



HEALTHPLEX HERALD

Volume 15 Issue 1

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

Winter 2014

HEALTHPLEX ANNOUNCES NEW PRESIDENT AND CO-CEO



Sharon Zelkind has been named President and Co-CEO of Healthplex, Inc., effective January 1, 2014. Healthplex provides dental benefits and administrative services for insurance companies, HMOs, school districts, labor unions, municipalities, welfare funds and businesses of all sizes.

Ms. Zelkind succeeds Dr. Martin Kane, a co-founder of Healthplex, who will continue to concentrate on special projects. Building on the legacy that Dr. Kane and co-founder Dr. Stephen Cuchel nurtured, Sharon will guide Healthplex's growth as we respond to the opportunities presented by our evolving health care system.

Sharon, who has been with Healthplex for almost twenty years, spearheaded the company's growth in the servicing of members who participate in federal and state government funded programs. Previously, she was Senior Vice President responsible for Quality Management, Utilization Management, Provider Credentialing, and Government Programs. Over the years, Sharon has met many of you at corporate meetings, dental shows, office visits, focus groups, and social events.

Sharon is a Registered Dental Hygienist with more than 40 years' experience in various facets of the dental industry. Prior to joining Healthplex, Sharon served in senior management positions with several dental equipment and supply companies.

As President of Healthplex, Sharon's leadership role will be expanded to oversee all areas within the company. We are confident that, with her industry knowledge and focus on quality, Healthplex will continue to grow and succeed.

Please join in congratulating Sharon Zelkind on her new role as President of Healthplex!

Congratulations!

OFFICE OF THE QUARTER

DR. WILLIAM JACOBS
MOUNT VERNON, NEW YORK

Congratulations!



A special thank you to Dr. Jacobs 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.

NEW GROUPS

Did you know that Healthplex services over **3.4 million members!**

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

Amida Care Medicare
MagnaCare, LLC
MagnaCare Administrative Services, LLC
Prime Home Health MLTC
WellCare NJ Medicaid

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NEW CDT CODES FOR 2014

The American Dental Association (ADA) has released the Dental Procedure Codes (CDT) manual for 2014. Relevant changes include 28 new codes, 18 revised codes, 4 deleted codes, and 7 updates to terminology and descriptions. To obtain a copy of the 2014 CDT code book call the ADA at 800-947-4746 or visit their website at www.adacatalog.org.

It is important for all participating dental providers to maintain a current CDT reference each year and ensure that all claims submissions incorporate current ADA codes to ensure timely processing and payment. **Claims payments are contingent upon plan coverage guidelines.**

Please refer to the following for a general synopsis of how Healthplex will process these new ADA codes:

D0601/D0602/D0603 – Caries Risk Assessment and Documentation –
Healthplex considers this diagnostic procedure to be included in the allowance for a billable oral evaluation.

D2921 – Reattachment of Tooth Fragment –
This procedure shall be allowed once per permanent tooth unless an approval has been given for a crown.

D2941 – Interim Therapeutic Restoration –
This procedure is allowed once per deciduous tooth. Healthplex considers this procedure to be included in the allowance for any restorative or endodontic procedure performed by the same provider.

D3427 – Periradicular Surgery –
This procedure shall be allowed once per permanent tooth upon clinical review of appropriate diagnostics and shall not be reimbursed when performed on the same day as apicoectomy.

D5863/D5864/D5865/D5866 – Overdenture –
These codes replace deleted procedure codes D5860/D5861.

D6011 – Second Stage Implant Surgery –
Healthplex considers this procedure to be included in the allowance for code D6010 (Surgical Placement of Implant Body).

D6013 – Surgical Placement of Mini Implant –
This procedure shall be allowed upon clinical review of appropriate diagnostics if the plan provides coverage placement of implants.

The following new codes represent procedures/services beyond the scope of most Healthplex plans:

D0393/D0394/D0395 – Post Processing of 3D Image or Image Sets

D2949 – Restorative Foundation for an Indirect Restoration

D3355/D3356/D3357 – Pulpal Regeneration

D3428/D3429 – Bone Graft in conjunction with Periradicular Surgery

D3431 – Biologic Materials to Aid in Soft & Osseous Tissue Regeneration

D3432 – Guided Tissue Regeneration

D4921 – Gingival Irrigation

D5994 – Periodontal Medicament Carrier

D6052 – Semi-Precision Attachment Abutment

D8694 – Repair of Fixed Retainers

D9985 – Sales Tax

PATIENT-PROVIDER RELATIONSHIPS

Valuing the relationships with your patients is an important part of practice building and can be very rewarding. Refer to the chart below for an everyday guide to successful patient care.

The patient has the right to:

- * Accurate information
- * Make decisions
- * Courtesy, respect, dignity, responsiveness, and timely attention to the patient's needs
- * Confidentiality
- * Continuity of care
- * Availability of adequate health care

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

AFTER HOURS COVERAGE



Having a system in place to inform and direct patients to care when they call your office after hours is essential to meeting compliance standards and providing complete patient care. As a service to your patients and to meet compliance standards for after hours accessibility standards, please review your after hours accessibility protocol and update it as necessary.

Acceptable after hours methods include:

- ✓ An answering machine with an emergency telephone number to contact a participating doctor in your office;
- ✓ An answering machine with directions explaining how to contact the doctor in an emergency;
- ✓ An answering machine referring the member to a covering doctor with that doctor's phone number;
- ✓ An answering machine stating that Healthplex members can contact Healthplex if they need immediate care.
- ✓ An answering service.

Healthplex will continue to survey participating dental offices for compliance. If you have a specific question regarding how to comply, please contact Sue Buckley, Provider Relations Manager, by emailing sbuckley@healthplex.com.

PROVIDING FOR EXCHANGE MEMBERS



The New York State Health Insurance Exchange (Exchange) program began on January 1, 2014. To ensure a smooth transition for these members, Healthplex has sent participating Exchange providers a packet of information containing reference material for the Exchange programs.

Participating providers should check the Healthplex website on the day of the member's dental visit to obtain accurate eligibility status, deductible and copayment information.

Go to www.Healthplex.com:

1. Click on "Providers" on the left and enter your office log-in information.
2. On the left of the "Provider Home" screen, enter the member's information (ID Number or Last Name and Date of Birth).
3. The member's eligibility status, including deductible and copayment information will be available on the "Member Details" screen. (Note: Some plans impose a maximum cap annually on member copayments. Please be sure to read the details provided on each member's screen).

Your office must send claims to Healthplex for the actual services performed to ensure proper record keeping, even if the member's copay or deductible covers all charges.

If you have any questions please contact us at 888-468-2183.

Puzzle of the Quarter

DENTAL SUDOKU

D						U		
U			L					R
R	I		E		O	F		
O		S			R			
E		I	D		U	R		F
			S			I		D
		U	I		D		F	E
S								U
		D						O

Instructions: Each Sudoku puzzle has a unique solution. Enter only the following letters F, L, U, O, R, I, D, E, S into the blank spaces. Every row and column will contain only one unique letter, as will every 3x3 square.

Fax your answer to 516-228-9569

PROVIDERS USING TECHNOLOGY

The 2013 Provider Satisfaction Survey Results are in! The survey reveals that the majority of providers in our network use technology to get the job done in the following ways:

- 57.6% submit claims electronically.
- 84% use the Healthplex website for member eligibility, to view claims or for other web based functions.
- 76% report using the automated voice response system for checking eligibility or claims status.



Furthermore, 97.5% report satisfaction regarding the Healthplex website!

If you have not yet taken advantage of using these systems, please contact Internet Support at 888-468-5171 for assistance in creating a secure log-in.

Winners of the Jumble Puzzle Answer: DENTAL TABLE MANNERS

Dr. Farooqui, Albany, NY; Dr. Michael Herbert, Williamson, NY; Dr. Minisha Israni, Elmhurst, NY; Dr. William Jacobs, Westbury, NY; Dr. Kratenstein, Staten Island, NY; Dr. Brett Loeser, Parlin, NJ; Dr. Lauren Martin & Staff, Bronx, NY; Dr. Nawrocki, Mt. Sinai, NY; Dr. Steven Rothenberg, Lynbrook, NY; Dr. Jayesh Trivedi, South Ozone Park, NY;

Check This Out

DENTAL SCREENING ACTIVITIES: Healthplex continued its member outreach initiatives by participating in 313 screening events throughout the tri-state area in 2013, resulting in a total of 19,863 children being screened! These events took place at day care centers, public schools, head start centers, PCP offices and health fairs. Children were presented with information about good oral health care and many received an oral screening by a registered dental hygienist.

HONORABLE MENTION FOR HEALTHPLEX IN 2013 URAC AWARDS! Healthplex received Honorable Mention in the 2013 URAC Best Practice Awards for its entry *Increasing Annual Dental Visits in the Medicaid Population*. URAC is a leading health care accreditation and education organization. The Best Practice Awards honored 10 organizations nationwide that are actively pursuing practices to advance consumer engagement and protection in an exceptional, measurable and reproducible way.

EXCHANGE REFERENCE MATERIAL ONLINE: Please refer to the newly added *General Information* sheet, *Reference Guide* and *Health Insurance Exchange Letter* to get the latest information on providing for Exchange members. This material is now available on your provider home screen after logging in.

GREATER LONG ISLAND DENTAL MEETING: The 2014 GLIDM will be held at the Huntington Hilton in Melville, New York on Tuesday, April 8th and Wednesday, April 9th. Visit www.glidm.org for details and registration information.

“Be kind whenever possible. It is always possible.”
- Dalai Lama

Bits & Pieces:

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U.S. POSTAGE
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The Healthplex Herald