



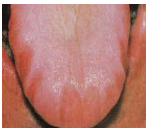
DIAGNOSING SLEEP APNEA

Do your patients complain of feeling tired during the day or fall asleep in the dental chair during treatment? Sometimes dental practitioners welcome sleepiness as it signifies the patient is comfortable. However, excessive fatigue may indicate a larger problem. Sleep deprivation plays a role in chronic illnesses such as diabetes, cardiovascular disease, obesity, inflammatory changes, chronic obstructive pulmonary disease, psychological depression, anxiety and motor vehicle accidents.

What is sleep apnea? Cessation of air flow into the lungs for at least ten seconds. A patient is diagnosed with Obstructive Sleep Apnea (OSA), when the episodes of apnea occur more than five times per night and are due to an obstruction of the airway.

Most patients are unaware they have the sleep disorder. Questions should be asked regarding symptoms such as: grinding at night, morning headaches, problems sleeping, family history of OSA, sleeping in a supine position, inability to concentrate, feeling irritable or depressed, waking up frequently at night with a dry or sore throat, neck circumference greater than 17 inches, and nighttime nasal congestion.

The following may be indicators of OSA and should be considered during patient exams:

	Crenated or scalloped tongue, indentations on the edge of the tongue, resulting from compression of the tongue against the adjacent teeth.
	A large tongue that visually blocks the airway while in a neutral position, a long soft palate, enlarged uvula, broad tonsillar pillars, tonsillar tissue, redundant pharyngeal tissue, linea alba, erosion, and vaulted palate.
	Bruxism, a wearing of the lower incisors, may be related to the forward thrusting of the jaw while sleeping in an effort to force the airway open from the obstruction caused by the tongue.
	Acid erosion of teeth due to gastroesophageal reflux disease. During the time the airway is obstructed, the respiratory and abdominal muscles react to the dropping oxygen levels by causing a reflux of acid into the oral cavity.

Treatment Options:

An interdisciplinary approach is most effective when treating sleep apnea. The dental team can make a referral to a physician specializing in sleep disorders. Patients may require CPAP machines which apply continuous positive air pressure or the creation and use of an oral appliance.

OFFICE OF THE QUARTER

**UNIVERSITY PEDIATRIC DENTISTRY
GREATER BUFFALO AREA, NY**

Congratulations!



A special thank you to the staff at University Pediatric Dentistry for their ongoing commitment to patient care and service.

In addition, this office implemented extraordinary outreach efforts including clinical outreach events given by their Pediatric Education and Dental Outreach Club to increase awareness and access to care for underserved children.

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 **3.4 million members!**

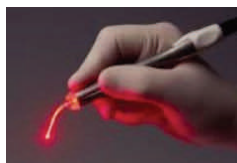
In our ongoing efforts to bring you additional patients, we have added the groups listed below to the Healthplex client list:

**NYC Association of Surrogate & Supreme
Court Reporting (ASSCR)
ArchCare PACE**

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REBUILDING TEETH WITH LASER LIGHT



Researchers from Nova Southeastern University report in *Science Translational Medicine* that a brief blast of light from a low-power laser advanced tooth growth in rodents. It is believed the laser light started a molecular chain reaction which caused dentin to be regenerated.

The researchers drilled holes into two molars each in seven rats—down past the enamel and through the dentin—to expose the spongy, sensitive pulp at each tooth's core. The laser light was applied to the pulp of one tooth in each rat with a five minute blast from a handheld near-infrared laser. The other tooth was left alone. After filling both drilled teeth and waiting 12 weeks, the team saw knobs of dentin growing in and around the pulps of both teeth. There was about 20 percent more dentin in the laser-treated tooth than in the untreated one.

Scientists are optimistic that this type of laser treatment might one day be broadly used in many fields of medicine.

CLARIFICATION ON X-RAY SUBMISSION POLICY



Healthplex recognizes that radiographs should never be taken for the sole intent of claim submission. We do request that the most recent radiographs available for diagnostic purposes should be submitted in order to determine the appropriateness of care.

FDA ISSUES LIDOCAINE SAFETY ALERT



The Food and Drug Administration (FDA) has issued a safety alert stating that "oral viscous lidocaine solution is not approved to treat teething pain, and use in infants and young children can cause serious harm, including death." Furthermore, it is requiring a new **Boxed Warning**, the FDA's strongest warning, to be added to the drug label to highlight this information.

The agency reviewed reports of serious adverse reactions, including deaths, in infants and young children who were given oral viscous lidocaine 2% solution for the treatment of mouth pain, including teething and stomatitis, or who had accidental ingestions. They concluded that "topical pain relievers and medications that are rubbed on the gums are not necessary or even useful because they wash out of the baby's mouth within minutes." The FDA warned that "when too much viscous lidocaine is given to infants and young children or they accidentally swallow too much, it can result in seizures, severe brain injury, and problems with the heart. Cases of overdose due to wrong dosing or accidental ingestion have resulted in infants and children being hospitalized or dying."

It is recommended that parents be instructed to use a teething ring chilled in the refrigerator (not frozen), or to gently rub or massage a child's gums with their finger to relieve the symptoms of teething pain.

Winners of the Sweet Eater Word Puzzle

Dr. David Heck, Ithaca, NY; Patty Hastreiter at Lancaster Dental Associates; Dr. Laura T. Martin & Staff, Bronx, NY; Dr. Charles Resnick, New York, NY; Dr. Steven Rothenberg, Lynbrook, NY.

PATIENT SERVICES



Encourage your patients to register on the Healthplex website to get quick and easy access to the information they need to manage their benefits.

Patients will have access to a variety of member services including the ability to:

- ✓ Check Eligibility
- ✓ View Plan Benefits
- ✓ Check the Status of a Claim
- ✓ Review Plan Details
- ✓ Find a Dentist
- ✓ Get Needed Forms
- ✓ Obtain Important Phone Numbers
- ✓ Access My Smile Guide

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

INCREASE PATIENT SATISFACTION



You and your staff work hard every day to build a successful and thriving practice. An important factor that contributes to success is “patient satisfaction”. There are five easy things you can do right now to increase patient satisfaction: Connect, Listen, Explain, Ask and Reconnect.

Throughout your day, use the acronym C.L.E.A.R. to remember these five easy steps:

C	Connect	To immediately connect to patients, use their name during the visit. Greet them by name and continue to address them by name throughout the appointment.
L	Listen	Make adequate eye contact. When entering data in their chart, try to look at them and explain that you are entering information in their records, but that you are listening to what they have to say. Respond to what they are saying by using the phrase “I hear you” or “I understand”.
E	Explain	Patients feel more comfortable when they know what is happening now and what will happen next in their appointment. Explain the details of what you are doing and what will happen next. This is sometimes referred to as “narrating the care”.
A	Ask	To see if the patient visit is complete, take a moment to ask “Have I answered all your questions?” It is important to ask the patient “What do you think of the treatment plan?” This will indicate to you if the patient is on-board with the treatment plan being proposed. Sometimes patients have reservations or concerns about the plan you create, but leave the office without saying anything.
R	Reconnect	At the end of the appointment, reconnect with the patient by recapping the details of the appointment and the plan going forward. Use the phrase “take care” as the patient leaves. This is the most thoughtful phrase you can use to say goodbye.

Courtesy of Meryl Luallin at SullivanLuallin Group

UNDERSTANDING THE ENDO REFERRAL PROCESS FOR GOVERNMENT PROGRAMS



The referral process for endodontic treatment is necessary to:

1. Determine if the patient’s condition meets the State established clinical guidelines for coverage.
2. Ensure that the patient is referred to a participating provider in order to maximize the patient’s benefits.

When a patient presents in pain, the dentist should treat the patient to alleviate the pain while waiting for the referral. Referrals for emergency care can be obtained by calling 888-468-2183, option 2. As established in the *New York State MMIS Guidelines* and the *New Jersey N.J.A.C. 10:56 Dental Services Manual*, endodontic referrals require a clinical review of the patient’s condition. The referral process includes the submission of pre-treatment radiographs and a narrative explaining the clinical condition of the patient on the referral form.

How to Submit Referrals:

The best way to expedite an endodontic referral is to scan the patient’s x-rays, and referral form, including the narrative, and email them to referrals@healthplex.com.

Additionally, referrals can be faxed to 516-228-5025, or mailed to: 333 Earle Ovington Blvd., Suite 300, Uniondale, NY 11553.

Reference the clinical guidelines for care related to endodontic referrals:

NY Government Provider Manual (pages IV-5, IV-6, V-34) and MMIS Guidelines are available on the eMedNY website: www.emedny.org/ProviderManuals/Dental, pp. 9 & 34.

NJ Government Provider Manual (pages IV-5 and IV-6). A link to the N.J.A.C. 10:56 Dental Services Manual can be found on page V-1.

TAXONOMY CODES

When submitting claims, please include the specific Taxonomy Code and/or list the Specialty on the claim form:

- [1123G0001X](#) General Practice
- [1223E0200X](#) Endodontics
- [1223X0400X](#) Orthodontics
- [1223P0221X](#) Pediatric Dentistry
- [1223P0300X](#) Periodontics
- [1223S0112X](#) Oral & Maxillofacial Surgery

DID YOU KNOW



- * The adage ‘long in the tooth,’ is used to describe older people. It reflects the fact that as people age, gum disease causes their gums to recede and their teeth appear longer as a result.
- * Osmosis water filters can remove up to 95 percent of the fluoride from water. Charcoal or carbon based systems are better in that they only remove insignificant amounts of fluoride.

Check This Out

CENTRAL NEW YORK DENTAL CONFERENCE: The Central New York Dental Conference will be held at the Oncenter in Syracuse, New York from September 10th through September 12th. Register on-line to take part in the seminars offered and earn CE credits.

PEDO OUTREACH CALLING CAMPAIGN: On June 16th, Healthplex implemented its annual Pedo Outreach calling campaign. Specially-trained Healthplex representatives contact HEDIS eligible members between the ages of 2 and 21 who have not had a dental visit this year. The purpose of this campaign is to educate these members and their parents/caregivers on the importance of good oral health and regular dental care. This project will last through the end of the year.

FOR SALE—iTero Digital Laser Impression Scanner: Kindly used, clean unit. Powder free scans of single and complex restorative cases. Achieve best outcome, reduction in seating time and increase in patient satisfaction. Great for Invisalign cases. Original Price: \$35,000. Asking \$9,500 or best offer. Free pick up, will deliver for \$100 within 40 miles. Please email: idealdentalcare@aol.com.

PERIODONTAL CHARTING: Periodontal evaluation is a standard of care recommended for each and every patient and includes periodic periodontal charting at the time of initial and periodic recall visits.

- Robert Collier

"Success is the sum of small efforts, repeated day-in and day-out."

Bits & Pieces:

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

The Healthplex Herald

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