



DENTAL HEALTH BENEFITS OF XYLITOL



Dental caries is a transmissible infectious disease that is triggered by *mutans streptococci* bacteria. As infants we receive the bacteria primarily from our mothers. As we age, these bacteria live in our mouths, feeding off the sugary substances we eat and excreting acids that cause tooth decay. Curtailing the consumption of sugar as well as stopping the original transmission of *S. mutans* bacteria are important steps in reducing dental caries.

According to the Academy of Nutrition and Dietetics, the average American consumes about 22 teaspoons of sugar daily, mainly from soft drinks, energy drinks, grain based desserts and fruit drinks. A sugar substitute called xylitol provides all the taste benefits of sugar without its many drawbacks. Xylitol is a five-carbon sugar alcohol compound. It is neither a sugar nor an alcohol. It occurs naturally in plants or can be manufactured from sugar and starches. Xylitol is not an artificial sweetener, but a crystalline carbohydrate which looks very much like sugar. Our bodies naturally produce xylitol and the enzymes to break it down, so there is no chance of any adverse reactions. The use of xylitol increases saliva production and reduces the number of *S. mutans* bacteria, thereby reducing acid production in the mouth.

Xylitol products include chewing gum, mints, toothpaste, and mouth rinse. The daily use of these products should be recommended to all patients. Most importantly, mothers and infants should be advised to use xylitol during pregnancy and after childbirth in order to reduce the initial transmission of bacteria. Patients should be encouraged to consume xylitol in three to five divided servings throughout the day. For infants, xylitol nasal drops or sprays and xylitol syrup or gel are effective in blocking or delaying the early transmission of bacteria.

When looking to buy xylitol containing products, patients should look for products that have xylitol as the first ingredient on the label. Products that have 100% xylitol, for maximum benefit, include: Spry Mints, Toothpaste, Gum, Oral Mist and Toothgel; Xlear Nasal Spray; Ricochet Gum and Candies; Xyl Chew Gum and Mints; and Ice Breakers from Hersheys.

Xylitol's Preventive and Therapeutic Benefits:

- ✓ Helps prevent tooth decay by reducing plaque formation.
- ✓ Blocks the acids that demineralize the tooth enamel.
- ✓ Halts the growth of acid producing bacteria.
- ✓ Reduces gingival inflammation.
- ✓ Has a glycemic level of 7, which does not trigger an insulin reaction in the body, making it useful for diabetics.
- ✓ Has 40% fewer calories than sugar.

OFFICE OF THE QUARTER

DR. RONALD BERG
MONTICELLO, NEW YORK

Congratulations!



A special thank you to Dr. Ronald Berg and his staff for 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.

NEW GROUPS

Did you know that Healthplex services over **3.3 million members!**

In our ongoing efforts to bring you additional patients, we have added the groups listed below to the Healthplex client list:

WellCare NJ

**United Brotherhood of
Carpenters and Joiners of America**
(Locals 45, 157 and 2287)

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HEALTHPLEX TO PARTICIPATE ON HEALTH CARE EXCHANGES

The Affordable Care Act (ACA) will fundamentally change the health insurance market and the way that Americans are covered for health insurance. The ACA will create state-based marketplaces called exchanges for individuals and small business owners with fewer than 50 employees to purchase insurance.

Beginning on October 1, 2013, enrollment through the exchanges will begin. People can go online or work with trained "navigators" to see what plans are available and to compare prices and benefits for insurance coverage. Coverage will start on January 1, 2014.

At a minimum, plans offered on the exchange must include Essential Health Benefits (EHB), such as prescription drugs and pediatric dental and vision care. In New York, covered dental procedures will be similar to those covered today under the Child Health Insurance Program (CHIP). Adults are not required to have dental coverage. However, in New York adults will have the option of adding dental coverage for themselves and their spouses. Beginning in January 2014, individual New Yorkers who had coverage through the Healthy New York program will no longer have that option. Instead they will buy one of the many products that will be available through the exchange.

Healthplex will participate in the exchange by administering plans through clients such as: Affinity, Easy Choice, Emblem(HIP), HealthNow(BC/BS), MetroPlus, North Shore LIJ, Oscar and Universal American; and by offering stand-alone dental plans through Healthplex Insurance Company and Dentcare.

What to tell your patients and employees about the new exchange dental plans:

- * Children are required to have dental coverage. This coverage can be part of a medical policy or a separate dental policy.
- * There will be a variety of plans to choose from with varying out-of pocket expenses.

Puzzle of the Quarter

Unscramble these 5 jumbles, one letter to each square, to form 5 dental related words.

UTEMMCNE
 [] [] [] [] [] [] [] []

LOEASUVL
 [] [] [] [] [] [] [] []

NRISOCI
 [] [] [] [] [] [] [] []

ASNNCEI
 [] [] [] [] [] [] [] []

CISBIDSPU
 [] [] [] [] [] [] [] []



Arrange the circled letters to form the answer suggested by the above cartoon:

DENTAL

[] [] [] [] [] [] [] []

[] [] [] [] [] [] [] []

Please fax your answer to: 516-228-9569

Winners of the Dental Cryptogram Puzzle

Pamela at Dr. Ric Alexander's Office, Huntington, NY; Dr. Howard Atlas, Brooklyn, NY; Dr. Bob's Dental Care, Niagara Falls, NY; Diamond Smiles, North Babylon, NY; Barbara at Dr. Robert Engl, Kenmore, NY; Dr. Minisha Israni, Elmhurst, NY; Dr. William Jacobs, Westbury, NY; The staff at Dr. Peter Koumas, Garden City, NY; Amanda at Lefferts 26 Dentistry, Richmond Hill, NY; Dr. Laura Martin, Bronx, NY; Dr. Rony Mashihi, Brooklyn, NY; Dr. Harsha Mehta, Jamaica, NY; Dr. R.E. O'Connor, Rochester, NY; Dr. Charles Resnick and Staff, New York, NY; Dr. Steven Rothenberg, Lynbrook, NY; Amy & Bianca at Steinway 26 Dentistry, Astoria, NY; Melissa Renaris at Tier Family Dental, Windsor, NY; TLC Dental Center, South Ozone Park, NY; Dr. Michael Tucker, Bay Shore, NY.

HEALTHPLEX

CONTACTS

www.healthplex.com



Phone Numbers

Provider Hotline: 888-468-2183

(Options)

- 1: Eligibility/Claims Automated System
- 2: Emergency 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

PREVENTING FRAUD AND ABUSE

Prevention and detection of fraud and abuse is in everyone's best interest. Fraudulent activities contribute to the costs of healthcare, interfere with relationships with patients and affect a dentist's good reputation in the community. Being able to recognize fraudulent activities is the first step in preventing them from occurring.



What constitutes fraud and abuse?

1. Billing for services not rendered.
2. Billing for more expensive services or procedures than were actually provided; commonly known as "upcoding".
3. Unbundling of services.
4. Routine waiving of patient co-pays or deductibles and/or over-billing the insurance company or benefit plan.
5. Performing unnecessary services solely for the purpose of generating insurance payments.
6. Billing for covered services, but actually performing cosmetic services.
7. Falsifying a patient's diagnosis to justify tests, surgeries and/or other procedures that are not medically necessary.
8. Altering claim forms and medical or dental records.
9. Allowing hygienists, assistants or other staff to perform treatments that they are not licensed or qualified to perform.
10. Accepting kickbacks for patient referrals.

According to the National Health Care Anti-Fraud Association (NHCAA), Code D4341 is the most highly abused dental code: Dentists perform a prophylaxis (code D1110) and then bill for Periodontal Scaling and Root Planing (code D4341).

Examples of common dental fraud and abuse:

- Performing a simple 1 surface filling, but billing as if a 2, 3, or 4 surface composite was performed.
- Billing for full mouth radiographs (code D0210) when only a single periapical, or bitewing radiograph is performed.
- Billing for surgical extractions when simple extractions were performed.
- Billing for composite restorations but performing sealants.
- Billing existing restorations as newly placed restorations when the patient changes insurance carriers.
- Billing for new dentures when existing dentures were repaired.

Healthplex is committed to providing patients, employers, employees and dentists with an environment that is free of fraud and abuse. If you suspect fraud and abuse or compliance violations, call our Compliance Hotline: (888) 468-5180.

ACA REQUIRES EMPLOYEE NOTIFICATION

Under the Affordable Care Act (ACA), employers must provide a notice to employees informing them of the existence of the newly formed ACA marketplaces along with information on how to contact the marketplace to request assistance in purchasing coverage should employees choose to do so. Employers must provide a notice of coverage options to each employee, regardless of plan enrollment status (if applicable) or of part-time or full-time status.

The written notice must be provided either by mail or email, in a manner that will be understood by the average employee. The Department of Labor has created model notices designed for this purpose which are available online for printing. One model notice is for employers who offer a health plan to some or all employees and the other is for employers who do not. To access these model notices, go to www.dol.gov/ebsa/healthreform and select **Model Notice**.

NEW YORK MEDICAID ORTHODONTIC RE-CERTIFICATION



In order to continue care of previously approved orthodontic cases, providers must submit updated patient photos (taken approximately 11 months after initial banding) and a copy of patient treatment records/notes.

The annual re-certification feature will be available on the Healthplex website for cases that were originally submitted via the website. Cases originally submitted by mail must continue to be submitted by mail until the website is automated to include previously submitted paper authorizations.

All mailed pre-authorizations and re-certifications must be accompanied with a pre-determination form (i.e. ADA dental claim form) in order for the case to be reviewed.

Check This Out

NEW PROVIDER QUICK REFERENCE GUIDE: In order to provide dental offices with the latest Healthplex contact information and the most current policy guidelines, a *Provider Quick Reference Guide* is available on the Healthplex website. After logging in, select *Provider Quick Reference Guide* in the "Now Available" section or go to the "Resources" tab and select "Educational Library".

ENSURE PATIENT PRIVACY WITH ENCRYPTED EMAILS: To be in compliance with Patient Privacy rules, emails containing patient Protected Health Information (PHI), must be sent out as encrypted. If you have any questions about reading or sending encrypted emails, you should contact your IT personnel.

PRACTICE FOR SALE: Jamaica Queens location in a newly constructed building with doorman. Three ops. 210k gross for 2 day work. Very reasonably priced at 120k. For further information call 516-384-7215.

FEBRUARY IS "GIVE KIDS A SMILE" MONTH: This event is designed to demonstrate dentistry's commitment to access to care, to raise awareness of the high level of oral disease suffered by children primarily from low income families, and to enable volunteer dental teams to provide free dental care, screenings and education to children in need. For events in your area visit <http://givekidsasmile.ada.org>.

EXCITING NEWS: Healthplex is a national finalist in the 2013 URAC Best Practice Awards!! URAC accreditation is a nationally recognized symbol of excellence, respected throughout the industry and by the federal and state governments as an assurance that accredited organizations meet rigorous standards of quality and operational integrity that emphasize consumer protection and patient engagement.

"Great minds discuss ideas. Average minds discuss events. Small minds discuss people."
- Eleanor Roosevelt

Bits & Pieces:

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Healthplex, Inc.
333 Earle Ovington Blvd.
Suite 300
Uniondale, NY 11553-3608

The Healthplex Herald