 17106-9436**.
- As of March 13, claims mailed to any other address have been returned to sender.

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## Dental Records Request for Review

As part of our Quality Assurance and Utilization Management program, HMSA Dental conducts periodic audits of dental records to assess necessary and appropriate care. During this process, you may receive an encrypted email from Clinical Operations (clinicalreviews@lsvusa.com) requesting patient records. The email will provide important information about the patient we're requesting records for.

These requests are time sensitive and require a prompt response. Please be sure to check your inbox for these messages. This process also applies to all appeals and grievances.

If you have any questions, email Clinical Operations at [clinicalreviews@lsvusa.com](mailto:clinicalreviews@lsvusa.com).

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## BRUSHING UP

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### HMSA Akamai Advantage Dental Plans for 2023

Effective Jan. 1, four new HMSA Akamai Advantage® medical plans were added to our Medicare Advantage network. These plans include supplemental dental benefits for members.

The following HMSA Akamai Advantage medical plans include limited dental benefits:

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

The following dental benefits are included when members use a provider participating in the HMSA Dental Medicare Advantage Network:

- \$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 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.
- \$0 copayment for one RCT/year for PLUS plans only (N08 and N10).
- \$0 copayment for one crown on a RCT tooth/year for PLUS plans only (N08 and N10).

Members are responsible for Hawaii state general excise tax.

Members can see a nonparticipating Medicare Advantage provider; however, services will be covered at 60% and members will be reimbursed directly. Members will be responsible for the difference between HMSA's payment and the provider's full charge.

HMSA Akamai Advantage plan members are eligible for Oral Health for Total Health<sup>SM</sup> enhanced dental benefits if they're diagnosed with qualified medical conditions.

- Although D4355 (full mouth debridement) and D4910 (periodontal maintenance) are not benefits of these plans, they're benefits of Oral Health for Total Health.

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

### Oral Health for Total Health Conditions Update

As you probably know, our Oral Health for Total Health program offers evidence-based dental benefits that are condition-specific for enrolled members. As your patient's provider, you need the best opportunities to promote systemic health through evidence-based dental benefits to improve total health outcomes.

The good news is that Coreo<sup>TM</sup> can help you quickly determine which of your HMSA patients are enrolled in Oral Health for Total Health, making it easier to schedule them for necessary recalls. Use Coreo to find your Oral Health for Total Health patients and schedule them accordingly.



#### Enhanced benefits to the 2023 Oral Health for Total Health program

- Scaling and root planing (D4341, D4342, D4346) will be covered at 100% for all enrolled Oral Health for Total Health members with qualifying conditions when using a participating provider.
- Full mouth debridement (D4355) to enable a comprehensive oral evaluation and diagnosis on a subsequent visit will be covered once every 36 months for all Oral Health for Total Health members when using a participating provider.

Effective Jan. 1, we expanded the eligible conditions and CDT codes covered under the program:

- Eligible medical conditions now include **end-stage renal disease, chronic obstructive pulmonary disease, and metabolic syndrome**. Members who have been diagnosed with one or more of these conditions are eligible to receive two additional cleanings or periodontal maintenance visits per year and periodontal scaling covered at 100% with no copayment when using a participating provider.

Eligible medical conditions	Two additional cleanings or periodontal maintenance visits, plus:	
	Scaling covered 100%	Cancer screenings; fluoride treatments
Chronic obstructive pulmonary disease (COPD)	✓	
Coronary artery disease (CAD)	✓	
Diabetes (DM)	✓	
End-stage renal disease (ESRD)	✓	
Metabolic syndrome (MetS)	✓	
Oral Cancer (OC), head and neck cancer (HNC)		✓
Pregnancy (PG)	✓	
Sjogren's syndrome (SjS)		✓
Stroke (CVA)	✓	

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### **Eligibility, benefit, and periodontal reminders**

Patients are eligible for Oral Health for Total Health if they:

- Have an eligible HMSA dental plan.
- Have a qualifying medical condition.
- Are enrolled in the program.

HMSA dental plans that aren't eligible for the program include:

- Federal plans (Fed 87, Fed 27, FEP).
- Keiki Care plans.

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### **Coordination of Benefits Reminder**

When a member is covered by two or more dental plans, coordination of benefits is applied to determine which plan pays first. When you're aware a patient has more than one insurance coverage, it's important to notify HMSA Dental of all their plans.

We'll need the following information for each plan:

- Insurance carrier.
- Effective date of coverage.
- Patient's enrollment type.
- Subscriber or dependent of plan.
- Policy number.

This information will be loaded in our claims system to prevent any delays in claims processing and payment.

Many HMSA Akamai Advantage members are also enrolled in a HMSA individual dental plan. Based on coordination of benefits rules, the member's individual dental plan will be designated as the primary plan while the dental benefits under the HMSA Akamai Advantage plan will be the secondary plan. These dual HMSA plans are not automatically linked in our system, so benefit coverage won't coordinate even if an EOB is attached to the claim.

This information must be supplied to our Customer Service Center at (808) 948-6440 or 1 (800) 792-4672 Monday through Friday, 8 a.m. to 5 p.m.

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### **Two-surface Restorations that Don't Touch**

When submitting claims for a restoration with two or more surfaces that don't touch, the two or more separate surfaces may be combined and paid as a two-, three-, or four-surface restoration.

If you believe that a claim hasn't been properly adjudicated and treatment warrants two or more restorations that don't touch and should be processed as separate codes, a claims appeal will be required for review and determination. Supporting documents such as a narrative, X-rays, photos, and the original claim number must be included with your appeal. Providers may need to re-appeal denials if further escalation is warranted.

Mail appeals to HMSA Dental, P.O. Box 69437, Harrisburg, PA 17106-9437.

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## Online Provider Resources

Technology has changed many aspects of our lives and in recent years it's become a bigger part of the dental industry as well. We encourage our providers and their teams to self-service and use the resources available to them on our secure website, [hmsadental.com](https://hmsadental.com).

The providers tab on the homepage includes:

- Online services to platforms such as My Patients' Benefits, HMSA Connected CareSM, BCBS FEP Dental, and the GRID and HHIN.
- Current fee schedules and benefit matrices to download.
- Timely news and announcements that may affect your practice.
- Plan information, 2023 CDT manuals, and 2023 HMSA Dental manuals.
- Information on the Medicare Advantage network and 2023 HMSA Akamai Advantage plans.
- Online application to join our network.
- Forms to update your status, such as Change of Address, Adding a Practice Location, and Closing a Practice Location.

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## Keep Your Practice Information Updated

Please report changes to your practice's 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 payment and 1099 tax form distribution.

Please visit our website at [hmsadental.com/find-a-dentist.aspx](https://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](mailto:dentalproviderrelations@bshi.net).

Visit [hmsadental.com/providers](https://hmsadental.com/providers) to find forms to update your practice information. You'll also find an online application for new providers to join our network. If you need help completing these forms, contact your dental network manager.

## 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 only covered for Fed87, Fed117, and Fed27 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:
  - o If there are multiple dates of service on a claim, D9985 must be submitted for each date of service.
  - o If the D9985 is omitted in error on a claim form, call Customer Relations at (808) 948-6440 or 1 (800) 792-4672 to add the procedure code D9985 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 doesn't apply to noncovered services.
- If D9985 is submitted on a predetermination, GET is calculated. If all services from the predetermination are subsequently submitted for payment with the same service date, the GET applies to all services.

If services from the predetermination are subsequently submitted for payment with different service dates, the GET applies to only one date of service. To obtain GET payment for the other service dates, submit the procedure codes and D9985 on a new claim form or call HMSA Dental to add the D9985 to the claim.

## CLINICAL FOCUS

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



### Save the Date: Medical-dental Integration Virtual Symposium

Please join us in September for the 3rd Annual Medical-dental Integration Symposium.

Wednesday, Sept. 13, 8 a.m. to noon Hawaii time.

The symposium on Zoom will discuss improving health care by breaking down electronic barriers. There's no cost to attend and CEU credits will be provided.

More details will be provided as the conference approaches. We look forward to seeing you!

### Medical-dental Integration Update

#### Stroke risk and brain bleeding associated with oral bacteria

*Strep mutans* is the most common bacteria found in tooth decay and is also present in most forms of periodontal disease. A study published in the *European Journal of Neurology* found that harboring Cnm-positive *S. mutans* was associated with a higher number of cerebral microbleeds and that reducing their presence in the oral cavity may serve as a novel therapeutic approach for stroke. Our Oral Health for Total Health program provides additional dental cleanings at no cost for patients who have had strokes.

**Intracranial abscesses and oral microbes**

On a similar topic, the *Journal of Dentistry* printed a single-site retrospective analysis from the United Kingdom.

**Association between obstructive sleep apnea syndrome and bone mineral density in adult orthodontic populations**

*Cranio®*, *The Journal of Craniomandibular & Sleep Practice*, has been one of the leading journals on the many facets of medical-dental integration for decades. A study published in a recent issue addressed how the lack of bone mineral density in patients with sleep apnea affects a wide range of dental treatment considerations, including orthodontics and implants.

**Influence of sports, sleep disorders, and habits on probable sleep bruxism in children with mixed dentition**

Nocturnal tooth grinding or clenching has long been considered to have a different etiology in children than in adults. An old study even provided statistical evidence of tapeworms being a cause of adolescent tooth grinding. Research from Brazil published in *Clinical Dentistry* relates a lack of physical activity to sleep disorders.

**Study compares pharmacologic treatments for managing tooth extraction pain**

Although not strictly related to medical-dental integration, many of our partner medical directors have expressed ongoing concern about the overuse of prescription narcotic medications for dental issues. In the 1980s, research at the Medical College of Georgia and the Medical College of Virginia found that preoperative nonsteroidal anti-inflammatory drugs effectively control wisdom tooth extraction pain. Also, athletes have long sworn by a pregame or prerace dose of ibuprofen. A new study published in the *Journal of Dental Research* confirms that several non-narcotic regimens are as effective as different narcotics in managing acute dental pain.

**Relationship between periodontitis and atrial fibrosis in atrial fibrillation: Histological evaluation of left atrial appendages**

A study published in *JACC: Clinical Electrophysiology* addressed the relationship between periodontitis and atrial fibrosis in atrial fibrillation. Specifically, the authors found that "Periodontitis, a common infectious and inflammatory disease, aggravates some systemic diseases. However, periodontitis' association with atrial fibrillation and atrial fibrosis has remained unclarified." This is another medical condition that can be improved with adherence to Oral Health for Total Health treatment protocols.

**Study finds periodontal therapy is ineffective for heavy smokers**

Research from Denmark confirms what clinicians have known for years – that treatment for periodontal disease doesn't work well for patients who smoke. Smoking cessation needs to be an integral part of both medical and dental patient education.

## WELCOME: E KOMO MAI

### New Groups and Providers

#### New Groups (partial list)

Community Clinic of Maui  
 Doctors of Waikiki  
 The Emergency Group  
 FedEx  
 Kai Coffee  
 Make-A-Wish-Foundation of America  
 Oakmont Management Group

Premier Solutions HI  
 S&G Labs Hawaii  
 Smarte Carte Hawaii  
 Waiakea Inc  
 Waipouli Beach Resort  
 Webco Hawaii

### New Participating Providers

#### General Dentistry

##### HAWAII

Shailja Bhatt, D.D.S.  
 Rachel Jahraus, D.D.S.  
 Alexander McIlhatten, D.D.S.

##### MAUI

William Brooks, D.M.D.  
 Irene Chang, D.D.S.  
 Injea Park, D.M.D.  
 Todd Stone, D.M.D.

##### OAHU

Sierra Arakaki, D.D.S.  
 Rick Campos, D.M.D.  
 Grace Chang, D.D.S.

Irene Chang, D.D.S.  
 Jui-Yu Chen, D.M.D.  
 Isaac Hong, D.M.D.  
 Ji Youn Lee, D.M.D.  
 Madalina Manea, D.D.S.  
 Melissa Ng, D.M.D.  
 Taylor Tokunaga, D.M.D.  
 Sarah Uehara Yee, D.D.S.  
 Richard Wagner, D.D.S.  
 Jentel Worrell, D.M.D.

#### Pediatric Dentistry

##### OAHU

Warren Aka, D.D.S.  
 Cody Sia, D.M.D.O

## 2023 HDA CONVENTION PRIZE DRAWING WINNER

Mahalo to all the providers and staff who took the time to visit the HMSA Dental booth at the 2023 HDA Convention. Your dental network managers were excited to visit with you, answer questions, and pass out HMSA Dental swag to many of the 1,500 attendees over the two-day convention.

We were thrilled to surprise **Milton Hino, D.D.S.**, of Honolulu with a \$100 Amazon gift card as the winner of our prize drawing.

## ROUTING BOX

**Date Received** \_\_\_\_\_

Please route to:

\_\_\_\_\_ Dentist

\_\_\_\_\_ Office Manager

\_\_\_\_\_ Dental Hygienist

\_\_\_\_\_ Dental Assistant

\_\_\_\_\_ Other: \_\_\_\_\_



HMSA Dental Services  
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