

Dental office update

Preview our new dental plans in Benefit Tracker

With the Health Insurance Exchange, many individuals and small groups have enrolled in new policies or switched to a plan that better meets their needs.

In addition to the Premier and Preferred Provider Option (PPO) plans we offer, individuals had the option to purchase an Exclusive Provider Option (EPO) plan or

a medical plan with embedded pediatric dental benefits. To see how each plan will display when verifying eligibility online through Benefit Tracker, visit modahealth.com/dental/ACA/.

Not currently registered? Go to modahealth.com/dental/ and create an account today!

Working hard to be better for you

The onset of Health Care Reform has sparked huge interest in our plans over the first quarter of 2014. As we continue to experience a high volume of claims, we are taking steps to provide you with the best customer service possible.

We've aligned our resources to manage call volumes and are bringing on additional staff to make sure we provide accurate eligibility and benefit information to our provider community. We know you depend on our representatives

to answer your calls in a timely manner. For that reason, we want to extend our apologies for any service delays you have experienced.

We take pride in our ability to promptly respond to your telephone inquiries and pay claims quickly and accurately. That's why we will continue to implement several operational and technical updates to deliver the level of service you've come to expect from ODS.

We thank you for your patience.

Updates to ease Medicaid management

To help with your day-to-day Medicaid processes, we've added some information to our dentist website that we hope will make it easier to manage your Medicaid members.

Visit modahealth.com/about/news/2013/1206_cco.shtml to learn about the Medicaid expansion and find out:

- > How we can help you maintain your patient base

- > Various ways you can view information and verify Medicaid member eligibility
- > The current Coordinated Care Organizations that ODS Community Health is partnered with

We thank you for your continued partnership with ODS!

Tips to help expedite claims processing

Processing claims can be delayed when the incorrect use of dental procedure codes are applied. This often happens when multiple codes are required.

When you are submitting claims for osseous grafting, please make sure to use the appropriate code for the situation based on the complete description in the most current CDT code book.

Per CDT 2014

D4263 – bone replacement graft

This procedure involves the use of grafts to stimulate periodontal regeneration when the disease process has led to a deformity of the bone.

Typically this code would be used when the natural teeth are still present and goal is to preserve natural teeth.

D7953 – bone replacement graft for ridge preservation

Graft is placed in an extraction or implant removal site at the time of the extraction or removal to preserve ridge integrity (e.g., clinically indicated in preparation for implant reconstruction or where alveolar contour is critical to planned prosthetic reconstruction).

This would be submitted when an extraction or implant removal is completed on the same date of service.

New code

D6104 – bone graft at time of implant placement

This would be submitted when implant codes D6010-D6050 are placed on the same date of service.

A word about intraoral photography

Utilization of intraoral photography for quick and accurate claim adjudication is win-win-win. It benefits the patient, the treating dentist, and the insurance company. Photos add documentation, which goes beyond what's produced by a radiograph alone. It can also offer support for demonstrating hard and soft tissue pathology and its extent.

Producing superior diagnostic intra and extraoral photographic images can be obtained with equipment costing around \$3,000. An attempt was made by a colleague using a "point and shoot" type camera to see if it was possible to obtain lesser quality, but still diagnostic images. A Canon SX 5000IS, retail cost \$250, was used. The instrument is equipped with a macro 30x optical zoom lens that focuses from 4.3-129 mms. In its adjustable mode, it can be set for aperture or shutter speed priority. In performing this experiment the results were completely camera dependent. No computer was used for image enhancement.

The results were disappointing. A dentist and a professional photographer spent two hours without producing diagnosable images. The greatest obstacle encountered was related to lighting. Since the desired 1:1 image is produced at 4.3 mms, it was necessary to place the terminus of the lens inside the mouth. This obscures the light from the flash, and an underexposed image is produced.

If anyone reading this article has had success using a "point and shoot" camera for intraoral photography, sharing the camera name and technique employed would be greatly appreciated. Please send your experiences or suggestions to dpr@odscompanies.com.

Free educational webinar coming soon

Looking for ways to save your practice time and money? ODS will soon be teaming up with Medical Electronic Attachment (MEA)/National Electronic Attachment (NEA) for a free online educational webinar. Here's a sneak peek at what you'll learn.

- › Eliminate lost attachments
- › Eliminate duplication of x-rays, perio-charts, EOBs, etc.
- › Save your practice time and money
- › Improve reimbursements

Who should attend?

- › If your office is still 100 percent paper and interested in moving to electronic claims and attachments
- › If your office sends some claims electronically, but print and mail claims that require additional documentation
- › If your office sends 100 percent of your claims and attachments electronically

If your office would like to attend, please contact Kristin Nistler at kristin.nistler@odscompanies.com or 503-382-5368. Let her know the best day and time that would work for you. Once we've established a date and time, we'll provide you with more details.



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Thanks for helping update our provider directory

We'd like to thank each dental office who responded to our information request. This helps us make sure our provider directory is up-to-date. Having your current information in our provider directory makes it easier for patients to search for you.

We appreciate everything you do to help us provide our members with the highest quality of dental care throughout the state.