



CLAIMS PROCESSING TIMES

We are excited to announce that Healthplex has recently deployed technology upgrades which will result in an average reduction in claims processing times of up to two weeks. This means faster payment for services rendered, especially if your office is already enrolled in direct deposit.

If your office is not yet enrolled in direct deposit, log in to your Healthplex Provider Web Portal at Healthplex.com and access the “Provider Authorization Agreement for Direct Deposit Form” under the “Forms” tab

EMERGENCY & ROUTINE CARE GUIDELINES *(mandated by the New York State Department of Health)*

Healthplex members must have access to care:

In the case of an emergency (i.e., pain, swelling, or bleeding) within 24 hours of their request. Routine appointments must be offered within four weeks of request.

If you are unable to offer an appointment within the above timeframes, the following methods will fulfill the requirement for emergency and routine care:

Telehealth appointment, if applicable.

Refer the member to call the Healthplex customer service department to find an alternate in-network provider, government members (800)468-9868 and commercial members (800) 468-0600 or refer the member to another in-network provider that accepts the member’s dental plan.

If the office is unable to accommodate any new Healthplex members, please reach out to the Provider Relations Department at: ProviderRelations@Healthplex.com or (888) 468-2183, option 6 to close your managed care site(s) to new members. When the office is ready to treat new members again, you can contact the Provider Relations Department to reopen your managed care site(s).

OFFICE OF THE QUARTER CONGRATULATIONS!



Dr. Paraskevas Kourtsounis
Dental Smiles for Kids, PLLC.
500 Portion Road Suite 16
Ronkonkoma, NY 11779-4587

A special thank you to Dr. Kourtsounis 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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AFTER-HOURS CARE REQUIREMENT

Healthplex survey calls are made “after” normal business hours to verify that providers are either available to take patient calls or have a mechanism in place to direct patients appropriately on how to obtain emergency care 24 hours a day, 7 days a week, as mandated by the New York State Department of Health. This regulatory requirement can be met if the office has one or more of the following options in place:

1. A recorded message with an emergency number/in network covering doctor.
2. A recorded message informing members to contact Healthplex at 1-800-468-9868.
3. An answering service
4. Return a message left within 24 hours



HEALTHPLEX CONTACTS

healthplex.com

Fax Numbers

Claims.....516-542-2614
Provider Relations.....516-228-9571

E-Mail

ProviderRelations@healthplex.com

This email can be used to contact our Provider Relations Dept., for the following issues:

1. Opening or closing your office to new patients
2. Fee increase requests
3. Adding additional locations, associates
4. Terminating from any Healthplex programs
5. If you are changing your Tax ID number
6. If you are moving or ownership is changing
7. Contracting requests
8. Plan frequency questions
9. Provider manual questions

Info@healthplex.com

This email can be used for any member issues. I.e, checking member eligibility, claim issues and patient dismissals

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

COMING SOON

HEALTHPLEX PROVIDER SATISFACTION SURVEY

Healthplex values your opinion and we strongly encourage you to complete the provider satisfaction survey. Your office's feedback on your experience and interaction with Healthplex in 2021 is very important to us! Responding to the survey will enter your office for a chance at a \$300 gift card!



The Healthplex provider satisfaction survey will be available to complete on our website www.Healthplex.com, starting on September 15th, 2021. Your office will receive notification when the survey is available.

SAVE THE DATE

TOBACCO DEPENDENCE WEBINARS

New York State Smokers' Quitline will be hosting a free two-part webinar on treating tobacco dependency from a dental viewpoint.

- The first webinar, "Getting your patients to quit: Smoking cessation interventions in the dental setting", will be held on Thursday, September 16th.
- The second webinar, "Tobacco cessation lessons in the dental setting: Perspectives from motivating dental patients to quit", will be held on Thursday, October 6th.
- Both webinars will be one-hour each beginning at 12pm EST
- Those who attend will receive 1 CE credit
- Please visit the New York State Smokers' Quitline link, nysmokefree.us5.list-manage.com/subscribe?u=d4a3a68c43afe574b5b413d96&id=86cbe00044, to register for the webinars or call 1-866- NY Quits (1-866-697-8487).



DENTAL FUN FACTS



You can tell a dolphin's age by its teeth. Just like trees, dolphin's teeth have rings inside them that tell how old they are. Their teeth are permanent, but they don't use them for chewing. Dolphins swallow their food whole because they have no muscle in their jaws.



Floss is quite durable. A West Virginia inmate once used dental floss to braid a rope, which he used to scale a building and escape in 1992.



Toothpicks are the object most often choked on by Americans.



The cotton candy making machine that made widely consumed cotton candy possible was co-invented by a dentist. Before it was cotton candy, the fluffy confection was called "fairy floss."



The most valuable tooth belonged to Sir Isaac Newton. In 1816, one of his teeth was sold in London for \$3,633.00, or in today's terms, \$35,700.00. The tooth was set in a ring.

QUOTE OF THE QUARTER



"Sometimes we're tested not to show our weaknesses, but to discover our strengths"

— Success.com

Dental Terminology

R L H N X R E T A I N E R U R F B K
 A P E X P U L P E C T O M Y F V V J
 O B T U R A T O R M O U L A G E S J
 A I D Q F P E R I O D O N T I U M P
 N M A L O C C L U S I O N V Q H X U
 T S G I N G I V A O B T U R A T E L
 E K N S L D R V P A L V E O L A R P
 R Q D E N T I N H E V U L S I O N I
 I U F O R A M E N Y G Y R C G X W T
 O T S Y U N P A P O O S E A B V M I
 R H R E C A L C I F I C A T I O N S
 Q I H J U R A O S T E I T I S N E D

Find the following words in the puzzle.
 Words are hidden → ↓ and ↘ .

ALVEOLAR
 ANTERIOR
 APEX
 DENTIN
 EVULSION
 FORAMEN
 GINGIVA

MALOCCLUSION
 MOULAGE
 OBTURATE
 OBTURATOR
 OSTEITIS
 PAPOOSE
 PERIODONTIUM

PULPECTOMY
 PULPITIS
 RECALCIFICATION
 RETAINER

Created by Healthplex using Word Search Generator on Super Teacher Worksheets (www.superteacherworksheets.com)

ALVEOLAR (E.8,4)
 ANTERIOR (S.17,3)
 APEX (SE.2,1)
 DENTIN (E.4,2)
 EVULSION (S.18,4)
 FORAMEN (E.1,11)
 GINGIVA (E.9,11)
 MALOCCLUSION (E.2,7)
 MOULAGE (E.7,3)
 OBTURATE (E.8,11)
 OBTURATOR (E.8,8)
 OSTEITIS (S.1,2)
 PAPOOSE (E.10,9)
 PERIODONTIUM (E.2,6)
 PULPECTOMY (E.3,12)
 PULPITIS (E.7,10)
 RECALCIFICATION (E.2,5)
 RETAINER (E.10,2)

Word directions and start points are formatted: (Direction, X, Y)

RETAINER
 PULPECTOMY
 OBTURATOR MOULAGE
 ALVEOLAR
 DENTIN EVULSION I
 FORAMEN
 I U F O R A M E N Y G Y R C G X W T
 T S G I N G I V A O B T U R A T E L
 E K N S L D R V P A L V E O L A R P
 R Q D E N T I N H E V U L S I O N I
 O T S Y U N P A P O O S E A B V M I
 R H R E C A L C I F I C A T I O N S
 Q I H J U R A O S T E I T I S N E D