



FILL THAT SEAT

Are all of your seats full? If not, then hygiene is your answer. That empty seat can be a source of revenue when you fill them with hygiene appointments.

Practice management consultants all agree, hygiene is the backbone of a practice. An important part of every successful dental office is having a profitable dental hygiene department.

A recall system proves to be invaluable in keeping patients on a "hygiene routine" as well as increasing profits. It generates revenue in the x-rays taken and additional dental treatment whether for fillings or crowns.

Each year, you should be adding hygiene appointments to your schedule. Are you promoting hygiene in the new patient appointment? Is the practice following up on patients who fall through the cracks?

If not, then now is the time to take control of your recall system.

- Take the time to educate, promote and explain to patients that it is not "just a cleaning" and help them understand the importance of maintaining a hygiene regimen at the office.
- Make sure each patient has a future hygiene appointment. Never let a patient leave the office without having another appointment whether it is for hygiene, treatment with the doctor or a post-op appointment. If the patient is scheduled, you can almost guarantee that you'll see that patient again.
- Send reminder cards to patients who leave without a hygiene appointment and follow up with calls when no response is received.
- During morning meeting huddles, identify patients that need a hygiene appointment and schedule them with the doctor and the hygienist the same day.
- Identify family members who have slipped through the cracks.
- Fill openings in the hygiene schedule with a patient that already has an appointment with the doctor and is due for their hygiene appointment.
- Offer the patient the opportunity to save a trip and combine their hygiene appointment with seeing the dentist.
- Advise patients of remaining dental benefits that will expire.
- Expand the number of plans with which you are affiliated. Healthplex offers numerous commercial and government plans for your office to attract new patients.
- Utilize your HEDIS report. Your HEDIS report is a great tool for increasing hygiene appointments for Medicaid patients. Lists of HEDIS eligible members assigned to a general dentist's office are available on the Healthplex website found under the "Reports" tab and then by selecting "Non Utilizing HEDIS Eligible Members Report" link.

OFFICE OF THE QUARTER

CONGRATULATIONS!



Dr. Kashmira Demeireles AMITYVILLE, NEW YORK

A special thank you to Dr. Demeireles and her 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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APRIL IS NATIONAL RECORDS AND INFORMATION MONTH

National Records and Information month is celebrated each year in April. It was started in 2002 by records information managers and was developed to promote good record keeping and information management and to emphasize the importance of having organized records.

Records are very important and it is essential to have your records organized and safely kept. Records provide transparency, accountability, evidence of transactions, provides resources for research and supports the decision making process.



A few simple steps can simplify the process:

1. Assign staff that is responsible for policies/procedures and auditing the records management program in your office. Training staff to handle records properly will ensure that they are accurate.
2. Keep your records safe by placing a reasonable system of security. Create a system that makes it easy to find the documents and records when you need them.
3. Determine how long you need to retain records and create a policy for disposing of them when they are no longer needed.

Consider the month of April as Spring cleaning for all the records you keep!

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

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

“Twenty years from now you will be more disappointed by the things that you didn’t do than by the ones you did do.”

-Mark Twain



2019 SATISFACTION SURVEY

The 2019 Satisfaction Survey will be available on the Healthplex website starting April 1, 2019. We value your opinion and would like your feedback on your experiences and interactions with Healthplex in 2018. We strongly encourage you to complete the survey.

Complete the survey for a chance to win a \$300 gift card!

Please follow the below instructions to complete the survey and enter to win:

1. Go to healthplex.com and log in with your username and password.
2. Once you are logged in, you will see your inbox on the top right side of the page. The survey will be indicated in red.
3. Click on the Satisfaction Survey and complete.
4. Remember to complete a survey for each of your office locations and specialties.



Healthplex will only use the survey results to evaluate how we might improve both our programs and our overall relationship with out providers.

Thank you in advance for taking the time to complete the Healthplex Dental Satisfaction Survey!

GET MONEY FAST

Cash flow and getting paid as quickly as possible should be a priority for the success of your practice. To ensure your timely payment:

Enroll with Direct Deposit:

- Avoid lost or damaged checks
- Avoid going to the bank
- Get access to funds sooner
- Help the environment
- Receive funds while away or on vacation
- Pay bills on time
- Switch banks with ease
- It's free

If you have not done so already, enroll with direct deposit and have access to your money sooner.

The enrollment form is available on the Healthplex website under "Forms"; just select "Provider Authorization Agreement for Direct Deposit Form".

EOBs will continue to go to the office/ mailing address; you also have the option to go paperless and receive EOBs electronically, instead.

Once enrolled, you can view your "Direct Deposit Reports" on the Healthplex website under "Reports" and select one of the following choices:

- View deposits by check type
- View deposits by date range
- View daily deposit reconciliation

Enroll with E-Claims:

- Takes a few minutes and reduces your reimbursement wait time to days instead of weeks
- Submit claims almost instantaneously
- Confirm receipt of a claim
- Decrease administrative costs and increase productivity
- Eliminate data entry and follow-up steps required by paper claims
- Dental claims are submitted more efficiently and with fewer errors and omissions
- Reduce postage, supplies and mailing expenditures
- Send attachments for x-rays, periodontal charting etc. along with your claim

ORAL SURGERY REFERRALS NO LONGER REQUIRED

We are pleased to announce that effective immediately oral surgery (OS) referrals are no longer required for managed care plans.

- Please note: If a treatment plan includes or is leading to full mouth extractions for a patient under age 35, the treatment plan requires prior authorization. The general dentist should submit a request for the necessary extractions and the proposed prosthetic replacement along with current preoperative radiographs and a narrative explaining medical necessity. Once the treatment plan is approved, the dentist may refer the patient to an oral surgeon for the extractions.
- Please continue to follow all other plan guidelines/protocols as well as verifying member benefits to include procedures to be performed, regardless of a service being historically considered to be covered or non-covered.



CHECK THIS OUT



Greater Long Island Dental Convention:

The 2019 Meeting will be held on April 2nd & April 3rd at the Hilton Hotel, Melville, NY located at 598 Broadhollow Road, Melville, NY 11747.



Garden State Dental Conference & Expo:

The New Jersey Dental Conference will be held at the Newark Liberty International Airport Marriott on May 2nd & May 3rd



Saratoga Dental Congress:

Will be held in historic downtown Saratoga Springs on May 23th & May 24th at the Saratoga City Center



Charter Oak Dental Meeting:

Will be held in Connecticut on May 8th to May 10th at the Mohegan Sun Resort Casino.