



CLAIM SUBMISSION

Healthplex, Inc. no longer accepts handwritten claim submissions. This will ensure that your submitted claims are processed accurately, quickly, and efficiently.



Submit your typed claims to Healthplex, Inc. through one of the following accepted transmission routes:

Electronic Clearinghouse:

- Select an authorized clearinghouse like Tesia, NEA, Emdeon or DentalXChange
- Use Healthplex Payor ID #11271

Mailing Address:

Healthplex, Inc.
PO BOX 211672
Eagan, MN 55121

Additional considerations for paper claims:

- Do not send via UPS or FedEx
- **ALL CLAIMS MUST BE TYPED; handwritten claims will be denied**
- Correctly total out box #32 (“Total Fee”)

Please refer to the Healthplex Provider Manual for the requirements for claim information submitted to Healthplex, which is available online at www.healthplex.com. Look under RESOURCES > PROVIDER > FORMS, for the most up to date Provider Manual.

OFFICE OF THE QUARTER

CONGRATULATIONS!



Michael Baharestani, DDS
12 Bond Street
Great Neck, NY 11021

Healthplex would like to extend a special thank you to Dr. Michael Baharestani, and their great staff for their ongoing quality of patient care and service.

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SEPTEMBER IS NATIONAL DENTAL INFECTION CONTROL AWARENESS MONTH!

As we all try to recover and strive through the pandemic, infection control has been magnified more now than ever. Standard precautions should always be followed within a dental setting to protect not only your patients but your staff members as well. Your daily standard safety measures should consist of hand hygiene, use of PPE, respiratory hygiene, safe injection practices, sterile instruments and devices, sharps safety, and clean and disinfected environmental surfaces.

In a dental practice it is important to have an individual who is trained in infection prevention. This individual would help develop and maintain written infection prevention policies and procedures. As daily practice continues it is imperative to consistently review state and federal guidelines. Not only is disinfection a major factor in the dental chair, but it is crucial in the office space as well. Surfaces such as light handles, switches, dental radiograph equipment, computers, drawer handles, and faucets should all be disinfected using an EPA-registered hospital disinfectant after each patient. Masks should be worn at all times and the office should be appropriately set up for social distancing. Let's do our part to stop the spread, Infection free is the way to be!



HEALTHPLEX CONTACTS

healthplex.com

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

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

CHECK IT OUT!

Cultural Awareness Videos

As part of our overall goal to increase member satisfaction, a 2020 initiative was formed to decrease member complaints relating to the behavior of dentists and/or office staff by educating and bringing cultural awareness to our network dentists. Healthplex has added three educational videos to our Provider Portal on the Healthplex website towards this initiative:

- “Vanessa Goes To The Doctor” **A Patient’s Perspective**
- “To Treat Me You Have To Know Who I Am” **Learning about LGBTQ**
- “Demonstrating Compassion” **Tips for Office Professionalism**

<https://www.healthplex.com/resources/practice-resources>

Teledentistry Listings

Have your hours changed due to COVID-19? Is Teledentistry now available at your office? Please visit our Provider Web Portal under Account Settings to update your provider listing!

Provider Satisfaction Survey

The annual Healthplex provider satisfaction survey is now available on the web and we would appreciate your input. The survey will be available on the Healthplex provider portal through November 15, 2020. We value your opinion and strongly encourage you to complete the survey. Your office’s feedback on your experience and interaction with Healthplex in 2019 is very important to us! Responding to the survey will enter your office for a chance at a \$300 gift card!

To complete the survey, please follow the instructions below:

- First, go to www.healthplex.com and log in with your username and password.
- After logging in, click on “Critical Updates” to complete the online survey. Remember to complete a survey for each of your office locations and specialties.

Please be assured that Healthplex will use the survey results to evaluate how we might improve both our programs and our overall relationship with our providers.

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



QUOTE OF THE QUARTER

“Safety first is Safety Always.”

– Charles M. Hays

IMPORTANT INFORMATION!

Expired and Open Pre-authorizations Affected by the COVID-19 Pandemic May Be Honored

In an effort to accommodate your office and your patients, Healthplex is pleased to announce that we are extending the effective dates for expired and currently open approved pre-authorizations for treatment you may not yet have been able to schedule due to the COVID-19 pandemic.

- If you have any approved pre-authorizations with effective dates between September 1, 2019 and July 1, 2020, you can now submit your claim for these services and Healthplex will honor the expired pre-authorization.
- This extension is only available if there has been no change in the patient's dental status since the pre-authorization was first submitted that might affect the initial treatment plan. Providers must offer a narrative specifically stating that there has been "no change to the oral condition of the patient". This must be noted clearly on the claim submission.
 - If a claim has been previously denied due to an expired pre-authorization, you may now resubmit the claim with the above described narrative, and the claim will be reconsidered.
- Healthplex members should not be denied treatment because their pre-authorization has expired due to the COVID-19 pandemic.
- Providers should re-confirm member eligibility before rendering services to ensure that members are currently active and that the procedures have been approved.

Urgent Request for Prior Authorization or Request for Appeal:

- Contact Healthplex Member Services
 - Providers: Call 1-888-468-2183
 - Members: Call 1-800-468-9868
- During standard business hours: an agent will facilitate receipt and processing of the request during typical business hours.

