

## January 2009

## 2009 HDS Updates Available

### HDS Holiday Presidents Day February 16

HDS Online and DenTel will be available to verify patient eligibility, limits and benefits, and to submit claims.

### Send X-ray Copies, Not Originals

Effective January 1, 2009, HDS will not return radiographs to dental offices.

### Scanner Rebate

Don't forget to mail-in your HDS scanner rebate forms for scanners purchased by December 31, 2008. HDS also offers free training sessions on how to use HDScan.

Please contact Professional Relations to schedule an appointment.

### Contact Information

### Eligibility and Claims:

**Customer Service**  
Monday - Friday  
7:30 a.m. to 4:30 p.m.  
Oahu: 529-9248  
Toll Free: (800) 232-2533  
ext.248

### All Other Inquiries:

**Professional Relations**  
Ph: (808) 529-9222  
Toll Free: (800) 232-2533  
ext.222  
email: ProfessionalRelations@hdsonline.org

### Procedure Code Guidelines

HDS recently mailed the 2009 Procedure Code Guidelines to all Participating Dentists. The guidelines, effective January 1, 2009, replace the 2008 Procedure Code Guidelines. Please contact HDS Professional Relations if you have not received your copy or visit HDS Online to download a copy.

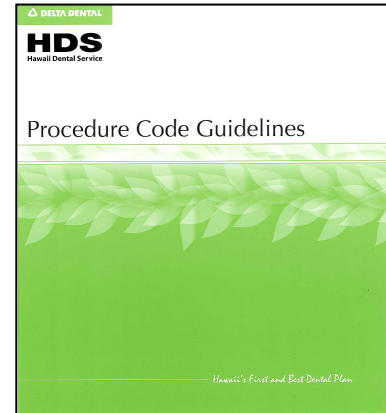
### Eligible Fee Update

The 2009 Reimbursement Fee Schedule for all HDS participating dentists is effective January 1, 2009. Your Eligible Fee Report can be accessed through HDS Online. Just click on the HDS Online banner for instructions on how to view and print your Eligible Fee Report. Dental offices that do not have Internet access can request their Eligible Fee Report to be faxed or mailed to their office by contacting Professional Relations. Reports will not be faxed or mailed to dental offices unless requested.

## Visit Us at the Hawaii Dental Association Convention January 22 & 23, 2009

HDS is looking forward to seeing you at the Hawaii Dental Association Convention at the Hawaii Convention Center on January 22 & 23, 2009. As you're scheduling your training sessions, please remember to stop by the HDS booth #116 to learn more about HDS Online, HDScan and to pick-up your special gift to our participating dentists.

HDS is also happy to launch our newest enhancement to our public website [www.deltadentalhi.com](http://www.deltadentalhi.com). Currently, the website offers our subscribers the opportunity to print ID cards, verify eligibility and benefits, and to search for a participating dentist by location. We have expanded the provider search to allow the member to search for a dentist by specific criteria. Patients can search for dentists who are accepting new patients, have morning and evening appointments available and by languages spoken at the office and other great information. Please visit our booth, so we can show you a web site demo of the expanded provider search and how to register your office.



## Dentist Volunteers Needed at HDS Tooth Fairy Fun Day

Join us as we celebrate National Children's Oral Health Month with the fifth annual HDS Tooth Fairy Fun Day at the Hawaii Children's Discovery Center on Sunday, February 22, from 10 a.m. to 3 p.m.



We'll need 20 volunteer dentists to conduct oral health screenings for children. If you're interested in volunteering for a two hour shift, please call **Stephanie Liu-Antonio** of HDS Professional Relations at 529-9251.

Please let your patients know that admission to the event and Hawaii Children's Discovery Center is free to the first 500 HDS members and their families.

## New Year Clean-Up! HDScan & Aging Reports

### • HDScan - Purge Your Files:

Each time you use HDScan, the scanned images are stored on your hard drive. Although the files are small in size it's a good idea to delete them from time to time. **Follow these easy steps:**

1. Open HDScan
2. Select [File]
3. [Purge Files]
4. Select [delete all attachments] OR [only delete attachments between specific dates]
5. Click [Purge]

**NOTE:** Deleting attachments does not affect claims that have already been sent to HDS. We recommend purging your files on a weekly or monthly basis, but offices can purge as often as needed.

### • Follow up on Your 2008 Aging Reports!

January is a great time to run your insurance aging reports to identify claims that have not been processed. As a reminder, claims must be submitted to HDS 12 months from the date of service. Claims received after 12 months will be disallowed (not chargeable to the patient).

## View Your Inquiries



Don't forget to view your HDS Online Customer Service inquiries identified when you log-on to HDS Online. When selecting the purple text, as indicated in the graphic above, an envelope icon will appear next to the inquiry number and will disappear after the message is read. This feature makes it easy for offices to see which inquiries need their action and those that do not require any attention.

## Ask HDS

If you would like to submit a question, please e-mail [askhds@hdsonline.org](mailto:askhds@hdsonline.org).

### Q: Is Arestin a plan benefit for 2009?

A: No. Arestin is a non-covered benefit. The claim will be denied and the service can be charged to the patient.

### Q: Can I verify patient eligibility for Delta Dental patients online?

A: Yes, go to [www.deltadental.com](http://www.deltadental.com), select "Dentists", then "Dentist Connection" to register and to obtain a user name and password.

## Group Update

Beginning January 1, 2009, following a national trend, as HDS groups renew their group contract they will be given the option to change their current time limitations for replacement of existing crowns, bridges and dentures from five to seven years. Our data show that 97.4% of crowns last more than seven years. This change has been requested by customers and brokers to help keep premiums affordable.

Dental offices are encouraged to verify their patient's eligibility and benefits to determine if the group has added this change.

## January New Groups

**ALM Management Services**  
#2852

**BAE Systems** #2848

**Castle & Cooke** #2850

## New Dentists General Practitioners

**Joshua G.H. Cardwell, DDS**  
Honolulu, Oahu

**Jaclyn M. Lum, DDS**  
Honolulu, Oahu

**Wesley T. Sato, DDS**  
Honolulu, Oahu