



AED/EMERGENCY KIT REQUIREMENTS



As part of the Quality Assurance program, Healthplex evaluates participating dental offices to guarantee adequate safety precautions for our members are in place. Effective 1/1/2021, Healthplex will maintain a policy in which all participating providers must have a working AED and an up to date medical emergency kit with the following unexpired items:

- Portable Oxygen
- Bag Valve Mask / Ambubag
- Diphenhydramine
- Nitroglycerine
- Albuterol
- Aspirin
- Epinephrine (*two doses each for adults and children*)
- Glucose

Your participation with Healthplex administered plans is dependent upon your compliance with this policy. We look forward to your continued cooperation and working together to ensure that we provide quality dental care for our members.

OFFICE OF THE QUARTER

CONGRATULATIONS!



Keven P. Jackson, DDS, PC
225-16 Linden Boulevard
Cambria Heights, NY 11411

A special thank you to Dr. Jackson and their great staff for their constant quality of patient care and service.

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EXCHANGE PLAN UPDATES

- All SHOP small business group plans insured by Healthplex and Dentcare will be discontinued in 2021.
- These SHOP plans will be terminated effective December 31, 2020.
- This will apply for the SHOP dental exchange plans in New York, New Jersey, and Florida.
- All dental exchange Family Smiles and Young Smiles plans will remain effective.

DENTAL FUN FACTS

- Every year, Americans buy more than 14 million gallons of toothpaste.
- According to Healthline, coconut oil is a natural anti-bacterial nutrition and can help reduce the risk of developing gum disease and cavities.
- Tooth enamel is the hardest structure in the human body.
- The average human being produces about 100,000 gallons of saliva during their lifetime.
- Tooth decay is the second most common disease. The first being the common cold.
- The first toothbrush with bristles was made in China in 1498. Bristles from hogs, horses, and badgers were used.
- The human tongue is as unique as a fingerprint. No two people have the same tongue print.
- In 200 A.D., the Romans used a mixture of bones, eggshells, oyster shells, and honey to clean their teeth.
- George Washington's famous dentures were not made from wood. His four pairs of custom dentures were crafted from gold, ivory, lead, and a mixture of human, donkey, and hippopotamus teeth.

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

AFTER HOURS COVERAGE

Healthplex periodically conducts “After Hours Coverage” surveys. It is highly important that Healthplex members are able to access emergency care 24 hours a day, 7 days a week. **Please be aware that failing two or more consecutive appointment availability and/or after hours accessibility surveys may result in panel closure until the issue can be resolved.**



The ADA Principles of Ethics and Code of Professional Conduct (ADA Code), Section 4.B, Emergency Service, states: “Dentists shall be obliged to make reasonable arrangements for the emergency care of their patients of record. Dentists shall be obliged when consulted in an emergency by patients not of record to make reasonable arrangements for emergency care.” A patient wounded because of inadequate after hours coverage may claim that the treating dentist, facility or both had abandoned them. To reduce the risk of this occurring and to protect the treating office from potential liability, the office should make every effort to provide coverage for its own after hours emergencies. This is in accordance with the Healthplex Provider Manual, Section XI.

Please note that compliance with the “After Hours” communication requirement is met through any of the following methods:

- An answering service
- Answering machine with doctor or covering doctor phone number
- Answering machine directs members to call Healthplex
- Call goes directly to office manager or doctor’s phone
- Answering machine directs to leave a message; call returned within 24 hours



QUOTE OF THE QUARTER

“You can easily judge the character of a man by how he treats those who can do nothing for him.”

– Johann Wolfgang Von Goethe

WORLD'S FIRST DENTIST

Around 2,600 BC in Egypt Dr Hesy-Re (or Hesy-Ra) became the first titled Chief of Dentists and Physicians in recorded history. As a royal physician, Hesy-Re would act as both dentist and doctor for the Pharaoh Djoser, as well as for all individuals who were working on the pyramids.



There were little to no cavities in Hesy-Re's day due to a diet low in sugars; however periodontal disease and enamel erosion were relatively common. Medical papyri from the time period describe packing materials around teeth loosened from periodontal disease and applying antibacterial ingredients to mouth ulcers, abscesses, and mouth infections. He more than likely learned what he knew about medical and dental health from those before him and perhaps some medical papyri that have yet to be discovered.

When Hesy-Re passed away, he was given a specially decorated tomb. This honor shows that the Pharaoh held Hesy-Re in very high regard. Of the eleven wooden panels that decorate his tomb, six have persisted. These hieroglyphics depict Hesy-Re wearing several styles of robes and wigs, and in each of them, he is often seen carrying different items. In addition, there were a few of his titles that he had earned on the wooden panels. Some of the titles include:

- The King's Representative
- The Brother of God, "Men"
- The Senior of the capital, "Buto"
- The Priest of the god, "Hka Mehet"
- The Senior of the royal Scribes
- Supervisor of the Royal Court