

NATIONAL CHILDREN'S DENTAL HEALTH MONTH



The National Children's Dental Health Month (NCDHM) began as two events that took place in Ohio in February 1941. From there, the American Dental Association created the Children's Dental Health Day on February 8, 1949. Since then the program has grown into a nationally recognized, month-long celebration known as the NCDHM. The program reaches millions of people nationally and at numerous armed service bases. Local observances include essay, coloring and poster contests, class room presentations, museum exhibits, free dental screenings and health fairs, and tours of dental offices. Positive attitudes and habits established at an early age are essential in maintaining good oral health throughout life.

Healthplex's Outreach and Education Department shares in the NCDHM cause through our free dental screenings. Our staff provides free dental screenings to anyone between the ages of 2 – 21 within the New York and New Jersey area. The screenings are held at public schools, churches and other community centers throughout the year. At these events, our Registered Dental Hygienists perform visual screening of the children's gums and teeth. Upon completion of the screening the children are provided a toothbrush and toothpaste set, home care instructions, a list of dental providers in the area, a dental coloring book and flossing charts. We are proud to announce that our Outreach and Development team participated in a total of 365 events and screened over 23,000 children in 2015.

OFFICE OF THE QUARTER

Dr. Frank Andriani
Queens, New York
Congratulations!

A special thank you to Dr. Frank Andriani and staff for their ongoing commitment to patient care and services. Dr. Andriani never hesitates to visit homebound members when in need of dental care. We appreciate the consistent and excellent service Dr. Andriani has provided to our members.

Offices chosen are voted upon by the various departments interacting with providers. An office gift and a plaque were presented to Dr. Andriani.



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DENTAL RADIOGRAPHY FOR PEDIATRIC CARE

Dental radiography can provide a broad range of information, and is considered an important diagnostic tool when treating children. There are many risks associated with radiation exposure; however, clinicians must balance the risks of exposure against the knowledge gains that radiography provides. Radiography capture should no longer be based on re-care intervals; however, dental radiography should be used for diagnostic needs. While there are many advantages to dental radiography, clinicians need to be precautionous when determining when to use radiographs and adhere to the "as low as reasonably achievable" (ALARA) principle to help reduce radiation exposure.

Justification, limitation and optimization are three basic rules for safe radiographic exposure:

- Justification requires clinicians to ensure that radiographs are the only way to obtain the necessary information. Taking radiographs at specific time intervals is no longer necessary, as it is no longer a valid practice. The use of standard x-rays, regardless of the patient's age or health status, is considered inappropriate.
- Limitation refers to following the ALARA principle.
- Optimization means the image should be taken at the highest quality possible.

Providing protective shielding of the thyroid gland from primary radiation is critical in children. Children are more vulnerable to radiation exposure than adults, due to the risks associated with ionizing radiation are higher for fast-dividing cells and tissues.

Reference: Johan Aps, DDS, MSc, MSc, PhD

HEALTHPLEX CONTACTS

www.healthplex.com

Phone Numbers

Provider Hotline..... 888-468-2183 (Options)

- 1: Eligibility/Claims Automated System
- 2: Urgent Referrals
- 3: Customer Service
- 4: Contracting (Commercial Programs)
- 5: Contracting (Government Programs)
- 6: Website Support

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

Government..... 228-9576

Provider Relations..... 228-9571

Referral Authorization..... 228-5025

E-Mail

ProviderRelations@healthplex.com

info@healthplex.com

Claims@healthplex.com

Referrals@healthplex.com



EFFECTIVE PAIN MANAGEMENT FOR KIDS

Many children respond to a dental visit with hesitation, and many view it as a frightening experience that can carry over to adulthood. The noises from scalers, the sharp hook on an explorer and the blaring glare from the overhead light can create anxiety and discomfort for a child. As such, practitioners need to be aware of how these objects and stimuli may be viewed in a child's eye in order to minimize patient anxiety.

Delivering quality oral health care relies heavily on a clinician's ability to prevent and relieve pain. Effective pain control is the key to successful dental treatment, especially with children. Pediatric patients may not be able to provide detailed descriptions of pain that adults would be able to offer. Most children respond well to the "tell-show-do" technique of simple requests and commands. Using age appropriate terms when explaining what is about to happen, visually showing the child what will be used, and then proceeding with the described treatment will allow practitioners to treat most children with a high level of success.

Word choice is a vital part of behavior management. Children are particularly sensitive to the certain words used to describe instruments or procedures. Therefore, choosing words that elicit happy feelings can go a long way toward decreasing anxiety. For example "Mr. Whistle" and "tooth counter" may seem like silly word choices; however, these childish words are gentler than "ultrasonic scaler" and "explorer".

Reference: Mathew K. Genesen, DDS



IF SUBMITTING PAPER CLAIM FORMS

Accuracy, completeness and clarity of the form are essential to ensure that the claim information is read correctly. Data on forms can be misread if the information is illegible. Illegible information may result in a processing delay of claims and also increases the chance of a privacy breach. Due to the potential for a privacy violation, Healthplex can no longer "perfect the claim" by searching its enrollment records to choose the member or dependent. The member and dependent patient's names, dates of birth, and identification numbers must coincide with the information in our database.

To avoid Protected Health Information being sent to the wrong member or provider, which can result in a health care privacy breach, please utilize the following guidelines when submitting paper billing forms:

- Complete all required fields on the claim form.
- Handwritten forms should be block printed (not in script) and neatly written using black ballpoint pen only.
- Verify that the member or dependent ID number, birthdate, gender and relationship to the insured is correct. **Possession of an ID card does not guarantee member eligibility or coverage.** It is the responsibility of the provider office to verify the eligibility of the member. Our website, www.healthplex.com, is your essential tool.
- Verify that the billing provider number and servicing provider identification numbers are correct.
- Print or write only in areas of the form designated as fields. Be sure the data falls completely within the text space and is properly aligned.
- Frequently change the ink cartridges on the printer to avoid light ink. Light printing is often not legible. Please use black, high-quality ribbons. Ribbons should be changed regularly to ensure that a clear, distinct character is printed.

Outdated claim forms, illegible forms or partially completed claims will be returned as "unable to process or materially deficient".

Providers are encouraged to explore the many benefits of electronic claims submission. Additionally, submission of electronic attachments is also suggested. These electronic transactions expedite processing, minimize errors and streamline office operations.

LAST MONTH'S PUZZLE OF THE QUARTER

Winners of the Rhyming Word Puzzle of the Quarter:

Thank you to all providers who participated and submitted answers to the previous Puzzle of the Quarter. Unfortunately, there were no winners. Thank you for participating!

Answers to the Rhyming Word Puzzle of the Quarter:

1. Polar Molar, 2. Billing Filling, 3. Loose Tooth, 4. Provider Collider, 5. Traces Braces, 6. Gavity Cavity, 7. South Mouth, 8. Cactus Practice

CHECK IT OUT

2016 Healthplex Provider Survey:

Please give us your feedback! The 2016 Healthplex Provider Survey is available on our website at www.healthplex.com. This year, the survey will be available exclusively on our web site. After logging in as a provider, you will be prompted to fill out an on-line survey. All providers submitting a completed survey will be entered to win a \$300 gift card! Please watch for the upcoming survey prompt.

New York State Medicaid Electronic Health Record (EHR) Incentive Program for Dental Providers:

2016 is the last year to enroll in the incentive program. You may be eligible! Visit www.emedny.org/meipass or contact **877-646-5410 Option 2** for more information.

According to the NY State website, you may be eligible to earn up to \$63,750 over the course of six years for the adoption and meaningful use of EHR technology.

Vince Lombardi!

“The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand.”

Bits & Pieces:

