



We're providing PPE reimbursement in response to COVID-19

As you begin to return to your offices and patients to your chairs, we want to help ensure the safety of you and your staff, as well as that of our members. To that end, HMSA is now authorizing participating dental providers to bill charges for personal protective equipment (PPE) using CDT code D1999, per visit per member for dates of service from 5/1/2020 through 12/31/2020. The reimbursement for this service is \$10. Please note that this reimbursement is not applicable for Costco Plans, and the office may choose to bill the member for this service. Orthodontists will need to file a claim for member visits to receive reimbursement; this will not be included with your monthly scheduled payments.

A maximum allowable charge will be added to the fee schedules. This compensation will be in accordance with the appropriate fee schedule and will not apply to the member's annual maximum. A maximum allowable charge will apply, and balance billing is not permitted.

Verify your online provider directory information

An accurate provider directory helps our members locate participating providers and ensures fast and accurate claim processing. Please visit hmsadental.com/find-a-dentist and verify that the information that is listed regarding your practice is accurate. If there are any changes to your information, please visit hmsadental.com/providers/update-your-status. No action is necessary if the information listed is correct.

Are your patients benefiting from HMSA Connected CareSM?

If you haven't activated your Coreo account and joined the HMSA Connected Care community, now is the perfect time to do so. To register, simply visit coreohealth.com/Account/Login and create a password. Once registered, you can access your attributed dental population and view preventive dental measures for each patient, including those enrolled in Oral Health for Total Health.

You should have received an email with your login credentials from Coreo Support at Navvis Healthcare. If you did not receive it or have any questions, please contact Dental Network Managers Jessica Chang at 538-8904, or Ellie Kelley-Miyashiro at 538-8933, both on Oahu.

Thank you for all that you do to help improve the health of our community.

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