



## CLAIM SUBMISSIONS

Healthplex is no longer accepting predeterminations, claim submissions, specialty referrals, and all relative documents via email or fax. Please see below for accepted routes of communication:

### **Mailing:**

Healthplex, Inc.  
PO Box 211672  
Eagan, MN 55121

### **Electronic Clearinghouse:**

- Select a certified clearinghouse such as Tesia, NEA, Emdeon or DentalXChange
- Use Healthplex Payor ID #11271

### **Consideration for paper submissions:**

- Do not handwrite forms, only submit typed paper forms
- Only submit paper claims via US mail
- Correctly total out box #32 on claim forms (Total fee)

### **Urgent Request for Prior Authorization or Request for Appeal:**

- Contact Healthplex Member Services
- Members: Call **1-800-468-9868**
- Providers: Call **1-888-468-2183**
- During standard business hours: A representative will facilitate receipt and processing of the request.
- Outside of standard business hours: Please leave a detailed

message with an after-hours operator. The operator will either contact the Utilization Management Agent on call or forward the message to a Healthplex Representative for assistance.

*For further information, please refer to the Healthplex Provider Manual which is available online at [www.healthplex.com](http://www.healthplex.com). To access the manual, look under **RESOURCES > PROVIDER > FORMS**.*

## OFFICE OF THE QUARTER

### CONGRATULATIONS!



### **Sabeeh Khan, DDS, PC**

**28 MERRICK AVENUE - SUITE 1  
MERRICK, NY 11566**

A special thank you to Dr. Sabeeh Khan and their great staff for their ongoing quality of patient care and service.

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## A TRIBUTE TO AMERICA'S FIRST FEMALE DENTIST

March was National Women's History Month. The month we celebrate women who have made noteworthy influences to society. Over 150 years ago, Lucy Hobbs Taylor became the first female DDS. Originally denied access to two of the most prestigious dental schools in the nation, Taylor went on to become one of the most successful and well-respected dentists of her time.

Lucy Hobbs Taylor became the first American woman to graduate dental school in February 1866. Taylor was born on March 14, 1833 and raised in Constable, NY. After graduating high school, Taylor began working as a school teacher which was one of the few occupations available for women at the time. Eventually, Taylor found a professor at a Cincinnati medical school who was willing to privately teach her. She then further pursued private studies at the Ohio College of Dental Surgery. Despite her apprenticeship and expertise, she was still denied admission and a degree from the school.



At the age of 28, Lucy Hobbs Taylor opened her own dental practice in 1861. She opened her first practice in Cincinnati and then numerous towns in Iowa. During this time, Taylor still did not have a diploma which was quite common at the time. With the support of her male peers, she became elected in 1865 to the Iowa State Dental Society, the first professional dental organization in the United States to accept women. She was later selected as a delegate to the American Dental Association convention.

Over the course of the 20th and 21st century, the number of women who have followed Taylor's path has grown tremendously. According to an article from the American Dental Association about women in dentistry, only 1.1 percent of dentists in 1968 were women. Presently, 33.7 percent of dentists are female with the percentage constantly increasing.

## 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

## CONVENTIONS

The **Greater Long Island Dental Meeting** has postponed the meeting being held at 598 Broadhollow Road Melville, NY 11747 on March 31st and April 1st as a result of the current status of the COVID-19 virus for the well-being and safety of all. The new meeting dates will be September 1st and September 2nd.



## NEW WEB FEATURES

A new guide is available to assist you with the navigation of the Healthplex Provider Web Portal.

In order to access the Healthplex provider web portal guide, select **RESOURCES > FORM > PROVIDER > Healthplex Provider Web Portal Guide** once you log in.

The self-service features that are accessible through the Healthplex provider web portal will serve to eliminate Provider Hotline wait times. The new Healthplex web portal guide will offer step-by-step directions for:

- Web registration
- Resetting passwords
- Updating office information
- Adding/removing of providers
- Obtaining managed care fee schedules
- Determining PPO participation
- Viewing direct deposit reports
- Viewing member rosters
- Understanding the HEDIS gauge
- Accessing the claims dashboard
- Verifying member eligibility and benefits



***“Don’t judge each day by the harvest you reap  
but by the seeds you plant.”***

*-Robert Louis Stevenson*



## TELEDENTISTRY

The benefits of conducting consultations over a telehealth setting have become more and more apparent during the COVID-19 global pandemic.

Consultations that are carried out over a two-way setting, such as a video call, not only limit the exposure to providers, but it also prevents the gathering of patients in a waiting room potentially exposing each other to this virus. Healthplex is strongly encouraging our providers who are equipped to render these services to do so as applicable. If a visit for a consultation can be done via a telehealth setting, please submit a claim for the services that would have normally been rendered in person while adding **D9995** to line 1 of the claim form to indicate that it was rendered in a telehealth setting.

CMS and the Office for Civil Rights (OCR) has issued guidance regarding HIPAA and use of telehealth remote communications during the COVID-19 public health emergency; noncompliance with the HIPAA Rules in connection with the good faith provision of telehealth using non-public facing audio or video communication products during the COVID-19 nationwide public health emergency will be enforced with discretion. The New York State Department of Financial Services recently signed a new emergency regulation under New York Insurance Law requiring New York State insurance companies to waive cost-sharing to ensure that people continue to have access to health care services in a way that limits in-person exposure.

- The following will be waived for **in-network** teledentistry visits only:
  - Deductibles
  - Copayments
  - Coinsurance

Covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype, **but not public facing communications such as Facebook Live, Twitch, TikTok, or similar services**. Please notify members such applications can put their privacy at risk. We recommend using encryptions and privacy modes when possible on these applications. Also, remember to continue to check member eligibility on the provider web portal as you normally would before rendering these services. Use your practice location (considered the “distant site”) as the treatment location on any claims you submit.

