

SPORE TESTING

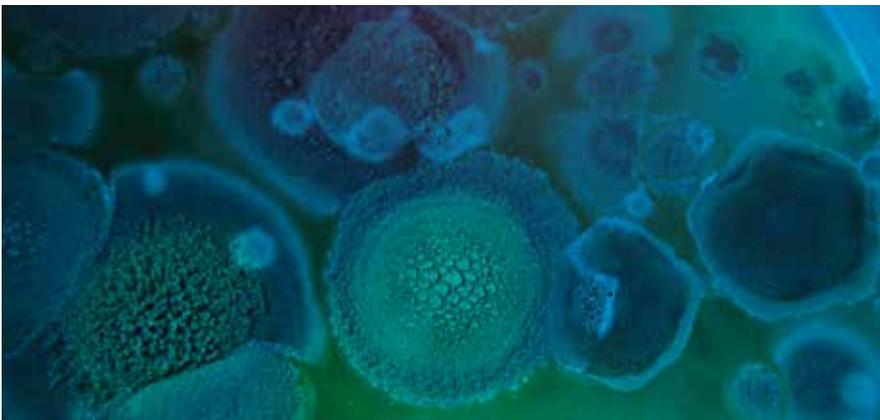
Healthplex has implemented new guidelines based on guidance from the Center for Disease Control and Prevention (CDC) for infection control and sterilization which include spore testing weekly. During your routine scheduled site visit offices will be expected to be spore testing weekly.

During a routine scheduled site visit, offices will be inspected for weekly spore testing by a Healthplex representative.

If your office is not spore testing weekly, you will receive a corrective action plan from Healthplex which needs to be returned along with proof that the office is spore testing weekly.

Proof of spore testing can be one of the following:

1. An invoice showing that you have **contracted for weekly spore testing** with an outside company
2. An invoice showing proof of purchase of 52 weeks of spore testing strips.
3. Copies of your office's log showing two weeks of spore testing (*in-house spore testing only*)



Infection control in dentistry is an important component for our network. It is necessary for preventing and controlling the transmission of healthcare associated infections to patients and healthcare workers.

Healthcare acquired infections are one of the most common complications of healthcare. They are a significant patient safety issue, and can also be an occupational health and safety issue. A well-functioning infection prevention and control program helps to minimize these risks for patients and staff.

OFFICE OF THE QUARTER

Congratulations!

Dr. Aptin Ghods BRONX, NEW YORK

A special thank you to Dr. Ghods and his staff for their ongoing commitment to patient care and service.

In addition, this office has always been accommodating and responsive to Healthplex requests.



Offices chosen are voted upon by the various departments interacting with providers (Customer Service, Provider Relations, Government Services and Credentialing). An office gift and a beautifully framed certificate were presented to the office.

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KEEP YOUR OFFICE INFORMATION UP TO DATE ON PROVIDER DIRECTORIES!

Healthplex strives to keep accurate and relevant provider directories. Knowing which providers and specialists are available within a plan is critical, as patients who visit a non-participating provider will face higher fees or be denied care. Whether a provider joins or leaves a particular practice, an office should always notify the insurance plans with which they participate of any changes to their associate providers. Healthplex, like many insurance carriers, maintains an online directory that lists the participating providers at a given office location. Checking the internet to see which providers are listed in a given plan's directory, and then informing the plan of any required changes is highly recommended to prevent confusion with patients who believe that an otherwise listed provider is available and accepting their plan.



Changing Office Information

We understand the challenges of running a practice. You may find that your practice has become too small to house the growing number of patients, you may even be selling your practice or moving onto retirement. This is a friendly reminder to notify Healthplex **at least 30 days prior to any changes in your practice information**. This includes **changing your Tax Identification Number, changing the name of your practice, or if you are moving and/or selling your practice**. We need this updated information so that we can send you all necessary paperwork for the change. This will allow us to process claims in a timely manner and ensure that payments are sent to the correct practice. **Please remember to contact Healthplex if you have changes to your telephone number(s), fax number(s) or the email address(es) associated with your practice.** If you have any questions or need assistance with updating your practice information, please contact Provider Relations at providerrelations@healthplex.com or by calling **800-468-2183 option 5**.

Expediting Contracting

In an effort to facilitate the contracting and credentialing process, Healthplex has implemented the process of emailing paperwork via DocuSign. Please make sure that you provide valid email addresses where paperwork can be sent. We need your email address so that we can send you all necessary paperwork and to process your request in a timely manner.

HEALTHPLEX CONTACTS

healthplex.com

Phone Numbers

Provider Hotline.....888-468-2183

(Options)

- 1: Eligibility
- 2: Urgent Referrals
- 3: Website Support
- 4: Claims Automated System
- 5: Contracting (Commercial Programs)
- 6: Contracting (Government Programs)
- 7: Panel Participation

UM Clinical Review.....888-468-5182

Internet Support.....888-468-5171

Fax Numbers (516 area code)

Claims.....542-2614

Credentialing.....228-9568

Customer Service.....227-1143

Provider Relations.....228-9571

Referral Authorization.....228-5025

E-Mail

ProviderRelations@healthplex.com

Info@healthplex.com

Claims@healthplex.com

Referrals@healthplex.com

MEDICAID NUMBER

All NY providers enrolled in a Healthplex administered Medicaid or Child Health Plus plans must have a Medicaid number in order to continue to participate in these programs or risk being removed from the managed care provider network. This applies to all owners and associates in your practice.

All participating providers must submit an application to New York State Medicaid. This will not require you to treat State Medicaid fee-for-service patients.

If you have not enrolled, please visit www.emedny.org/info/ProviderEnrollment/index.aspx If you have questions during the enrollment process or would like to check the status of your application, please contact: NYS Medicaid CSRA's eMedNY Call Center at **(800) 343-9000**

DID YOU KNOW?

We have all heard of the saying “An apple a day keeps the doctor away”, but do you know why?

Apples are a naturally sweet, low-calorie alternative to cavity-causing, sugary snacks like candy and fruit juice and they clean your teeth while you eat them.

Benefits of apples:

1. **Vitamin C** - Apples contain vitamin C which boosts your immune system which helps maintain overall health and keeps your gums healthy. Without vitamin C, your gums become more vulnerable to infection, bleeding and gum disease. If you have periodontal disease, a lack of vitamin C increases bleeding and swelling.
2. **Prevents Heart Diseases** - Apples are rich in flavonoid which can prevent coronary heart disease and cardiovascular disease. Flavonoids are also known for their antioxidant effects in reducing free radicals.
3. **Low in calories** - A regular size apple has between 70-100 calories. Since an apple contains sugar, eating one can curb your craving for candy or chocolate but gives you only ¼ of the calories.
4. **Prevents Cancers** - Apples target multiple cancers such as colon cancer, prostate cancer and breast cancer in women. Quercetin, a flavonoid, shows promise for reducing the risk of various cancers, including cancers in the lungs and breast. It may also reduce free radical damage. Quercetin may neutralize free radical damage, which has been implicated in a variety of age-related health problems, including Alzheimer's disease.
5. **Phenols** - This nutrient has a double effect on cholesterol. Phenols reduce bad cholesterol and increase good cholesterol. They prevent LDL cholesterol from turning into oxidized LDL (a very dangerous form of bad cholesterol).
6. **Prevent tooth decay** - The juice of the apples has properties that can kill up to 80% of bacteria. Apples also act as a toothbrush, cleaning teeth and killing bacteria in the mouth, which may reduce the risk of tooth decay. Chewing apples is good for saliva production, and they're packed with vitamins to keep your gums healthy. Chewing the fibrous texture of the fruit and its skin can stimulate your gums and reduce cavity-causing bacteria. Apples can also gently remove plaque trapped between teeth.
7. **Protects your brain** - Apple has substances called phytonutrients, and these phytonutrients prevents neurodegenerative diseases like Alzheimer's and Parkinsonism.
8. **Healthier Lungs** - Research at the University of Nottingham Research shows that people who eat five apples or more per week have fewer respiratory problems, including asthma.
7. **Bone Health** - Boron, a nutrient found in abundance in apples, supports strong bones and a healthy brain. Potassium in apples also improves bone mineral density.
8. **Phytonutrients** - Apples are rich in a variety of phytonutrients, including vitamins A and E and beta carotene. These compounds fight damage from free radicals, reducing the risk of heart disease, diabetes and asthma.



So go ahead and add an apple a day to your diet and it may even keep the dentist away!



“A successful man is one who can lay a firm foundation with the bricks others have thrown at him.”
-David Brinkley

EXPEDITING CLAIMS REVIEW

Healthplex is making every effort to expedite the claims process. The below suggestions will assist Healthplex in making quicker & more accurate determinations. Including the correct information in the following instances will reduce the number of pended claims and make the review process more efficient.

1. All scaling & root planning claims must be sent with x-rays and periodontal charting which coincides with the quadrants on the claim.
2. All Root Canals, Post & Core and Crowns claims must be submitted with the following:
 - Anterior teeth claims must be submitted with a x-rays and/or chart showing the full arch
 - Posterior teeth claims must be submitted with x-rays and/or chart showing the full mouth
3. When submitting denture claims, please indicate how old the existing denture is and which teeth are being replaced. Healthplex needs to confirm the treatment plan for teeth with a poor prognosis (possible extractions) prior to denture fabrication.
4. When submitting a claim for a crown, please indicate how old the existing crown is or if it is an initial placement.
5. Root canals on a tooth which is the abutment for a bridge can be considered. Please include a narrative indicating the long term prognosis of the bridge.
6. Orthodontic Cases:
 - Interceptive is a “by report code” that needs to be submitted with photos and x-rays. It is suggested that you submit the treatment plan and the appliances to be used so that Healthplex can review the claim and provide the fee on the first submission.
 - Comprehensive HDL evaluation needs to match the records. If they do not match, Healthplex is responsible to return it for correction. Models may be requested at this time in order not to “pend” the claim multiple times and gives the patient the best opportunity for review.
 - Surgical cases are complicated by dental /skeletal growth & development, patient age and many other treatment issues. In order to protect providers and patients, Healthplex is requiring a copy of the orthognathic surgery consultation and a letter of consent to surgery from the patient/parent, prior to case approval. It is important to make sure the patient is fully informed as to the multiple steps leading up to a resolution of the malocclusion. Planning the orthodontics and surgery at the same time will assist the patients in making decisions and make better use of resources.
 - Transfer cases need to be submitted with the current patient progress photos and x-rays. Providing the previous provider, previous payer and where the patient came from will expedite the determination on these cases.
 - Recertification is required after the first year or four quarters of treatment are delivered. Please use the retention code and clearly indicate it is for second year approval or recertification. Current progress photos are required. When approved for recertification, it will be for the remainder of treatment benefits.
 - Case completion and retention is the decision of the provider as to when a case is completed. Once satisfied with the results of the orthodontic case, please submit a final claim for retention and include an intraoral photo without the appliances and the full case fee amount. The claim needs to indicate the orthodontic case code with the date of retention and the fee as the full case fee amount. Also indicate in the comments section of the claim your request for the full case fee amount
 - Phase I and Phase II should be separated by 12 months to be eligible for payment for both phases.
 - If a case is terminated due to lack of compliance, proper documentation should be kept. The patient should have been deemed mature enough for treatment by the provider before placing brackets.
 - Patients who began treatment before age 21 will be eligible to continue treatment as per the previously approved benefits until exhausted.
 - It is recommended that patients sign an informed consent form. Lack of patient compliance may be grounds for withdrawal of case approval and should be documented in the patient’s chart to assist you with matters in the future.

