



TREATING PATIENTS WITH MENTAL ILLNESS



People with mental illness have long been overlooked when it comes to oral health. According to a report in the British Journal of Psychiatry, psychiatric patients are 3.4 times more likely to have lost all their teeth and are 6.2 times more likely to have decayed, filled or missing teeth than the general population. Important considerations in the care of these patients include the medications they take, their dietary habits and their use of oral hygiene products. Furthermore, factors such as the cost of care and their fear of treatment are barriers to receiving proper dental care.

Often, the only indication that a patient may have a mental illness is from the medication list that the patient provides. These medications will consist of antipsychotics, antidepressants, mood stabilizers, anti-anxieties, anti-epileptics, and sleep aids. Advances in drug treatment require dentists to be up to date on the pharmacological risks of these drugs and to be cognizant of any drug interactions with drugs used in dentistry. Use of these medications can cause severe xerostomia which results in high caries, erosion, tooth loss, mouth infections, loss of taste and difficulty in chewing and swallowing. Patients treated with methadone linctus in syrup form may have increased caries. Dyskinesia and dystonia are distressing side effects of long term anti-psychotic medication, characterized by involuntary muscular movements. Dyskinesia poses difficulties in the construction of retentive dentures and interferes with a patient's ability to manage and control jaw movement during an oral examination.

When treating an individual with mental illness, there are some special things you can do to make the session a positive experience:

- ◆ Use topical anesthetics or dentinal anti-sensitivity medicaments for comfort prior to scaling.
- ◆ Give special care when polishing with the prophylaxis angle because patients may interpret vibrations as painful or extremely annoying.
- ◆ Use a soft toothbrush for patient comfort.
- ◆ Be aware that hallucinations can cause changes in perception of touch, taste, sounds, sight, and smell.
- ◆ Quickly discard gauze with blood and keep dental instruments out of sight.
- ◆ Maintain consistent eye contact, listen to patient concerns and follow a systematic approach.
- ◆ Include family members in the discussion of the treatment plan and in any recommendations for proper diet.
- ◆ Inform the patient of the adverse effects of anti-psychotic medication and stress the importance of sugar-free lubrication to relieve the symptoms of a dry mouth.

Overall patient wellness is an ongoing process and one that must include treatment for good oral health.

OFFICE OF THE QUARTER

LALOR CREEKSIDE DENTAL
VESTAL, NEW YORK

Congratulations!



A special thank you to Lalor Creekside Dental for its ongoing commitment to patient care and service.

On Saturday, May 18th this office hosted its 5th annual Free Dental Care Day event. The office serviced 200 people from the community and surrounding areas, offering free fillings, cleanings and extractions on a first come first serve basis.

Offices chosen are voted upon by the various departments interacting with providers. An office gift and a beautifully framed certificate were presented to the office.

NEW GROUPS

Did you know that Healthplex services over **3.2 million members!**

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

Extended MLTC
Integra MLTC
Lodge 447 Fringe Benefit Trust Fund

Inside This Issue

Medicaid Orthognathic Surgical Cases	Pg. 2
A Childhood Fairytale Comes to Life	Pg. 2
2012 PCD Incentive Program Results	Pg. 2
Puzzle of the Quarter	Pg. 2
After Hours Care	Pg. 2
Healthplex Contacts	Pg. 2
Stem Cells Collected From Dental Pulp	Pg. 3
New PPO Plans	Pg. 3
Managing Performance Evaluations	Pg. 3
Check This Out	Pg. 4

MEDICAID ORTHOGNATHIC SURGICAL CASES

Please be reminded that Comprehensive Orthodontic Treatment involving Orthognathic Surgical Cases must follow the Medicaid guidelines as follows :

- ✓ Recipients must be at least 15 years of age for case consideration;
- ✓ The surgical consult, complete treatment plan and request for approval for surgical treatment (if necessary) must be included with the request for orthodontic treatment;
- ✓ Prior approval and documentation requirements are the same as those for comprehensive treatment;
- ✓ A statement signed by the parent/guardian and recipient that they understand and accept the proposed treatment, both surgical and orthodontic, and understand that approval for orthodontic treatment is contingent on completion of the surgical treatment.

A CHILDHOOD FAIRYTALE COMES TO LIFE



Have some fun with your younger patients by asking them if they ever wonder what happens to all the teeth collected by the tooth fairy.

The Smithsonian's National Museum of American History, in partnership with the American Academy of Pediatric Dentistry, has created a YouTube video that addresses this very question. Encourage your patients to watch it and have fun learning about oral health. This mockumentary is called "The Tooth Fairy File" and can be viewed by going to www.youtube.com/SmithsonianAmHistory and selecting the Videos tab.

2012 PCD INCENTIVE PROGRAM RESULTS



The Primary Care Dental (PCD) Incentive Program for Medicaid providers in New York was an outstanding success. Healthplex distributed **\$963,926** in the first quarter of 2013 to providers who participated and achieved goals.

Puzzle of the Quarter

Dental Cryptogram : Kiss a dentist today.

L O V E A _ _ _ _ _
C K N B M K S P H B O Z R C C U D X S T Z

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
B Q M B Y U Y K N B O U L R S I U K K U D R M D B

Please fax your answer to: 516-228-9569

Winners of the Dental Word Search Puzzle

Alden Family Dentistry, Alden, NY; Dr. Howard Atlas, Brooklyn, NY; Candy at Prestige Dental, Elmhurst, NY; Dr. David Gottesfeld, Merrick, NY; Island Dental, Margate City, NJ; Dr. Minisha Israni, Elmhurst, NY; Dr. William Jacobs, Westbury, NY; Dr. Sundee Johal, Avenel, NJ; Dr. David Kanner, Glen Oaks, NY; Dr. Peter Koumas, Garden City, NY; Kamrooz Karori at Jamaica Avenue Dentistry, Woodhaven, NY; Dr. Rufina Louis, Ridgewood, NJ; Danny Maldonado at Roosevelt Field Dental, Garden City, NY; Dr. Laura Martin, Bronx, NY; Dr. Harsha Mehta, Jamaica, NY; Ramona Olivero, at Concerned Dental Care, New York, NY; Pamela at Dr. Ric Alexander's, Huntington, NY; Dr. Tejal Patel, Sicklerville, NJ; Dr. Juan Pesantes, Corona, NY; Dr. G.K. Raman, Brooklyn, NY; Dr. John Rhoads, Tonawanda, NY; Rose Hill Dental PC, Hewlett, NY; Dr. Steven Rothenberg, Lynbrook, NY; Dr. Brett Shecter, Delray Beach, FL; Amanda Shirmangal at Lefferts 26 Dentistry, S. Richmond, NY; Dr. Edward Smith, Ogdensburg, NY; TLC Dental Center, South Ozone Park, NY; Dr. Beatriz Vallejo, Jamaica, NY;

AFTER HOURS CARE



The ADA Principles of Ethics and Code of Professional Conduct states that "Dentists shall be obliged to make reasonable arrangements for the emergency care of their patients." In most cases the patient is best served by the treating dentist, by someone who works with the treating dentist or by another dentist in the community who is, or may easily become, familiar with the patient's treatment history. A patient injured as a result of inadequate after hours coverage may allege that the treating dentist, facility or both abandoned them. To reduce the risk of potential liability, the office should make every effort to provide coverage for its own after-hours emergencies.

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



STEM CELLS NOW COLLECTED FROM DENTAL PULP

Stem cells are at the forefront of technological research because these cells have the potential to become any type of cell in the body. They have the ability to self-renew into cells of the blood, heart, bones, skin, muscles, brain and the immune system. Stem cells can also help the internal repair system of the body, and can divide and replace damaged or dead tissue. There are many diseases that are currently being treated with stem cells including Hodgkin's lymphoma, severe aplastic anemia, sickle cell anemia and Tay-Sachs disease. GeneCell International, a leader in stem cell technology, now offers collection and storage of stem cells from dental pulp. Dental pulp stem cells can potentially treat many ailments including Alzheimer's, heart disease, Muscular Dystrophy, liver disease, stroke and spinal injuries.

Dental pulp is a living tissue, found deep inside the center of a tooth. Harvesting stem cells from dental pulp can be done by collecting children's baby teeth and adolescent molars that have been extracted, or by taking pulp from adult teeth during a pulpotomy procedure. When an individual enrolled in GeneCell's Dental Pulp Collection service has a loose tooth, it needs to be extracted by a dentist so the live nerves are left intact. The dentist receives a Dental Pulp Collection Kit and the extracted tooth is placed in a special Tooth Collection Bottle, which is stored at room temperature and sent to GeneCell. At the lab, technicians crack the tooth open, extract the pulp and add a cryoprotectant. The vial is labeled and stored in liquid nitrogen keeping it frozen. Based on current research, stem cells can be successfully stored for 25 years in cryogenic storage.

GeneCell International provides families with high quality stem cell products and services that individuals and their families can use should a debilitating disease manifest itself. Individuals can enroll in their services on-line.

NEW PPO PLANS



In an ongoing effort to make it simpler for members to understand their benefits, and easier

for participating providers to serve our members, we have standardized our new PPO plan offerings. Healthplex now offers 11 standard plans for groups to choose from. Each standard plan has benefit levels tailored to our four provider panels (Liberty, Metro, Capital, and Capital Plus), thereby allowing for four fee schedules for each plan.

Member ID cards for these new plans have been redesigned to include more detailed information. The new card will clearly reflect the member's benefit and provider panel.

Fee schedules associated with these new plans will soon be accessible on the Healthplex website, www.healthplex.com, making it easier for providers to find member copayments.

MANAGING PERFORMANCE EVALUATIONS



Taking the time to evaluate employee performance is an important part of every dentist's practice. By using a goal-oriented evaluation technique, you will find that employees will understand that you are looking for performance that is beyond the day-to-day tasks. This includes focusing on learning new skills, teaching others, being a problem-solver and creating new solutions for efficiency and productivity.

Below is a very concise performance evaluation developed by Mary Pat Whaley, FACMPE, CPC at managemypactice.com. The employee completes it, submits it to the manager, then together they discuss, evaluate and add to it during the evaluation interview. Here are the questions:

1. What goals did you accomplish since your last evaluation (or hire)?
2. What goals were you unable to accomplish and what hindered you from achieving them?
3. What goals will you set for the next period?
4. What resources do you need from the organization to achieve these goals?
5. Based on YOUR personal satisfaction with your job (workload, environment, pay, challenge, etc.) how would you rate your satisfaction from 1 (poor) to 10 (excellent).

You do have to stress that question #5 is not how well they think they're doing their job, but how satisfied they are with the job.

The point of the "5 Questions" evaluation is not to underline that the employee is often tardy or doesn't complete assignments on time – those things should be dealt with outside of this. The idea is to have a discussion with your employee to see if the employee is dissatisfied, overwhelmed or under-challenged.

Evaluating is very time-consuming – but it pays big dividends.

Check This Out

GREATER NEW YORK DENTAL CONFERENCE: Visit the Healthplex booth at the Jacob Javits Convention Center from November 29 through December 4, 2013.

ONLINE ACCESS TO HEDIS REPORTS: Providers with Medicaid, Medicare, Child Health Plus or Family Health Plus members are now able to generate 4 types of reports for HEDIS eligibility online. After logging in, go to the Reports tab on your provider home page and select "Non Utilizing HEDIS Eligible Members Report". Reports can be generated in Excel or PDF format and can be organized by member last name or group number.

SUBMITTAL OF ORTHODONTIC PRE-AUTHORIZATIONS: As a reminder, all pre-authorizations submitted by mail must be accompanied with a pre-authorization request form (such as an ADA claim form) along with the appropriate support documents/member records for Interceptive and Comprehensive Orthodontic treatment.

MEMBER ELIGIBILITY MUST BE CHECKED AT EACH APPOINTMENT: Please be reminded to check member eligibility at each appointment. This can be done on the Healthplex website, www.healthplex.com, and via the automated feature on the provider hotline: **888-468-2183 Option 1.**

PEDO OUTREACH CALLING CAMPAIGN: Our annual calling campaign began on June 10th. Specially-trained Healthplex representatives will contact the HEDIS eligible members assigned to your office between the ages of 2 and 21, who have not had a dental visit this year and assist them in making a dental appointment.

"A man begins cutting his wisdom teeth the first time he bites off more than he can chew."
- Herb Caen

Bits & Pieces:

FIRST CLASS MAIL
U.S. POSTAGE
PAID
Hempstead, NY
Permit No. 32

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

The Healthplex Herald