

ARE YOUR PASSWORDS HIPAA COMPLIANT?



Passwords are used everywhere to protect critical and sensitive information. Yet it is human nature to want to create a simple password that is easy to remember, or to write the password on a post-it and put it on your desk. If you and your staff have not recently reviewed the passwords you are using and the methods in place to protect them, now might be a good time.

Password management has to be a part of your HIPAA compliance plan. Those passwords protect your Electronic Medical Record (EMR) systems, and all the Protected Health Information they contain. Password Management is part of the Administrative Safeguards section of the HIPAA Security Rule:

4. PASSWORD MANAGEMENT – 164.308(a)(5)(ii)(D) :

"Where this implementation specification is a reasonable and appropriate safeguard for a covered entity, the covered entity must implement: Procedures for creating, changing, and safeguarding passwords. In addition to providing a password for access, entities must ensure that workforce members are trained on how to safeguard the information. Covered entities must train all users and establish guidelines for creating passwords and changing them during periodic change cycles."

Consider these sample questions:

- Are there policies in place that prevent workforce members from sharing passwords with others?
- Is the workforce advised to commit their passwords to memory?
- Are commonsense precautions taken, such as not writing passwords down and leaving them in areas that are visible or accessible to others?

So while the HIPAA security rule does not mandate a specific plan, it does mandate that a plan is in place. Here are some "DON'T"s that you can bring up in your next staff meeting while discussing your new password policy:

- DON'T reuse passwords. If you do, a hacker who gets just one of your accounts will own them all.
- DON'T use a dictionary word as your password. If you must, then string several words together into a password phrase.
- DON'T use standard number substitutions. Think P455w0rd is a good password? N0p3! Cracking tools now have those built in.
- DON'T write your password down.
- DON'T forget to sign out when you are done using the system.
- DON'T allow your browser to remember your settings.

Here are some things you can DO to ensure the safest possible password:

- DO use the longest possible password. It should be at least 8 characters.
- DO use at least one upper case, one lower case, one special character and one number to create your password.
- DO designate one character (usually a letter or a number) that will change when you have to change your password.
- DO commit that password to memory!

OFFICE OF THE QUARTER

DR. SCOTT GOLDSTEIN

**PEDIATRIC DENTISTRY OF LONG ISLAND
MEDFORD, NEW YORK**

Congratulations!



A special thank you to Dr. Goldstein and his staff for his 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.

NEW GROUP

Did you know that Healthplex services over **3.2 million members!**

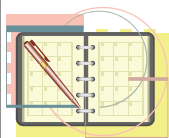
In our ongoing efforts to bring you additional patients, we have added the group listed below to the Healthplex client list:

VNA HomeCare

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APPOINTMENT GUIDELINES



Please be reminded that all dentists who participate in any government funded programs (Medicaid, Child Health Plus, Family Health Plus, MLTC, Medicare) are required to meet the appointment availability guidelines as outlined in your Healthplex Provider Manual. Routine calls are made by Healthplex, the Health Plans and the NYS Department of Health to participating provider offices to ensure that these guidelines are being met.

Patient Situation	Appointment Offered
Emergency Care	Within 24 hours of request
Non-Emergency "Sick" Visit	Within 48-72 hours of request
Routine Non-Emergency	Within 14 days of request
Routine Preventive Appointment	Within 4 weeks of request

Puzzle of the Quarter

Dental Word Search



Please fax your answer to:
516-228-9569



ACID	LISTERMINT
AIM	MORNING
AQUAFRESH	MOUTHWASH
BABY	ORALB
BONES	PEPSODENT
CAVITY	PERMANENT
CHEW	PLAX
COLGATE	ROOT
CREST	SCOPE
CROWN	SMILE
ENAMEL	SPARKLE
EVENING	SPEAK
FILLING	SWEET
FLOSS	TEETH
GLEEM	TONGUE
GUM	TOOTHBRUSH
LAVORIS	TOOTHPASTE
	ULTRABRITE

HOW ARE WE DOING?



As a valued Healthplex provider, your comments and feedback matter to us. Please participate in our on-line Provider Satisfaction Survey.

To complete the survey, log on to your Provider Home page with your Provider ID and click on the link "Healthplex Dental Satisfaction Survey" found in the "Now available" section.

If you need to create an on-line ID, contact: websupport@healthplex.com.

In addition to the survey, your on-line ID allows you to:

- log on to www.healthplex.com for provider information and updates.
- check member eligibility, claims status, referrals, and much more.

HEALTHPLEX CONTACTS

www.healthplex.com



Phone Numbers

Provider Hotline: 888-468-2183

(Options)

- 1: Eligibility/Claims Automated System
- 2: Emergency Referrals
- 3: Customer Service
- 4: Contracting (Commercial Programs)
- 5: Contracting (Government Programs)
- 6: Website Support

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

Government 228-9576

Provider Relations 228-9571

Referral Authorization 228-5025



E-Mail

ProviderRelations@healthplex.com

info@healthplex.com

Claims@healthplex.com

Referrals@healthplex.com

Winners of the Dental Crossword Puzzle

Dr. Howard Atlas, Brooklyn, NY; Columbia Dental Associates, Valatie, NY; Dr. Colleen Gordon, Rochester, NY; Dr. Minisha Israni, Elmhurst, NY; Jamaica Avenue Dentistry, Woodhaven, NY; Dr. William Jacobs, Westbury, NY; Dr. Peter Koumas, Garden City, NY; Dr. Laura Martin, Bronx, NY; Dr. Harsha Mehta, Jamaica, NY; Dr. R.E. O'Connor, Rochester, NY; Dr. Steven Rothenberg, Lynbrook, NY; Dr. Moeen Sheikh, Brooklyn, NY; Dr. Jayesh Trivedi, South Ozone Park, NY.

NEW RECOMMENDATIONS FOR ANTIBIOTIC PROPHYLAXIS

The American Academy of Orthopaedic Surgeons (AAOS) and the American Dental Association (ADA) no longer recommend routine antibiotic prophylaxis for patients with joint replacements. The organizations have released a new, collaborative evidence-based guideline, known as the "Prevention of Orthopaedic Implant Infection in Patients Undergoing Dental Procedures," to replace the previous AAOS informative statement. They suggest that clinicians should reconsider the long-standing practice of prescribing antibiotics, as well as the application of oral topical antimicrobials, before performing dental procedures on patients with prosthetic joints.

This new recommendation is based on a joint analysis that looked at existing research regarding the association between dental procedures and prosthetic joint infection. "The clinical research that examined a large group of patients, all with a prosthetic hip or knee and half who had an infected prosthetic joint," Elliot Abt, DDS, MS, MSc, a member of the ADA Council on Scientific Affairs, stated in a press release. "The research showed that invasive dental procedures, with or without antibiotics, did not increase the odds of developing a prosthetic joint infection."

The table below summarizes the new recommendations :

Current recommendations include the use of antibiotic prophylaxis for patients with:	Patients who took prophylactic antibiotics in the past but no longer need them include those with:	The current recommendations also include the use of antibiotic prophylaxis for patients with the following congenital (present from birth) heart conditions:
- Artificial heart valves - History of infective endocarditis - A cardiac transplant that develops a heart valve problem - Dental procedures that involve manipulation of gingival tissue or periapical region of teeth or perforation of oral mucosa	- Mitral valve prolapse - Rheumatic heart disease - Bicuspid valve disease - Calcified aortic stenosis - Congenital heart conditions such as centricular septal defect, atrial septal defect and hypertrophic cardiomyopathy	- Unrepaired or incompletely repaired cyanotic congenital heart disease, including those with palliative shunts and conduits - Any repaired congenital heart defect with residual defect at the site or adjacent to the site of a prosthetic patch or a prosthetic device - A completely repaired congenital heart defect with prosthetic material or device, whether placed by surgery or by catheter intervention, during the first six months after the procedure

Antibiotic Prophylaxis for the Prevention of Infective Endocarditis—by Manhattan Maxillofacial Surgery Group

FOCUS ON PROVIDERS



Healthplex conducted a provider focus group on April 10, 2013 aimed to get provider feedback on recently added website features and to discuss ideas for future enhancements.

Twenty doctors, representing a wide range of specialties, including oral surgeons, pedodontists, periodontists, and general dentists participated.

Focus groups are one mechanism that Healthplex uses throughout the year to encourage participating doctors to provide input. The next one is scheduled for the fall of 2013.

OUR OUTREACH TEAM IS OUT AND ABOUT!



Healthplex works at the community level to identify children who are at risk for dental disease and to promote oral health. An emphasis is placed on developing the proper skills such as brushing and flossing, and on establishing dental care as a part of routine health care.

Healthplex participated in Affinity Health Plan's Easter Egg Hunt at St. Alban's Memorial Park on Saturday, March 30th, 2013. Over 500 dental screenings were performed. Our staff was able to talk with parents and children about the importance of dental care. Each child who was screened received a free toothbrush and toothpaste set.

Check This Out

GARDEN STATE DENTAL CONFERENCE: Save the dates for the New Jersey Dental Association 2013 Garden State Dental Conference & Expo! To be held in Long Branch – Friday & Saturday, June 28 and 29, 2013.

WANTED: GENERAL DENTIST PRACTICE : Looking to purchase a general dental practice in middle-to-northern Nassau, western Suffolk or eastern Queens. Four (4) or more ops, insurance/PPO based. All replies will be kept confidential. Please respond to ddmssh@gmail.com.

ONLINE ORTHODONTIC WEBINAR: Providers seeking information about the NY Medicaid Managed Care Orthodontic program can now view a webinar specifically designed to provide an overview of the program, address FAQs, and give detailed information about necessary forms. The webinar is now available at www.healthplex.com on the “Provider Home Screen” under “Resources”.

PROVIDER MANUAL AVAILABLE ONLINE: The latest government provider manual for New York, dated 02/01/13, is available at www.healthplex.com on the “Provider Home Screen” after logging in.

FLUORIDE CODE REMINDER: Please be advised that Healthplex has made a clinical decision that the two fluoride billing codes, **1206** and **1208**, are not interchangeable. The billing code submitted should reflect the specific services performed. Submitted codes will not be adjusted and are not considered as an alternate benefit of each other. Providers should check member plan coverage before deciding what type of service to perform.

“An apology is the superglue of life. It can repair just about anything.”
– Lynn Johnston

Bits & Pieces:

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Healthplex, Inc.
333 Earle Ovington Blvd.
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The Healthplex Herald