



DentalPro News

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

Spring 2020

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FEATURE ARTICLES

COVID-19 Information

Please visit hmsadental.com/providers/news-and-announcements for the latest information on COVID-19 to help your patients and your practice.

Teledentistry

We admire and thank dental professionals on the front lines who are treating dental emergencies and keeping emergency room facilities from being further burdened. We also thank those who are sheltering at home, which helps to flatten the COVID-19 curve, and are donating personal protective equipment to medical professionals. We're all doing our part and HMSA Dental wants to provide you with increased options as you continue to provide valued care.

In response to the COVID-19 crisis, HMSA is covering teledentistry as an option for dentists to provide emergency services to our members through the duration of the pandemic. Real-time teledentistry encounters through the phone or video chat are now covered for your patients of record.

When billing for real-time emergency services by phone, use CDT Code D9995 – Synchronous Teledentistry, which will be converted to and reimbursed at the D0140 allowance. Please refer to our 2020 fee schedules. Frequency limitations won't apply during this time period. Note the remit (EOB) will display paid code D0140 instead of D9995.

You can verify benefits and eligibility online at mydentalcoverage.com or by calling Customer Service at 948-6440 on Oahu or 1 (800) 792-4672 toll-free on the Neighbor Islands.

As always, your safety and well-being, as well as your patients and staff, is our top priority. We hope that the use of this code will help patients seeking essential emergency dental services with safety considerations for you, your ohana and staff, health care facilities, and the community.

If you have questions or need assistance, please contact us at DentalProviderRelations@bshi.net.

Coreo Update

As of Jan. 1, 2020, dental providers have had the chance to take advantage of 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 CareSM integrates dental care into Coreo, providing opportunities to treat the whole patient and providing dentists with the tools and resources to treat their patients. 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 may have been preregistered for HMSA Connected Care in January. If you're not sure if you're preregistered or 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.

For the registration link, FAQs, and educational resources, visit hmsadental.com/providers/connected-care.

Changes and Enhancements to Oral Health for Total Health

Oral Health for Total Health benefits have been expanded to cover head and neck cancers. This includes 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 of treatments. Treatment side effects can include redness, swelling, irritation, sores in the mouth, dry mouth, thickened saliva, or difficulty swallowing.

Oral Health for Total Health's condition expansion is important because of the treatment side effects and how they impact oral and total health. Please share this information with your team.

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 and neck cancers (As of Jan. 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.

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.

Updates to HMSADental.com

Our updated dental website, hmsadental.com, is easier for users to navigate on a computer, tablet, or mobile device.

Designed to complement hmsa.com, 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 find a wide range of audience-specific information and resources.

Our provider online resources tab includes links to MyPatientsBenefits, HMSA Connected Care, FEP BlueDental and the GRID, and the Hawaii Healthcare Information Network (HHIN).

Congratulations to Hawaii Dental Association Convention 2020 Raffle Winners

Mahalo to the dentists and their staff who visited our booth at the 2020 Hawaii Dental Association's meeting at the Hawaii Convention Center in January. It was a pleasure to see all of you.

This year, our focus was on HMSA's commitment to Oral Health for Total Health and the introduction of Coreo, a technology platform that integrates our health system virtually. Please see more information about these programs in this newsletter.

HMSA's dental team answered questions from dentist and administrative staff regarding technology resources available to participating providers. Whether you're checking patient eligibility and benefits, researching specific plan coverage, benefit policies, or researching claims and payment status, our resources are easily accessible.

We're happy to recognize and congratulate the following winners from our daily prize giveaway:

- Daily prize winners of gift baskets:
 - o Jan. 23: Lena Omura
of Scott Hiramoto, D.D.S., LLC.
 - o Jan. 24: Lauren Hirano, R.D.H.,
of Wahiawa and Pearl Family Dental Care.
- Grand prize winner of a \$150 gift card:
 - o Terrance K. Tajima, D.D.S.



Daily raffle winner Lauren Hirano, R.D.H., of Wahiawa and Pearl Family Dental Care (left) with Jessica Chang, R.D.H., HMSA dental network manager.



Kelsey Kaupe (left) and grand prize winner Terrance K. Tajima, D.D.S.

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 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, which 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, call your dental network manager.

Hawaii General Excise Tax Reimbursement Changes

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

Effective Nov. 22, 2019, the monthly process that manually calculated and paid Hawaii general excise tax (GET) changed to a systematic process that calculated and paid the GET when tax procedure code D9985 was submitted on a claim. The GET displays on the explanation of benefits (EOB) and is included with the claim payment. This process applies 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:
 - o If there are multiple dates of service on a claim, D9985 must be submitted per date of service.
 - o If the D9985 is omitted in error on a claim form, the provider's 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:
 - o If all services from the predetermination are subsequently submitted with the same date of service (for payment), the GET will apply to all services.
 - o 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.

CLINICAL FOCUS

Why I'm Not an Anti-dentite

By Stephen Miller

My dentist said I had a cavity under a crown, so the crown will have to be replaced. Though I've had many dental problems over the years, I'm not complaining; I'm almost 80 and still have all my teeth. So do many Americans my age. Modern dentistry, which is mostly pain-free, is a wondrous thing.

Until roughly 70 years ago, a visit to the dentist was an ordeal. I remember the pain when the dentist drilled my teeth in the 1940s, before local anesthesia was widely used. In 1905, Henry James complained: "My Dentist-Dr. man couldn't touch me without torture, and yet I had to be drilled by him for hours together." A few months later he had another round of treatment. "My whole time [in the U.S.] has been ravaged by the dentist."

Before modern dentistry, millions of people suffered from decaying and rotting teeth. Queen Elizabeth I didn't like to open her mouth because her teeth were black. She suffered greatly from toothaches. Her advisers persuaded her to have her teeth extracted.

George Washington had "constant unrelieved toothaches" when he was commander of the Continental Army, according to an essay by Barbara Glover. He suffered from infected and abscessed teeth as well as inflamed gums and went through several sets of dentures. "Eating, smiling, and talking all must have given him great discomfort," Glover writes. "In later life, he could only eat soft foods."

Thomas De Quincey writes in *Confessions of an English Opium Eater* (1821), "Most truly I have told the reader, that not any search after pleasure, but mere extremity of pain from rheumatic toothache—this and nothing else it was that first drove me into the use of opium."

In literature and popular culture, dentists have often been depicted as sadists or quacks. Frank Norris's *McTeague* (1899) is about a dentist who turns out to be a monster who cannot control his dark passions. Many movie comedians, including Buster Keaton, Laurel and Hardy, and W.C. Fields, made comic films about a visit to the dentist.

By contrast, *Marathon Man* (1976) is about a dentist who is a former Nazi SS member. He tortures a young graduate student by drilling into his teeth without an anesthetic. In the first version of *The Little Shop of Horrors* (1960), the masochistic patient (Jack Nicholson) asks the dentist to pull all his teeth. In the remake, which came out in 1986, the masochistic patient (Bill Murray) begs the dentist (Steve Martin) to give him a root canal.

Many novelists, poets, and essayists have been doctors. Have any been dentists? I found one: Solyman Brown, who practiced in New York in the first half of the 19th century. Brown wrote two long, unreadable poems about his profession, "Dentologia" and "Dental Hygeia."

Dentists don't get the respect doctors do. And even though going to the dentist is no longer such an ordeal, we don't like sitting in a chair with our mouth open for an hour, grunting "uh" in response to questions. Still, we should thank modern dentistry for making the famous line in *As You Like It* — that old age is when people are "sans teeth, sans eyes, sans taste, sans everything" — obsolete.

Mr. Miller is author of *Walking New York: Reflections of American Writers From Walt Whitman to Teju Cole.*

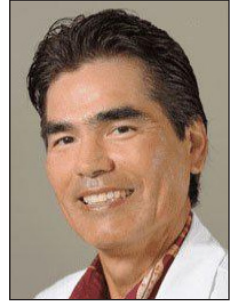
CLINICAL FOCUS (continued)

Welcome Dr. Michael Nishime

We'd like to introduce the new dental director for HMSA Dental. Dr. Michael Nishime is a general dentist in Honolulu.

Michael is a Fellow in both the Academy of General Dentistry and the American Academy of Implant Dentistry. He's a 1981 graduate of the University of the Pacific Dental School.

He is a vital part of our medical-dental integration team, continuing education committee, and is chair of the Dental Advisory Committee. Welcome, Michael!



HMSA Dental Individual Plans

Sol Brotman

Vice President of National Clinical Operations at Life & Specialty Ventures

The longer we practice dentistry, it seems that many of our loyal patients who we knew in their 20s and 30s are now approaching retirement age. During the past few years, one of the most common questions that my staff and I hear is, "I'm losing my dental insurance. Is there something you can recommend?"

The good news is that HMSA has some excellent choices. Please share this link with your patients: hmsadental.com/find-a-dental-plan.

Since you're a dentist in HMSA's network, your patients can continue receiving their great benefits in your office.

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 Golf Group
 Blue Wave Kauai
 Chun Kim Chow
 Executive Centre
 Fork and Salad
 Global Medical Response
 Guitar Center Stores
 Hale Kaanapali
 Honua Consulting
 K M Electrical Services
 Kaanapali Shores
 Kauai Backcountry Adventures
 Kauai Concrete and Rock
 Kikiaola Construction Company
 Liliuokalani Gardens
 Maui Banyan
 Maui Hill
 Maui Lea Time Interval Assn
 MP Management Services
 Pacific Monarch Hotel
 Painters Warehouse
 Stoneworks
 The Harry & Jeanette Weinberg Foundation
 Threes Bar and Grill
 TNT Payroll Services
 Triple B Forwarders
 Unitek Solvent
 Waikiki Beach Tower
 White Sands Hotel
 Zumiez

New Participating Providers

General Dentistry

HAWAII ISLAND
 Simard-Lebel, Stefanik, D.M.D.

KAUAI

Eghbarieh, Ameer M., D.M.D.
 Hirano, Lisa H., D.D.S.
 Hirano, Timmy T., D.D.S.
 Yan, Shuo, D.D.S.

LANAI

Escobar Bustamante, Rocio Carolina, D.M.D.

MAUI

Escobar Bustamante, Rocio Carolina, D.M.D.
 Gibbons, Paul K., D.D.S.
 Mello, Helena, D.M.D.
 Nowacki, Kamil, D.M.D.

OAHU

Armstrong, Caitlin L., D.D.S.
 Ching, Justin, D.D.S.
 Ellis, Jeffrey M., D.D.S.
 Escobar Bustamante, Rocio Carolina, D.M.D.
 Ferguson, Patrick R., D.D.S.
 Koirala, Supriya, D.M.D.
 Oda, Matthew Takashi, D.M.D.
 Ross, Brian J., D.D.S.
 Siddiqui, Rasheed B., D.M.D.
 Sterling, Brett A., D.D.S.

Endodontics

OAHU

De Guzman, Jasmin, D.M.D.

Oral Surgery

OAHU

Kiezik, Eva P, D.M.D.

Orthodontics

OAHU

Chun, Brad M., D.D.S.
 Kimura, Todd S., D.D.S.
 Shin, Daniel C., D.D.S.
 Stevens, Daron R., D.D.S.
 Verga, Alexander J., D.M.D.

Pediatric Dentistry

OAHU

Skoronski, Leann, D.M.D.

Periodontics

HAWAII ISLAND

Oakley, Jeremy J., D.D.S.

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