

July 2010

HDS Holiday
Statehood Day
Friday, August 20

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

Direct Deposit
Safe and
Confidential!

No lost checks or waiting in line at the bank! Have HDS automatically deposit your weekly check directly to your checking or savings account on Mondays.

To obtain a registration form, go to www.hdsonline.org or call Professional Relations to obtain a form.

Contact
Information

Eligibility and Claims:
Customer Service
Monday - Friday
7:30 a.m. to 4:30 p.m.
Oahu: 529-9248 or
(800) 232-2533 ext.248

All Other Inquiries:
Professional Relations
Ph: (808) 529-9222 or
(800) 232-2533 ext.222
www.deltadentalhi.org

HDS to “Go Green” with Paperless Preauthorization Reports

To expand on HDS’s efforts to “Go Green,” beginning August 1, 2010, processed preauthorization reports will no longer be sent in the mail for dental offices that submit electronic claims. Instead, HDS will notify these dental offices of their processed preauthorization reports electronically through HDS Online.

You can easily view your processed preauthorization reports under the “Items Requiring Attention” section on HDS Online or print the report for future reference by accessing it under the “Claim Status” screen.

If you submit paper claims and have access to HDS Online you can also request to receive your processed preauthorization reports electronically. Please contact HDS Professional Relations at 529-9222 to request this option.

Items Requiring Attention	
Number of inquiries requiring attention:	1
Approved Preauthorizations	
Number of approved preauthorizations:	6
Group Search	
As of:	07 / 02 / 2010
Grp Nbr:	<input type="text"/>
Name:	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Teeth-On-The-Go! HDS Offers Oral Health Resources for Loan

HDS is pleased to offer “Teeth-On-The-Go!” a collection of oral health educational resources available to participating dentists to use when educating the community about good oral health. Some of the oral health resources available are teeth models, children’s books, ADA flip charts, DVDs and more.

To view the materials, visit HDS Online to download a copy of the Teeth-On-The-Go! flyer. The flyer provides a check list of the materials and a reservation form. All materials may be borrowed for up to two weeks at a time and we can help you select the age appropriate materials for your presentation. Please submit your request at least two weeks in advance of your presentation.

For more information, call HDS Professional Relations at (808) 529-9222 or e-mail hdspromotionalrelations@hdsonline.org.



Consultant's Corner

Processing Policy Code Primer: Part II

Robert G. Sherman, DMD, HDS Dental Director

This is the second article of a three part series on common HDS processing policies. This series is intended to improve communication and expedite the timely processing of dental claims.

Processing Policy 212: "Amalgam or composite buildup is a component of the preparation for the completed restoration. Not payable by HDS or patient."

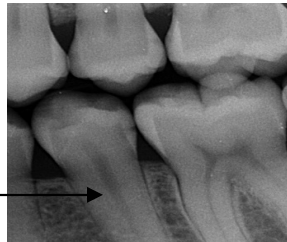
Tooth #31 submitted for D2950 core buildup with no narrative. No obvious interproximal decay or cuspal fractures are noted. Retention for a crown does not appear to be compromised.



CDT 2009 description of a core buildup (D2950) "refers to building up of anatomical crown when a restorative crown will be placed. A material is placed in the tooth preparation for a crown when there is insufficient tooth strength and retention for the crown procedure. This should not be reported when the procedure only involves a filler to eliminate undercut, box form or concave irregularity in the preparation." HDS processing guidelines require more than 50 percent of the tooth structure to be missing or damaged due to caries or fractures such that the strength and retention of the crown is compromised. This policy is applied if the submitted X-ray image and/or supporting documentation are not suggestive of structure loss exceeding 50 percent or when retention for the crown appears adequate. When requesting reconsideration, the office should submit a current, dated pre-operative radiographic image with a concise narrative that details the size and extent of the existing restoration and recurrent decay if present, missing or fractured off cusps or other pertinent information to support the need for a core buildup.

Processing Policy 302: "Pulp cap benefit allowed only for exposure or near exposure of pulp. Not payable by HDS or patient."

Tooth #20 submitted for direct pulp cap D3110 with no narrative. Submitted image does not show deep decay suggestive of a pulpal exposure.



This policy is applied if the submitted X-ray image does not appear to show decay in close proximity to the pulp (indirect pulp cap D3120) or is not suggestive of a pulp exposure (direct pulp cap D3110). CDT 2009 states that an indirect pulp cap (D3120) code "is not to be used for bases and liners **when all caries has been removed.**" For more information on pulp cap procedures, please refer to the HDS Quick Bites May 2010 issue or the current HDS Procedure Code Guidelines. When requesting reconsideration, the office should ensure that a current, dated X-ray image has been submitted along with a narrative that indicates if a pulpal exposure (direct pulp cap) has occurred. To support an indirect pulp cap D3120, submit a narrative that includes the size and extent of the carious lesion or missing tooth structure, the proximity to the pulp, and the materials used for the pulp capping procedure (i.e. calcium hydroxide, MTA, etc).

Ask HDS

If you would like to submit a question, please e-mail askhds@hdsonline.org.

Q: How do I correct a claim for a patient with two HDS plans using the online inquiry feature?

A: Submit the inquiry on the primary claim and HDS will make the claim adjustment to the secondary claim.

New Dentists

General Dentists

Keith A. Dung, DDS
Mililani, Oahu

Gene S. Lee, DDS
Waikoloa & Kailua-Kona,
Big Island

Jeremy K. Masenior, DDS
Lihue, Kauai

Alexander B. Pijpaert, DDS
Wailuku, Maui

Jessica E. Yeager, DDS
Waikoloa & Kailua-Kona,
Big Island

New Groups

Health Resources, Inc.
#2904

One Source
#2909

Standard Parking
#2907

TD Food Group - Guam
#2908

Yeoh & Muranaka MD Inc.
#2910

Terminated Groups

First Hawaii Title Corporation
#2572

HIE Holdings
#2761

Honsador Lumber LLC
#1313