

HEALTHPLEX ANOUNCES NEW PRESIDENT AND CEO

As of November 10, 2017, Chris Schmidt was named President and CEO of Healthplex, Inc.. Chris has been a part of the management team at Healthplex for over 30 years in various technical and strategic roles, and brings with him a thorough understanding of the business, including the importance of maintaining positive relationships with our providers. His people-focused leadership style, systems expertise, and market understanding will be instrumental in achieving Healthplex's long term goals.

As President and CEO of Healthplex, Chris' role will be expanded to oversee all areas within the company. Under Chris' leadership, Healthplex will continue to be the undisputed leader in providing quality and affordable dental programs and services to our clients, our providers, and the communities we serve. Healthplex will continue to grow and strengthen our regional footprint while maintaining our position as the premier dental benefit administrator in the New York/New Jersey area.



OFFICE OF THE QUARTER

Congratulations!

To Dr. Paul Crane East Meadow, New York

A special thank you to Dr. Crane and his staff 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 (Customer Service, Provider Relations, Government Services, and Credentialing). An office gift and a beautifully framed certificate were presented to the office.

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OPT BACK IN

In June 2015, the Centers for Medicare and Medicaid Services required any dentist who treats Medicare beneficiaries and/or writes prescriptions for Part D covered drugs to enroll in Medicare as a provider of Medicare services, enroll in Medicare as an ordering/referring provider, or file a valid opt-out affidavit in order for their prescriptions to be covered under Part D. The effective date for this requirement was December 1, 2015. However, prescribers of Part D drugs had to submit their Medicare enrollment applications or opt-out affidavits to their Medicare Administrative Contractors (MACs) by June 1, 2015.

If your two-year opt-out period has ended, you can now opt back in.

By opting back in, you will be able to prescribe medication, as well as bill Medicare and receive reimbursement for services covered by Medicare. This will not obligate you to participate with Medicare and keeps your options open regarding what plans you may participate with over the next two years.

Although Medicare does not cover routine dental services, a limited set of services are covered and are considered necessary before a patient has certain covered medical procedures. In addition, examinations, prophylaxis, restorative procedures, and prescriptions are covered under many Medicare Advantage Plans.

If you wish Opt In to Medicare, the CMS-8551 enrollment form can be found at: <http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/cms855i.pdf>.

For additional information regarding the Medicare enrollment process, including the internet based Provider Enrollment and the Chain and Ownership System (PECOS), please visit <http://www.cms.gov/MedicareProviderSupEnroll/>.

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

Credentialing.....228-9568

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

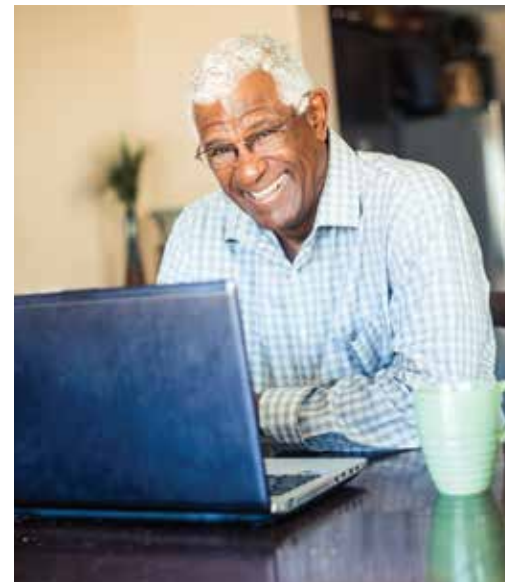
MEDICAID NUMBER REQUIREMENT

Per the 21st Century Cures Act, effective July 1, 2018, all New York and New Jersey providers participating with Healthplex administered Medicaid or Child Health Plus plans must have a Medicaid number in order to continue to participate in these programs or risk being removed from the managed care provider network. This applies to all owners and associates in your practice.

To obtain this number, all participating providers must submit an application to New York State Medicaid or New Jersey Medicaid. This will not require you to treat State Medicaid fee-for-service patients.

If you have not enrolled already, please visit emedny.org/info/ProviderEnrollment/index.aspx (New York providers) OR www.njmmis.com (New Jersey providers)

If you have questions during the enrollment process or would like to check the status of your application, please contact: NYS Medicaid CSRA's eMedNY Call Center at **(800) 343-9000** or NJ Medicaid Management Information System Provider Enrollment unit at **609-588-6036**.



SPORE TESTING REQUIREMENT

Healthplex has implemented new guidelines for infection control and sterilization which now include the requirement that weekly spore tests must be performed and the results logged.

Infection Control in dentistry is an important component for our network. Along with proper sterilization of instruments and materials, sterilizer monitoring is an essential part of any in-office infection control program.

Sterilization should be monitored and assessed through mechanical, chemical, and biological indicators. Mechanical techniques assess time, temperature, and pressure. Chemical indicators use chemicals to assess the temperature reached. Correct mechanical and chemical indicator test results do not prove sterilization has been achieved, but incorrect results indicate that a problem has occurred.

Autoclaves can malfunction or perform sub-optimally resulting in partial or no sterilization. The spore test assesses the autoclaves' efficiency in destroying dangerous microorganisms. Heat sensitive chemical indicators (those that change color after exposure to heat) alone do not ensure adequacy of a sterilization cycle.

An autoclave spore test is a very important step, not only in assessing the efficiency of an autoclave, but also in determining whether the right procedures are followed during sterilization.

Autoclave spore testing is easy. Follow the directions outlined by the supply company. Make sure you wait for the autoclave to cool down and depressurize before removing the spore test. The spore test should be placed in an incubator for the time period provided by the manufacturer.

Not all failed spore tests are caused by faulty autoclaves. Operator error may also be a factor. If you continue to see failed results, you should look at:

- 1. Overloading** – Overloading the autoclave can cause partial or no sterilization. Check with the manufacturer for the specifications on the amount that can be loaded in the autoclave.
- 2. Maintained Conditions** - Time, temperature, and pressure are required conditions that need to be met in order to ensure proper sterilization.
- 3. Packaging** – Ensure that all instruments are properly packaged

Record keeping is an important part of the sterilization protocol. A log should be created and kept to record the date of testing and results. Spore testing record sheets should be completed each week and then placed in a record keeping notebook.

For the health and safety of patients and staff, Healthplex requires that sterilizers must be biologically monitored (spore tested). Biological indicators (spore testing) are needed to assess if the sterilizer is able to kill resistant microorganisms. Spore testing must occur weekly or more often depending on the clinical setting.

Please be aware that failure to perform weekly spore testing will result in an automatic failure during an office site visit.



2018 SATISFACTION SURVEY

The 2018 Satisfaction Survey is available on the Healthplex website from March 1, 2018 to April 30, 2018. We value your opinion and would like feedback on your experiences and interactions with Healthplex in 2017. We strongly encourage you to complete the survey.

Complete the survey for a chance to win a \$300 gift card!

1. Go to healthplex.com and log in with your username and password.
2. Once you are logged in, you will automatically be prompted to complete the online survey.
3. Remember to complete a survey for each of your office locations and specialties.



Please follow the below instructions to complete the survey and enter to win.

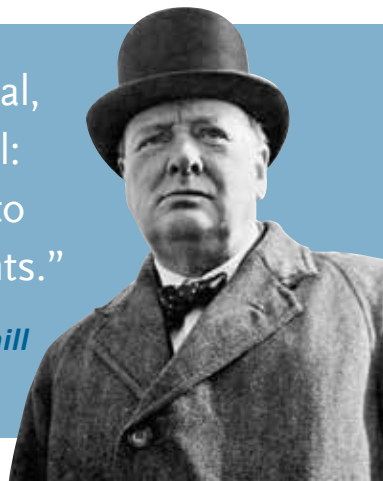
Healthplex will only use the survey results to evaluate how we might improve both our programs and our overall relationship with our providers.

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

BITS & PIECES

“*Success* is not final, failure is not fatal: it is the *courage* to continue that counts.”

- *Winston S. Churchill*



CHECK THIS OUT!



Greater Long Island Dental Convention: The 2018 Meeting will be held on April 17th & April 18th at the Hilton Hotel, Melville, NY.

**GARDEN STATE
DENTAL
CONFERENCE
& EXPO**



Garden State Dental Conference & Expo: The New Jersey Dental Conference will be held at the Newark Liberty International Airport Marriott on May 17th & May 18th.



Saratoga Dental Congress will be held in historic downtown Saratoga Springs on May 10th & May 11th at the Saratoga City Center & The Hampton Inn, NY



Charter Oak Dental Meeting will be held in Connecticut from May 9th to May 11th at the Mohegan Sun Resort Casino.

Please visit Healthplex and enter to win a \$50 gift certificate!