

DentalPro News

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

Fall 2025

FEATURE ARTICLES

What's Inside

Feature Articles

The Fifth Annual Medical-Dental Integration Symposium

HMSA Dental fee schedules and benefit matrices

Rebranding announcement: VPoint becomes Valenz Health Credentialing

New re-credentialing verification application

What's new for 2026: Diagnostic and preventive waiver enhances plans V14 and V15

HMSA ACA Dental plans Administrative changes

New and deleted CDT codes for 2026

Brushing Up

License renewal

From your expert dental customer service team

Time to freshen up your favorites

USABLE Life named best place to work in Hawaii for 2025

Clinical Focus

Utilization reviews

Oral health insights

Welcome: E Komo Mai

New groups

New participating providers

Looking Ahead

2026 Hawaii Dental Convention: Join us in Honolulu!

Holiday Greetings

Holiday wishes

The Fifth Annual Medical-Dental Integration Symposium

Maternal/Pediatric health — A whole-person approach

This year's virtual Medical-Dental Integration Symposium (MDIS), held Sept. 10, brought together providers across disciplines to advance whole-person care. The symposium emphasized oral health as essential to overall well-being and showcased strategies for integrating medical, dental, and mental health services, such as the **Oral Health for Total HealthSM** program.

Highlights included:

- Strengthening medical-dental collaboration.
- Addressing social determinants such as nutrition, stress, and sleep.
- Sharing practical tools and community resources.
- Inspiring innovation in patient-centered care.



Attendees left with a renewed commitment to integrated approaches that improve outcomes for families statewide.

Dental continuing education credit was provided by USABLE Life, an ADA CERP Recognized Provider. Eligible dental professionals earned three CE credits for their participation.

We look forward to the next symposium in 2026.

HMSA Dental fee schedules and benefit matrices

We've increased our HMSA Dental PPO fee schedule with an emphasis on codes that matter most to your practice. The **2026** fee schedules for HMSA Dental PPO plans, Medicare Advantage plans, and benefit matrices for all HMSA dental plans will soon be available on our secure website at hmsadental.com/providers/fee-schedules/. Your individual Type 1 NPI is required for access.

Rebranding announcement: VPoint becomes Valenz Health Credentialing

Same great service, new name



We’re announcing that VPoint, the trusted credentialing verification organization, has rebranded to Valenz Health Credentialing. This change is part of an ongoing commitment to evolving and improving services to better meet the needs of dental providers and partners.

Operations, processes, and the high level of service that HMSA Dental have come to expect will remain unchanged.

New re-credentialing verification application

We’ve launched an enhanced re-credentialing application that now includes **non-DEA holders** — no extra drug waiver form required. This streamlined process makes verification faster and easier for all provider types.



RE-CREDENTIALING VERIFICATION

Re-Credentialing Services provided by:
 Valenz Health Credentialing
 1 Spectrum Pointe Dr., Suite 320
 Lake Forest, CA 92630
 E-mail: providers@valenzhealth.com
 Fax: (949)470-0838
 Phone for questions: (888)273-3368, Option 1.

I. INSTRUCTIONS			
This form should be typed or legibly printed in black or blue ink. If more space is needed than what is provided on the original form, please attach additional sheets and reference the question(s) being answered. Current copies of the following documents must be submitted with this form:			
- Face Sheet of Professional Liability Policy or Certification		- Federal DEA Certificate or DEA Waiver if non-prescribing	
- Specialty Board Certification (if applicable)		- State Drug Certificate/NED (if applicable)	
II. IDENTIFYING INFORMATION: We do not discriminate or base credentialing decisions on an applicant's race, ethnicity, or language. Providing this information is voluntary and will not affect the evaluation of your application.			
Provider's Name: (Last, First, MI)		Title: <input type="checkbox"/> DMD <input type="checkbox"/> DDS <input type="checkbox"/> BDS	Dental License Number:
Gender: <input type="checkbox"/> M <input type="checkbox"/> F	Date of Birth:	Social Security Number:	NPI Type 1 (Individual):
Race:	Ethnicity:	Languages Spoken: (Other than English)	
DEA Number: Exp Date:	Specialty:	Specialty Board Certification Status: <input type="checkbox"/> None <input type="checkbox"/> Certified <input type="checkbox"/> Eligible	
Non-DEA Holders Only select and complete either 1 or 2 as appropriate:			
<input type="checkbox"/> 1. I do not have a valid DEA/CDS certificate. Prescribing substances is within the scope of my practice, and I have a designated practitioner in place to write prescriptions on my behalf. The name of the designated alternate prescriber is: _____			
<input type="checkbox"/> 2. In my professional judgment, the patients receiving my care do not require controlled substances and I am therefore not required to have a DEA/CDS certificate. My process for handling instances when a patient requires a controlled substance is: _____			
III. PRACTICE INFORMATION			



What's new for 2026: Diagnostic and preventive waiver enhances plans V14 and V15

Effective Jan. 1, 2026, a diagnostic and preventive waiver (D&P waiver) will be added to commercial PPO plans V14 and V15. With this provision, diagnostic and preventive services provided by an in-network dentist and covered by HMSA won't count toward the plan's calendar maximum, allowing more of the plan's maximum for other dental services apart from routine checkups or cleanings. Covered services under this waiver include:

- Oral exams.
- Cleanings.
- Topical fluoride.
- Silver diamine fluoride.
- X-rays: Bitewings, full mouth/panoramic, periapical (basic service).
- Sealants (basic service).
- Spacers (basic service).

Members enrolled in these plan codes should review their *Guide to Benefits* for details on frequency limits and cost shares for basic services.

HMSA ACA Dental plans

Benefit changes: Maximum out-of-pocket increase for pediatric members

This is the maximum amount pediatric members are required to pay for covered services within a calendar year. Out-of-pocket expenses include payments toward deductibles, copayments, and coinsurance for in-network care and services. Once the maximum out-of-pocket amount is reached, the plan covers 100% of eligible services provided by participating dentists for pediatric members up to age 18. The maximum out-of-pocket limit for pediatric benefits (for members age 0-18) on all ACA plans (Small Group and Individual) and commercial plans L55, V14, and V15 will change from \$400 per child/\$800 per two or more children to \$450 per child/\$900 per two or more children. These adjustments apply to in-network services.

Administrative changes

Language clarifications: Federal/State taxes/surcharges/fees

- **Federal/State taxes/Surcharges/Fees.** Federal and state taxes, surcharges, and fees, including the Hawaii General Excise Tax (GET), are not covered. These will be added to the Exclusions section and the Defined Terms section under Eligible Charge in the *Dental Guide to Benefits*.

New and deleted CDT codes for 2026

The American Dental Association updates its CDT codes every year. The 2025 ADA Code Maintenance Committee provided changes to CDT codes that will be effective on Jan. 1, 2026. Please note the following changes:

The ADA deleted six CDT codes.

Deleted Code(s) for 2026 – No longer covered	Description
D1352	preventive resin restoration in a moderate to high caries risk patient – permanent tooth
D1705	AstraZeneca COVID-19 vaccine administration – first dose
D1706	AstraZeneca COVID-19 vaccine administration – second dose
D1707	Janssen COVID-19 vaccine administration
D1712	Janssen COVID-19 vaccine administration – booster dose
D9248	non-intravenous conscious sedation

The ADA added 31 CDT 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.

CDT Code – NEW for 2026	Description
D1720	influenza vaccine administration
D0426	collection, preparation, and analysis of saliva sample – point-of-care
D0461	testing for cracked tooth
D5877	duplication of complete denture – maxillary
D5878	duplication of complete denture – mandibular
D5909	maxillary guidance prosthesis with guide flange
D5930	maxillary guidance prosthesis without guide flange
D5938	resection prosthesis, maxillary complete removable
D5939	resection prosthesis, mandibular complete removable
D5940	resection prosthesis, maxillary partial removable
D5941	resection prosthesis, mandibular partial removable
D5942	resection prosthesis, maxillary implant/abutment supported removable prosthesis for edentulous arch
D5943	resection prosthesis, mandibular implant/abutment supported removable prosthesis for edentulous arch
D5944	resection prosthesis, maxillary implant/abutment supported removable prosthesis for the partial edentulous arch
D5945	resection prosthesis, mandibular implant/abutment supported removable prosthesis for the partial edentulous arch
D5946	resection prosthesis, maxillary implant/abutment supported fixed prosthesis for edentulous arch
D5947	resection prosthesis, mandibular implant/abutment supported fixed prosthesis for edentulous arch
D5948	resection prosthesis, maxillary implant/abutment supported fixed prosthesis for the partial edentulous arch
D5949	resection prosthesis, mandibular implant/abutment supported fixed prosthesis for the partial edentulous arch
D6049	scaling and debridement of a single implant in the presence of peri-implantitis inflammation, bleeding upon probing and increased pocket depths, including cleaning of the implant surfaces, without flap entry and closure
D6196	removal of an indirect restoration on an implant retained abutment

CDT Code – NEW for 2026	Description
D6280	implant maintenance procedures when a full arch removable implant/abutment supported denture is removed and reinserted, including cleansing of prosthesis and abutments – per arch
D9128	photobiomodulation therapy - first 15-minute increment, or any portion thereof
D9129	photobiomodulation therapy - each subsequent 15-minute increment, or any portion thereof
D9224	administration of general anesthesia with advanced airway – first 15-minute increment, or any portion thereof
D9225	administration of general anesthesia with advanced airway – each subsequent 15-minute increment, or any portion thereof
D9244	in-office administration of minimal sedation – single drug – enteral
D9245	administration of moderate sedation – enteral
D9246	administration of moderate sedation – non-intravenous parenteral – first 15-minute increment, or any portion thereof
D9247	administration of moderate sedation – non-intravenous parenteral – each subsequent 15-minute increment, or any portion thereof
D9936	cleaning and inspection of occlusal guard – per appliance
D9244	in-office administration of minimal sedation – single drug – enteral
D9245	administration of moderate sedation – enteral
D9246	administration of moderate sedation – non-intravenous parenteral – first 15-minute increment, or any portion thereof
D9247	administration of moderate sedation – non-intravenous parenteral – each subsequent 15-minute increment, or any portion thereof
D9936	cleaning and inspection of occlusal guard – per appliance

The updated HMSA CDT Manuals for 2026 will be ready and available at hmsa.com/dental on the Provider Secured Site by Jan. 1, 2026. Coverage for any dental procedure on the table above is subject to member eligibility at the time of service, plan benefits, plan maximums, and dental plan guidelines.

BRUSHING UP

License renewal

Reminder to renew your dental provider licenses by Dec. 31, regardless of your date of licensure.

Renew your license here: mypvl.dcca.hawaii.gov.

As stated in the Hawaii Dental Renewal Licensure Requirement: “If you do not renew your dentist or dental hygienist license by Dec. 31, you may NOT practice as a dentist or dental hygienist in this state.” Subsequently, payment for services rendered by an unlicensed dentist or dental hygienist cannot be made, and claims will be denied.

From your expert dental customer service team

We're committed to supporting our valued providers with efficient, accessible, and personalized service. As part of this commitment, we encourage you to take full advantage of our comprehensive online resources. These tools are designed to provide immediate answers to frequently asked questions, streamline your workflows, and reduce the need for time-consuming inquiries.

By using our online resources, you can:

- Access information 24/7, at your convenience.
- Resolve common issues quickly, without waiting for assistance.
- Stay informed with the latest updates, guidelines, and best practices.
- Navigate processes with ease, thanks to intuitive design and step-by-step guidance.

Dental Customer Service
Monday-Friday, 8 a.m. to 5 p.m.
(808) 948-6440
1 (800) 792-4672

For additional support, your dedicated network manager is always available to personally help you and help you make the most of these tools.

We're here to ensure you have everything you need, right at your fingertips.

Time to freshen up your favorites

Just like a good dental cleaning, it's time to polish up your email contacts!

We've updated our Dental Provider Relations emails, and we want to make sure you're reaching the right team with the right info. If you're still sending messages to the old addresses, consider this your friendly nudge to hit delete and refresh your favorites.

Here's your updated go-to list:

- HMSA Dental Customer Service: hmsadentalservice@USABLELife.com:
- For member inquiries, benefits, and claims.
- HMSA Dental Provider Relations: hmsadentalPR@USABLELife.com:
- For general provider support and network questions.
- Regional Dental Network Manager – Jessica Chang, R.D.H.:
- Jessica.Chang@USABLELife.com.
- Dental Network Manager – Leimomi Kiyono, R.D.H.:
- Leimomi.Kiyono@USABLELife.com.

Jessica Chang and Leimomi Kiyono are available to assist any provider throughout the state. To ensure you receive the most personalized support, we encourage you to connect with your designated Dental Network Manager based on your location. The territories each manager covers are listed below.

Jessica Chang		
96720	Hawaii	Hilo
96749	Hawaii	Keaau
96772	Hawaii	Naalehu
96778	Hawaii	Pahoa
96714	Kauai	Hanalei
96716	Kauai	Hanapepe
96722	Kauai	Princeville
96741	Kauai	Kalaheo
96746	Kauai	Kapaa
96754	Kauai	Kilauea
96766	Kauai	Lihue
96796	Kauai	Waimea
96763	Lanai	Lanai City
96748	Molokai	Kaunakakai
96701	Oahu	Aiea
96706	Oahu	Ewa Beach
96707	Oahu	Kapolei
96707	Oahu	Makakilo
96712	Oahu	Haleiwa
96717	Oahu	Hauula
96731	Oahu	Kahuku
96782	Oahu	Pearl City
96786	Oahu	Wahiawa
96789	Oahu	Mililani
96792	Oahu	Waianae
96797	Oahu	Waipahu

Leimomi Kiyono		
96704	Hawaii	Captain Cook
96727	Hawaii	Honokaa
96738	Hawaii	Waikoloa
96740	Hawaii	Kailua-Kona
96743	Hawaii	Kamuela
96750	Hawaii	Kealahou
96755	Hawaii	Kapaau
96713	Maui	Hana
96732	Maui	Kahului
96753	Maui	Kihei
96761	Maui	Lahaina
96768	Maui	Pukalani
96768	Maui	Makawao
96779	Maui	Paia
96790	Maui	Kula
96793	Maui	Wailuku
96734	Oahu	Kailua
96744	Oahu	Kaneohe
96795	Oahu	Waimanalo
96813	Oahu	Honolulu
96814	Oahu	Honolulu
96815	Oahu	Honolulu
96816	Oahu	Honolulu
96817	Oahu	Honolulu
96818	Oahu	Honolulu
96819	Oahu	Honolulu
96821	Oahu	Honolulu
96822	Oahu	Honolulu
96825	Oahu	Honolulu
96826	Oahu	Honolulu

USABLE Life named best place to work in Hawaii for 2025

USABLE Life has earned the top spot as Hawaii's Best Place to Work in the small employer category — rising from second place in 2024 to No. 1 in 2025! Our Hawaii team celebrated this milestone at the Hilton Hawaiian Village on March 28.

We're also proud to be recognized in Arkansas and Florida, reflecting our commitment to a positive workplace culture nationwide.



Why it matters to Dental providers

Partnering with USABLE Life means working with a company that values excellence, employee well-being, and service. Our strong internal culture translates into reliable, responsive support for dental providers, helping you deliver the best care to your patients.

We're excited to continue building meaningful partnerships with dental providers across Hawaii and beyond.

CLINICAL FOCUS

Utilization reviews

Why responding to records requests matters — for everyone

At HMSA Dental, we pride ourselves on being different. Unlike many in the industry, we do **not** require prepayment reviews. That means when a dentist submits a claim, they get paid — without jumping through hoops. This approach is built on trust, and it's one of the reasons providers enjoy working with us.

But with that trust comes responsibility.

Because we skip the prepayment review step, we're **required by federal law** to conduct **utilization reviews**. These reviews aren't punitive; they're a standard part of ensuring that care is clinically appropriate, billing is accurate, and documentation supports the services provided. Practices are selected **randomly** and the process is designed to be as smooth and respectful as possible.

However, we've noticed a concerning trend: Some providers aren't responding to our records requests.

Non-responsiveness puts your practice at risk.

When we don't receive complete records, we're left with no choice but to escalate. This could include:

- **Prepayment reviews** for future claims.
- **Reporting to state or federal agencies.**
- **Removal from the HMSA Dental network.**

None of us want that. Our goal is to support providers, not penalize them. But we're obligated — legally and ethically — to ensure that care meets accepted standards and that billing is appropriate.

So, what can you do?

- **Respond promptly** to any records request.
- **Ensure documentation is complete and legible.**
- **Reach out if you need help understanding what's required.**

We're here to help. Our team is always available to clarify expectations and support your compliance efforts. Let's work together to maintain the integrity of our network and continue offering a streamlined, trust-based claims process that benefits everyone.

Thank you for your partnership — and for doing your part to keep our system strong.



From the desk of Dr. Suzanne Ebert, D.D.S.,
Vice-President-Chief Clinical Officer, National Clinical Operations

Oral health insights

The science is clear: Oral health and diabetes are interconnected

Patients with diabetes are at a higher risk for periodontal disease due to elevated salivary glucose levels, which feed harmful bacteria and trigger inflammation. But it doesn't stop there.

Inflammation from periodontal disease can also raise blood glucose levels, making diabetes harder to manage. This creates a vicious cycle — poor oral health worsens diabetes, and uncontrolled diabetes accelerates oral disease.

This isn't just theory. It's clinical reality. And it's why oral health must be part of the medical treatment plan for every patient with diabetes.

Oral Health for Total Health: A program that supports our patients

One of the most impactful tools we have is the **Oral Health for Total Health program**. This program provides enhanced dental benefits for patients with chronic conditions like diabetes at no extra cost to your patient.

Eligible patients receive:

- Two additional cleanings or periodontal maintenance visits per year.
- Coverage for periodontal scaling and root planing.
- Fluoride treatments and oral health screenings.

These benefits are designed to reduce inflammation, improve glycemic control, and support overall wellness. If your patients are covered under FCL, this is a resource worth discussing.

Empowering the hygiene team: Five easy tips for talking to patients with diabetes

Our hygienists are often the first line of education and prevention. Here are five **simple, actionable tips** to help guide conversations with patients with diabetes:

1. **Make the connection clear**
“Gum disease can make it harder to control your blood sugar, and high blood sugar can make gum disease worse.”
2. **Frame oral health as part of diabetes care**
“Your mouth is part of your body. Keeping it healthy helps your diabetes stay in check.”
3. **Ask about symptoms**
“Have you noticed bleeding gums, dry mouth, or loose teeth?” These are red flags for periodontal disease.
4. **Encourage preventive visits**
“Let’s make sure you’re getting cleanings at least twice a year, and more if needed. It’s part of your diabetes care.”
5. **Promote daily habits**
“Brush twice a day, floss daily, and avoid sugary snacks. These small steps help your gums and your glucose.”

Final thoughts

As clinicians, we have the opportunity, and the responsibility, to help our patients with diabetes live healthier lives. By recognizing the bidirectional relationship between oral health and diabetes, and by leveraging programs like **Oral Health for Total Health**, we can be part of a truly integrated care model.

Let’s use this month to recommit to whole-person care. Because when we treat the mouth, we’re treating the whole patient.

WELCOME: E KOMO MAI

New Groups

Bargreen Ellingson
Hawaiian Humane Society
Hualalai
Innovative Partners
Kauai Care Center
The Maui Medical Group
MRC Roofing
Regency at Puakea
Syncadd Systems

New Participating Providers

ISLAND	DENTAL SPECIALTY	DENTIST NAME
Hawaii-East	General	Berkenpas, Sophia L., D.D.S.
Hawaii-East	General	Goradia, Krishna K., D.D.S.
Hawaii-East	General	Negroni, Carlo A., D.M.D.
Hawaii-East	General	Sunar, Maya K., D.M.D.
Hawaii-West	General	Adams, Kevin R., D.D.S.
Hawaii-West	General	Bonnevie, Ryne Joseph D., D.M.D.
Hawaii-West	General	Chan, Justin, D.D.S.
Hawaii-West	General	Santos, Eliz D., D.D.S.
Hawaii-West	General	Strommer, Erik, D.M.D.
Kauai	Endodontics	Marin, Anthony J., D.D.S.
Kauai	General	Carreno, Ileana S., D.D.S.
Kauai	General	Fries, Joyjoy G., D.D.S.
Maui	General	Nguyen, Hanna, D.D.S.
Maui	General	Talmadge, Eugene N., D.M.D.
Molokai	General	Gardner, Paula R., D.D.S.
Molokai	General	Sand, Don, D.D.S.
Oahu	Endodontics	McIntyre, Austin Brett, D.D.S. MS
Oahu	Endodontics	Smith, Whitney A., D.D.S.
Oahu	Endodontics	Weber, Carol D., D.D.S. MS
Oahu	General	Burton, Benjamin Alston, D.M.D.
Oahu	General	De Guzman, Jeffrey, D.D.S.
Oahu	General	Fernandez, Nicole, D.M.D.
Oahu	General	Fetters, Nicholas G., D.D.S.
Oahu	General	Kim, Riley, D.D.S.
Oahu	General	Kometani, Kurtis K., D.M.D.
Oahu	General	Ladd, Taylor A., D.D.S.
Oahu	General	Nguyen, Amber, D.M.D.
Oahu	General	Pagano, Evan Rocco, D.D.S.
Oahu	General	Sano, Reid K., D.M.D.
Oahu	General	Takahashi, Sarah K H., D.D.S.
Oahu	General	Thai, Rachel T Tanya, D.D.S.
Oahu	General	Wu, Ju Q, D.D.S.
Oahu	General	Yee, Melissa, D.D.S.
Oahu	Oral Surgeon	Jackson, Harry J., D.D.S.
Oahu	Oral Surgeon	Quintana, Erik N., D.M.D.
Oahu	Orthodontics	Moncrief, Kathryn Q., D.D.S.
Oahu	Pedodontist	Cheng, Catherine, D.D.S.
Oahu	Pedodontist	Fujimoto-Ertel, Lynn, D.M.D.
Oahu	Pedodontist	Hull, Alexandria, D.D.S.
Oahu	Pedodontist	Thoppiyil, Shayma L., D.D.S.

LOOKING AHEAD

2026 Hawaii Dental Convention: Join us in Honolulu!

HMSA Dental is excited to welcome dental professionals to the 2026 Hawaii Dental Association Convention, happening Jan.14-16, 2026, at the beautiful 'Alohilani Resort Waikiki Beach, located at 2490 Kalakaua Ave., Honolulu, HI 96815. **Don't miss the chance to visit our booth — we'd love to meet you!**

Earlier this year at the 2025 convention, we had a fantastic time connecting with providers and introducing our dedicated customer service team. The experience was a great success, and we're excited to build on that momentum in 2026 with even more meaningful conversations, helpful resources, and a warm welcome. Stop by to say hello, ask questions, and discover how we're supporting dental professionals across Hawaii!

HOLIDAY GREETINGS

Holiday wishes

As we approach the holiday season, HMSA Dental extends our warmest wishes to you and your dedicated teams. May this time bring joy, rest, and reflection on the incredible work you do every day.

We look forward to continuing our journey together in 2026 — building a healthier Hawaii through trust, collaboration, and shared success.



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