

ORAL HEALTH CARE DURING PREGNANCY



Pregnancy is a unique period during a woman's life and is characterized by complex physiological changes which may affect oral health. Preventive, diagnostic and restorative dental treatment is safe throughout pregnancy and is effective in improving and maintaining oral health. It is essential for health care professionals to coordinate care in order to provide pregnant women with appropriate and timely oral health care, which includes oral health education.

Assess Pregnant Women's Oral Health

- ◆ Take an oral health history.
- ◆ Do you have swollen or bleeding gums, a toothache (pain), problems eating or chewing food, or other problems in your mouth?
- ◆ Since becoming pregnant, have you been vomiting? If so, how often?
- ◆ Review medical and dietary histories, including use of tobacco, alcohol, and recreational drugs.
- ◆ Perform a comprehensive oral exam, which includes a risk assessment for dental caries and periodontal disease.

Advise Pregnant Women About Oral Health Care

- ◆ Reassure women that oral health care, including use of radiographs, pain medication, and local anesthesia, is safe throughout pregnancy.
- ◆ Encourage women to continue to seek oral health care, practice good oral hygiene, eat healthy foods, and attend prenatal classes during pregnancy.

Work in Collaboration with Prenatal Health Care Professionals

- ◆ Establish relationships and develop a formal referral process with other health care professionals in your neighborhood in order to coordinate care and consult with them as necessary.

Provide Oral Disease Management and Treatment to Pregnant Women

- ◆ Provide emergency or acute care at any time during the pregnancy.
- ◆ Develop, discuss, and provide a comprehensive care plan.
- ◆ Use a rubber dam during endodontic and restorative procedures.
- ◆ Position pregnant women appropriately during care:
 - ◇ Keep the woman's head at a higher level than her feet.
 - ◇ Place a woman in a semi-reclined position, as tolerated, and allow frequent position changes.
 - ◇ Place a small pillow under the right hip, or have the woman turn slightly to the left as needed to avoid dizziness or nausea resulting from hypotension.
- ◆ Follow up with pregnant women to determine whether preventive and restorative treatment has been effective.

OFFICE OF THE QUARTER

DR. GARY HEITZLER
ST. JOSEPH'S MEDICAL CENTER
YONKERS, NEW YORK

Congratulations!



A special thank you to Dr. Heitzler and his staff at St. Joseph's Medical Center 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. An office gift and a beautifully framed certificate were presented to the office.

NEW GROUPS

Did you know that Healthplex services over **3.4 million members!**

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

City of Glen Cove
United Brotherhood of Carpenters
Local 2790

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ACETAMINOPHEN RECOMMENDATION



The FDA recommends that health care professionals discontinue prescribing and dispensing prescription combination drug products that contain more than 325 milligrams (mg) of acetaminophen per tablet, capsule or other dosage unit. The FDA requested this action to protect consumers from the risk of severe liver damage caused by an inadvertent acetaminophen overdose that can lead to liver failure, liver transplant, and death.

There is no available data to show that taking more than 325 mg of acetaminophen per dosage unit provides an additional benefit that outweighs the added risks for liver injury. Many consumers are unaware that many products (both prescription and OTC) contain acetaminophen, making it easy to accidentally take too much. Acetaminophen is widely used as an over-the-counter (OTC) pain and fever medication, and is often combined with other ingredients, such as cough and cold ingredients. When making individual dosing determinations, health care providers should always consider the amounts of both the acetaminophen and the opioid components in the prescription combination drug product.

Health care providers who have further questions can contact the Division of Drug Information at 888.INFO.FDA (888-463-6332) or druginfo@fda.hhs.gov.

PERIODONTAL ROOT PLANING AND SCALING

Effective May 1, 2014 all submissions for the following CDT codes will require current periodontal charting and a recent full mouth series of radiographs.

D4341- periodontal scaling and root planing – four or more teeth per quadrant

D4342- periodontal scaling and root planing – one to three teeth per quadrant

* Claims submitted without this history will be denied.

SECURING PERSONAL HEALTH INFORMATION



Healthplex is committed to ensuring the privacy and confidentiality of Personal Health Information (PHI) and Personal Identifiable Information (PII) through the safe transmission of electronic data.

All e-mails containing Electronic Personal Health Information (EPHI) sent from Healthplex are encrypted. By converting a message from plain, readable text into coded encrypted text, only the recipient of the e-mail will be able to access/decrypt the message. The encryption process also affects any documents linked to an e-mail as an attachment, causing those documents to become coded as well.

To assist in registering and opening an external email that has been encrypted, a reference guide will be located on the Healthplex website www.healthplex.com. After logging in, the document is located on the Provider Home screen or the tab labeled "Resources – Educational Library".

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

Puzzle of the Quarter



Research has shown that people who often eat sweets have an 80% chance of dental disease. For people who never eat sweets, the risk is 19%. It is also known that 15% of the population never eat sweets, 55% eat them only occasionally and 30% eat them often. Those who eat sweets occasionally have a 55% chance of dental disease. What is the chance that when a dentist sees someone with dental disease, the patient eats sweets?

Fax your answer to 516-228-9569

Winners of the Dental Sudoku Puzzle

Alden Family Dentistry, Alden, NY; Carina & Bianca at Steinway 26 Dentistry, Astoria, NY; Melissa Hunt RDH, Binghamton, NY; Dr. Peter Koumas, Garden City, NY; Dr. Laura Martin & Staff, Bronx, NY; Dr. Charles Resnick, New York, NY; Dr. Steven Rothenberg, Lynbrook, NY; Dr. Duraid Sahawneh, Yonkers, NY; Dr. Jayesh Trivedi, South Ozone Park, NY; Dr. Michael Tucker, Bay Shore, NY.

HEALTHPLEX RECOGNIZED AS “EMPLOYER OF THE MONTH”



Nassau County Executive Edward P. Mangano showcased Healthplex, Inc. as the Nassau County “Employer of the Month” for January 2014. County Executive Mangano joined Healthplex President Sharon Zelkind and co-founders Dr. Martin Kane and Dr. Stephen Cuchel at their headquarters in Uniondale. Mangano received a tour of the newly expanded and redesigned office space that accommodates Healthplex’s 600+ employees. Mangano emphasized that “the ‘Employer of the Month’ designation is one way of bringing attention to their outstanding efforts and the jobs they provide residents in Nassau County.”

HEALTH CARE FRAUD AND ABUSE AUDITS

A two-day Program Integrity Summit was held on February 24 & 25, 2014 by the Medicaid-CHIP State Dental Association in Washington, D.C. to discuss the need for standardized Medicaid audit procedures. Invited stakeholders and policy makers included dentists (among them were representatives from the ADA and AAPD), state dental directors, commercial plans, contractors and federal and state fraud and abuse investigators.

CMS is currently conducting Medicaid audits in five states on pediatric dental offices. Ten to fifteen percent of the audits are finding abuse due to frequency of care and lack of documentation of medical necessity.

Protocols are needed on the frequency and need for radiographs. A Caries Risk Assessment must be completed on every patient. Every provider needs to consider the adoption of one of the various Caries Risk Assessment tools and Caries Management Protocols to assist them with compliance. It is not enough to write in the dental record that a particular tooth needs a restoration, endodontic therapy, periodontal therapy or surgical treatment – a provider must detail why it is needed. The medical necessity of each and every procedure must be documented in the dental record.

BUSINESS KNOWLEDGE FOR YOUR DENTAL PRACTICE



Rutgers University, in collaboration with the New Jersey Dental Association, is offering a unique Mini-MBA program specifically designed to help dentists run their businesses more successfully. This program provides in-depth information and cutting edge skills for dentists who want to enhance their practice management capability. It covers subjects found in a typical MBA program such as marketing, accounting, and finance as well as subjects of particular concern to dentists such as law, insurance, and personal financial planning. Dentists will find the *Mini-MBA for Dentists* to provide valuable formal training in business and financial management.

The program received input from and is presented in collaboration with the New Jersey Dental Association and has been approved for 7 CEU’s in the category of Practice Management by the NJ State Board of Dentistry.

The *Mini-MBA for Dentists* consists of eight (8), 3 hour modules offered in the fall on Wednesdays at the New Brunswick/Piscataway campus. Courses are taught by top-rated Rutgers Business School professors who have real business world experience as well as subject matter experts who practice dentistry or deal with dentistry issues every day. The program’s entire content has been geared specifically to dentists’ needs and concerns and received input from the New Jersey Dental Association which collaborated to shape course content.

Classes include:

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| ✓ Health Care Economics and Dental Insurance | ✓ Business Finance and Financial Matters |
| ✓ Accounting for Small Business | ✓ Personal Finance and Financial Planning |
| ✓ Traditional Marketing and Advertising | ✓ Business Law: Protection Strategies |
| ✓ Digital Marketing and Social Media | ✓ Procurement for Small Business |

For more information about this program and to register for classes go online to cmd.rutgers.edu/dentists or email Judy Granelli at: info@cmd.rutgers.edu.

Check This Out

GARDEN STATE DENTAL CONFERENCE: The 2014 Garden State Dental Conference & Expo has a new venue this year. It will be held at REVEL Casino Hotel in Atlantic City on June 27 & 28. Register online to reserve your spot and visit the Healthplex booth during your stay.

ORAL SURGEON (eligible or certified) : Hanson Place Dental has a very lucrative, part-time position available in Downtown Brooklyn. Please call 718-403-0447 for more information.

DENTAL OFFICE CONDOMINIUM AND PRACTICE: Maspeth/Woodside area of Queens. Fully equipped 1200 sq/ft modern space with reception area, four treatment rooms, panoramic and conventional x-ray areas, staff lounge, 2 bathrooms, storage and mechanical room and indoor garage. Excellent access to public transportation and major thoroughfares. To see a stunning presentation of the office, contact Christopher Tscherne at Tscherne Realty. Email ctscherne@tscherne.net, call 718-672-7400 or fax 718-672-2968.

USING SOCIAL MEDIA PROPERLY: Oral health professionals who use social media must remember that the image projected through their online profile(s) should maintain patient privacy and confidentiality, uphold all ethical and professional principles defined by your practice, and promote a good reflection of yourself and your practice.

- Michael Jordan

*"You must expect great things of yourself before
you can do them."*

Bits & Pieces:

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U.S. POSTAGE
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Permit No. 32

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The Healthplex Herald