



PROVIDER DIRECTORY ACCURACY

Has your office moved to another location? Hired additional providers? Plan on expanding? Please contact Healthplex immediately to update your practice information. Our goal at Healthplex is to keep our records as precise and relevant as possible for our directories so that Healthplex members can easily find you. In order to do so, it is important for Healthplex to be notified of any changes your office may be experiencing.

By notifying us about any changes, we can help eliminate any issues or confusion our members may face while trying to find a dentist or specialist that participates with their plan. Healthplex maintains an online directory that displays listings of participating providers based on the inquiring member's insurance plan. We do understand that your practice may at some point be overwhelmed and become "overbooked" for several weeks, or that some providers may also be in the process of retiring and/or selling their practices.



If any of these situations apply to you, please notify Healthplex at least 30 days prior to any changes taking effect. Other changes may include updating the name of your practice, a change to your tax identification number, or if your office prefers for mail to be directed to a different address. The "Provider Information Form" can be accessed on the Healthplex website. Once you log into the Healthplex portal, just click on the "forms" tab and complete all of the required fields. The completed form can then be faxed to our Provider Relations department at **1-516-228-9571**. If you have any questions or concerns, please contact Provider Relations at providerrelations@healthplex.com or call **1-888-468-2183** and select option 5 to speak with one of our representatives.

OFFICE OF THE QUARTER

CONGRATULATIONS!



Dr. Rosette Imani

**I SMILE DENTAL CARE SERVICES
84-18 37TH AVENUE
JACKSON HEIGHTS, NY 11372**

A special thanks goes out to Dr. Rosette Imani and the great staff at I Smile Dental Care Services for their ongoing quality of patient care and service.

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TREATING PROVIDER NPI CLAIM REQUIREMENT

An NPI number is required on all claim submissions for treating providers. Claims that are received with a missing NPI number will be denied. Due to current regulations, Healthplex payments will be restricted when a claim form is received without a treating provider's NPI.

How to apply for an NPI:

- Log into the National Plan and Provider Enumeration System (NPPES) website and apply online
- Obtain a copy of the paper NPI Application/Update Form on the Centers for Medicare and Medicaid Services (CMS) website and mail the completed form to the requested address
- Phone: **1-800-465-3203** or TTY **1-800-692-2326**
- Email: customerservice@npienumerator.com

MEDICAID NUMBER REQUIREMENT

Effective July 1st, 2018, per the 21st Century Cures Act, all New York providers who choose to participate with Medicaid and Child Health Plus (CHP) plans administered by Healthplex must have a Medicaid number. Any owner or associate who retains an expired Medicaid license or simply does not have one will risk being removed from the provider network.



If you or any of your associates in your workplace have not enrolled for a Medicaid number, please visit emedny.org/info/Provider/Enrollment/index.aspx. If you have already submitted an application to New York State Medicaid and would like to check the status of your application, please contact the NYS Medicaid CSRA eMedNY call center at **1-800-343-9000**.

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



“Nothing can stop the man with the right mental attitude from achieving his goal. Nothing on earth can help the man with the wrong attitude.” *Thomas Jefferson*

Save the Date

The 2020 Greater Long Island Dental Meeting

will be held on **March 31st & April 1st**
at the Hilton Hotel located at
598 Broadhollow Road, Melville, NY 11747



FRIENDLY REMINDERS

Please remember to list your Usual and Customary Rates (UCR) while submitting claims. Healthplex will pay out at your contracted rates but the UCR should be correctly listed for purposes of collecting cumulative regional UCR data as well as generating accurate Explanation of Benefits (EOB).

As a participating provider, it is not appropriate to charge members upfront for covered services other than the coinsurance amount. You are entitled to submit pre-determination requests ahead of rendering services in order to ensure payment, however it is not an acceptable practice to charge the member upfront with the expectation of their being reimbursed at a later time. You may use the "estimate a procedure" tool on the provider web portal on Healthplex.com to conveniently determine what the correct co-insurance is for each individual Healthplex member who visits your office.



During an office site visit, please be aware that failure to perform weekly spore testing will result in an automatic failure. Healthplex has implemented CDC guidelines for infection control and sterilization. For the safety and health of patients and staff, it is required that sterilizers must be biologically monitored. Spore testing is needed to assess if the sterilizer has the ability to exterminate resistant bacteria and viruses. Spore testing must occur at least weekly or more frequently depending on the volume of appointments an office may experience.

As we all know, a new year means new insurance plans and numerous plan modifications. Please continue to check member eligibility by accessing our website at Healthplex.com or by contacting the Provider Hotline at **1 (888) 468-2183** and select option #1 for our Interactive Voice Response (IVR) system.

SUPPORT FOR WINDOWS 7 IS COMING TO AN END

Microsoft recently announced that on January 14, 2020, Windows 7 will begin its end of life. “End of life” is the term that Microsoft uses to identify the period when the company will no longer support an operating system or application. Even 10 years after its release, Windows 7 is still a wildly admired operating system that is still relied upon by millions across the globe. As hard as Microsoft may try to drive individuals to Windows 10, it won’t be as easy to do so as the company might hope.

Although your computer will still be able to function, all technical support, security updates, and software updates will be discontinued. Please be aware that your computer will be at risk for viruses and malware. Those who stick with the operating system will potentially be at a higher risk of being targeted by hackers. Knowing when end of life hits, it is very common for hackers to wait until after that date to find ways to exploit vulnerable systems and inflict mayhem. For you as a dental provider or facility, this will leave your patients’ personal information at risk for a data breach. Your practice’s financial and personal records may also be preyed on by cyber criminals as well.



PC manufacturers will be bundling Windows 10 into their equipment, with no alternative to downgrade to Windows 7. Furthermore, you will not find Windows 7 anywhere for purchase aside from other places outside of normal retail vendors. As users progressively turn to utilize other platforms, developers are bound to end their support of Windows 7 updates in their apps as well.

Microsoft will allow users of Windows 7 Enterprise and Windows 7 Professional to extend their Windows 7 security updates through January 2023. Microsoft will charge for extended support, doubling for each year the extension is needed for. In order to maintain a protected and productive business, please visit www.microsoft.com for assistance with transitioning over to Windows 10 if you haven't done so already.