

❖ The Healthplex Herald ❖

Volume 14 Issue 1

A Newsletter from Healthplex, Inc. "Leadership in Dental Plans"

Winter 2013

ERGONOMICS IN THE DENTAL OFFICE



A musculoskeletal disorder (MSD) is an injury of the muscles, nerves, tendons, ligaments, joints, cartilage, blood vessels, or spinal discs. These disorders can occur from a single incident, such as lifting a heavy weight, or can develop gradually from repeated stress on a part of the body. MSDs can affect any part of the body, but most commonly occur in the back, neck, shoulder, elbow, and wrists.

With an increasing number of dentists developing these painful symptoms, changes must be made in the way you practice to allow for longevity in your careers. The following ten steps can be taken to improve your posture or alter your workstation setup, allowing you to work with comfort, efficiency, and ease:

1. Always try to maintain an erect posture. By positioning your chair close to the patient, you can minimize forward bending/excessive leaning over the patient. Keep your feet flat on the floor to promote a neutral or anterior tilt to your pelvis, which keeps your back aligned and promotes the natural curvatures of your back. Remember that your head weighs as much as a bowling ball, and when you lean forward and flex your neck, you force your muscles to hold up the weight of your head, rather than the bones and discs in your spine.
2. Use an adjustable chair with lumbar, thoracic, and arm supports.
3. Work close to your body. Position your chair close to your patient, and position your instrument tray close to you.
4. Minimize excessive wrist movements and keep them in a neutral position (palms facing each other, shoulder width apart with wrists straight).
5. Avoid excessive finger movements. Use your shoulders and arms to position your hands.
6. Alternate work positions between sitting, standing, and side of patient.
7. Consider horizontal patient positioning and remember the 90° rule. Keep your elbows at a 90° angle with your wrists straight and shoulders relaxed.
8. Adjust the height of both your chair and the patient's chair to a comfortable level.
9. Check the placement of the adjustable light. Position the light so you do not have to strain your neck to be able to see in the patient's mouth.
10. Check the temperature in the room. Make sure the temperature is not too cold because this will decrease the circulation and blood flow to your extremities.

Begin to make some changes in the way you practice by incorporating these suggestions into your regular routine during the work day. You will find that you have less fatigue and will experience less pain.

OFFICE OF THE QUARTER

DR. MAX SULLA

TENDER SMILES 4 KIDS

FREEHOLD, NJ



Congratulations!

A special thank you to Dr. Sulla and his staff for his ongoing commitment to patient care and service.

This office participates in member outreach programs including the New Jersey Give Kids a Smile Day and has demonstrated a willingness to accommodate member access to care in emergent situations.

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:

**Aetna Better Health
Age Well
Centers Plan for Healthy Living**

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HEALTHPLEX IS GOING GREEN

Effective **March 1, 2013**, Healthplex will no longer print and distribute the white cards that are sent to Dentcare managed care offices when a member has a change of information (address, student status, etc.). Member information can be obtained by:

1. Going onto the Healthplex website. Go to Healthplex.com and click on Provider to register online for full access to our web-based system.
2. Calling our provider hotline 888-468-2183 :
 - Option 1 to verify eligibility and claims with our automated system.
3. Checking your monthly roster for member information.

OUTSIDE THE OFFICE



If you are a doctor who lives, works and plays in the same community as your practice, you may have encounters with patients outside your office. Usually the questions are simple, such as "Can I take cold medicine with the medication I am on?". Patient safety and privacy in these situations is a concern, since it is difficult to remember a specific patient's history. The best approach is to make the conversation as brief as possible. Tell the patient that privacy is important to you and ask them to call the office to make an appointment so you both can follow up on the conversation.

FOCUSING ON SMOKELESS TOBACCO



Health groups including the American Dental Association and American Medical Association are working on reducing the rate of smokeless tobacco use among teens. Studies show that nearly 1 in 5 male students are using smokeless tobacco. The groups are asking Major League Baseball (MLB) to proactively enforce restrictions on smokeless tobacco use at MLB ballparks. The restrictions prohibit players, managers, and coaches from carrying tobacco on their person at games, or using smokeless tobacco during televised interviews and at other team events.

Educating patients and asking the right questions is essential to curtailing smokeless tobacco use. Some facts you can share with your patients include:

- Smokeless tobacco can irritate gum tissue, causing it to recede or pull away from the teeth, creating an increased risk of tooth decay, and making teeth more sensitive to hot and cold or other irritants.
- Chewing tobacco decreases a person's sense of taste and smell.
- 28 carcinogens have been identified in chewing tobacco.
- Smokeless tobacco contains sand and grit, which can wear down teeth.
- Spit tobacco can cause gum recession, mouth sores, and oral cancer.
- The ingredients in chew cause erosion of critical bone support leading to loosened teeth that can be permanently lost.

Hopefully the effort to change what viewers see on televised baseball games will lead to a decrease in smokeless tobacco use.



WEBSITE IMPROVEMENTS

In 2012, Healthplex made significant strides in functionality in order to facilitate the overall provider/insurer interaction. Go online to get what you need to submit claims and to gain easy access to the information we provide in a format that works best for your office. Newly added features provide reports for your office that answer many of your current claims and billing questions.

This Spring, watch for enhancements in reporting functionality with the introduction of online Member Rosters and non-utilizing HEDIS member listings, available for viewing online as well as for download.

Visit www.healthplex.com

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

A NEW APPROACH TO TRADE SHOWS



Professional trade shows are a great venue for networking and catching up on continuing education courses. But the weak economy has meant fewer expensive trips on the agenda, and fewer providers who want to leave their practice for several days to go to a trade show.

Two dentists launched a website called XPsquared.com, seeking to serve as an online community where dental professionals can visit vendor "booths" and websites, download white papers, collect product brochures and product manuals, network with colleagues, view product demonstration videos, and take CE courses.

The site includes areas for Dental Vendors, Continued Education, Daily Dental News, and Daily Dental Specials. "We're not going to replace live trade shows, but this is a new way to provide access to everything that is at a trade show, but from your home," said William Martin, a managing director at XPsquared.com.

Dental suppliers can have a "virtual" booth where they can host a lecture as well as showcase products. Over thirty five (35) dental vendors are currently posting their information on the XPsquared website.



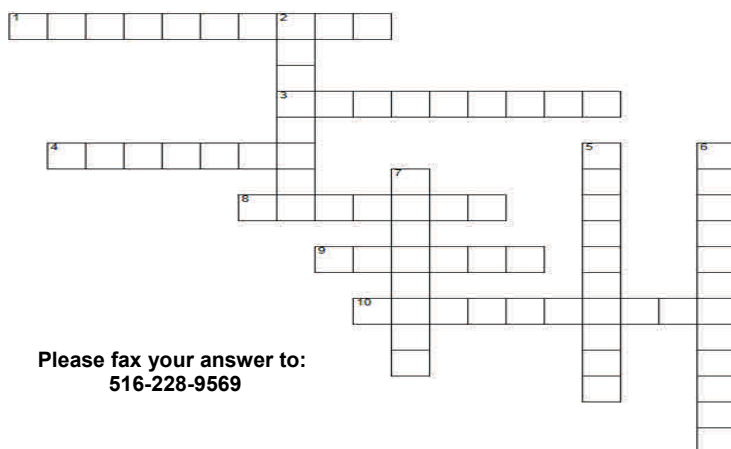
'KEEP 32'

Researchers Jose Cordova of Yale University and Erich Astudillo of Chile's Universidad de Santiago discovered a molecule they call **Keep 32** that kills all the bacteria that causes cavities. Named after the 32 teeth in the human mouth, Keep 32 is a patent-pending molecule that can be added to toothpaste, gum, candy and even proper food. In laboratory tests, Keep 32 was able to wipe out all the bacteria that causes cavities in about 60 seconds.

The molecule targets *Streptococcus Mutans*, the bacteria that turns sugar into the lactic acid that affects tooth enamel and can lead to decay. Once the *Streptococcus Mutans* is eradicated, the decay can be stopped.

Cordova and Astudillo are currently seeking a patent for this molecule and are in talks to obtain funding for their human trials. They hope to have the product on the market in 14 to 18 months. If Keep 32 works as described, there will be a lot of interest from the dental and food industries, and in particular, companies that currently provide tooth care products. Its introduction could be revolutionary in the commitment to dental care.

Puzzle of the Quarter



Please fax your answer to:
516-228-9569

Across:

1. X-ray.
3. Overgrowth of bone.
4. Referring to the crown of the teeth.
8. Grinding of the teeth.
9. An injury or wound; area of diseased tissue.
10. The area surrounding the end of the tooth root.

Down:

2. Bone to which a tooth is attached.
5. Inflammation of the membranes of the mouth.
6. Improper alignment of biting or chewing surfaces of the upper and lower teeth.
7. A space, such as between two adjacent teeth.

Winners of the Dental Letter Scramble Puzzle

Dr. Steven Rothenberg, Lynbrook, NY; Pamela from Dr. Ric Alexander, Huntington, NY; Dr. Charles Resnick, New York, NY; Dr. Howard Atlas, Brooklyn, NY; Pilly Quiles Galarza and Michael Garcia from Dr. Sheikh, Brooklyn, NY; Karen Leslie at Dr. Peter Koumas, Garden City, NY; Dr. Nissenbaum and Staff, Lindenhurst, NY; Dr. Minisha Israni, Elmhurst, NY.

HOW WILL A DENTIST ESCAPE IF LOCKED IN A ROOM?

A **Periodontist** will dig his way around it.
An **Endodontist** will rotate a thief wire in the lock.

A **Pedodontist** will talk with the door and beg it till it opens.

A **Surgeon** will smash the door open.

A **Prosthodontist** will make an impression of the lock hole and cast a key.

An **Orthodontist** will try to expand the door borders and get out in 10 years.

Check This Out

ORTHODONTIC BENEFIT REMINDER: Please be reminded that there is no orthodontic benefit/coverage for Family Health Plus (FHP) members. Child Health Plus (CHP) members are covered through the New York State Fee-for-Service Program, in very limited circumstances and only with Department of Health (DOH) approval.

NEW CDT CODES FOR 2013: New CDT Codes have been issued by the American Dental Association for 2013. All claim submissions must use these new codes to ensure timely claims processing and payment. Deleted codes will not be accepted for reimbursement.

X-RAY RETURN POLICY: Healthplex will ONLY return X-Rays sent to us if you include a stamped, self-addressed envelope. Please note that original radiographs should *never* be submitted.

REVISED NY MEDICAID MANUAL RELEASED: The New York Medicaid "Dental Policy and Procedure Code Manual" has been updated and re-released as of January 1, 2013. This manual is available on the eMedNY website: www.emedny.org/ProviderManuals/Dental.

NEW WEB FEATURE FOR NY MEDICAID MANAGED CARE ORTHODONTIC SUBMISSION: Our website has been modified to allow interceptive case submission/pre-authorization in addition to the comprehensive case submission/pre-authorization feature. Providers can choose the type of orthodontic treatment, choose the ADA code, and remove or delete images prior to submitting the pre-authorization request to Healthplex for review. Instructions on how to use this new feature will be available at www.healthplex.com on the "Provider Home Screen" under "Now Available-New York Medicaid Managed Care Orthodontic Information".

*"One of the secrets of life is to make stepping stones
out of stumbling blocks."*
— Jack Penn

Bits & Pieces:

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

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Suite 300
Uniondale, NY 11553-3608

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