

October 2009

**Remittance Advice Available Online!**

Download your RA from HDS Online by selecting "Check Information." Click on "Remittance Advice" and then select the RA that you would like to view. You can print the RA or save it to your hard drive.

If you would like to stop receiving paper RAs, please call or e-mail Professional Relations.

**Direct Deposit It's FREE and Easy!**

No need to stand in line to deposit your check! Deposit your weekly check directly to your checking or savings account. Direct deposit is safe and confidential.

Call Professional Relations for more 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



**New HDS Dental Director  
Dr. Robert Sherman**

HDS recently appointed Robert Sherman, DMD, as Dental Director. Dr. Sherman joined HDS as a dental consultant in 2007. His responsibilities include serving as a liaison with HDS participating dentists, the dental community, and overseeing the clinical review of claims and processing policies.

Dr. Sherman recently retired at the rank of Captain from the United States Navy where he most recently served for five years as the Director of Dental Services at Naval Health Clinic Hawaii in Pearl Harbor. He received his dentistry degree from Fairleigh Dickinson School of Dentistry in Hackensack, New Jersey and has held academic appointments at The Naval Postgraduate Dental School, Old Dominion University, Medical College of Virginia, The George Washington University, and the National Institute of Dental and Craniofacial Research at the National Institutes of Health in Bethesda, Maryland.

Dr. Sherman is a diplomate of the American Board of Oral Medicine, a member of the State of Hawaii Board of Dental Examiners, an examiner for the Central Regional Dental Testing Service, a member consultant of the Northeast Board of Dental Examiners, a Fellow of the Pierre Fauchard International Dental Academy, and a member of the American Academy of Oral Medicine, American Dental Association and the Hawaii Dental Association.

**Community Meetings  
Learn About: Using the Right Procedure Codes,  
Submitting Narratives and More!**

All participating dentists are invited to attend a FREE Community Meeting which includes dinner and is conveniently scheduled on all islands. Dr. Robert Sherman, HDS Dental Director, will share tips on how to expedite the processing of HDS dental claims. Special emphasis will be placed on using the right procedure codes, submitting effective narratives, and other helpful hints to assist your practice in the claims process. The meeting also serves as an opportunity for participating dentists to meet the HDS staff in person to discuss other topics of interest.

**Registration begins at 5:15 p.m.  
Meeting and Dinner from 5:30 to 7:30 p.m.**

**Oahu Community Meeting Dates:**  
**Ala Moana Hotel:** Wednesday, November 18

**Neighbor Island Community Meeting Dates:**  
**Kauai Marriott:** Tuesday, November 3  
**Kona King Kamehameha Hotel:** Tuesday, November 10  
**Hilo Hawaiian Hotel:** Tuesday, November 17  
**Maui Beach Hotel:** Tuesday, December 8

**To register, log on to HDS Online or call Professional Relations**

## Can I Charge My Patients an Additional Fee for a Gold Crown?

As the price of gold has risen over the past few months, HDS has been asked if dentists may charge patients a surcharge on gold crowns to help defray the dentist's cost of gold. HDS's contracts with employer groups state that participating dentists may charge patients up to the HDS eligible fee for any HDS plan benefit. Therefore, any surcharge would be a violation of the contracts with our employer groups.

HDS updates provider reimbursement fees annually on January 1. In determining the amount of any HDS reimbursement, filed fees, which our providers submit to us, are considered. If you have not updated your filed fees recently, we encourage you to update your fees to reflect cost increases so that HDS can have accurate information about the usual fees being charged in our community when we calculate our eligible fees.

## Evidence-Based Plans: Additional Benefits for Many HDS Dental Plans

Evidence-based plans have additional benefits for patients who qualify based on specific medical risk factors. For example, diabetic patients are eligible for two additional cleanings or periodontal maintenance procedures per year because evidence shows diabetes can cause swollen or bleeding gums and other oral health conditions that require more attention. In addition, because of the evidence linking periodontal disease with premature birth and low birth weight, HDS covers one additional cleaning or periodontal maintenance per year for pregnant women. Another benefit is an annual fluoride varnish for those who are at high risk for caries due to root exposure, dry mouth syndrome, radiation therapy or other documented conditions.

The following outlines how to determine if a group has purchased an evidence-based plan and how to add the required medical risk factors to the patient eligibility.

HDS Coverage	Group: HAWAII EMPLOYER-(ACTIVE)				Group No. 2600-1001	
	Co-pay	Frequency Limits	Max Age	Individual Deductible	Family Deductible	Wait Period
EXAMINATIONS	100%	2x/calendar	0	0	0	NONE
BITEWING X-RAYS < 15	100%	2x/calendar	0	0	0	NONE
BITEWING X-RAYS >= 15	100%	1x/calendar	0	0	0	NONE
X-RAYS (OTHER)	100%		0	0	0	NONE
FULL MOUTH X-RAYS	100%	1x/5-year(s)	0	0	0	NONE
CLEANINGS	100%	2x/calendar	0	0	0	NONE
PREGNANT-CLEANING/PERIO MAINT*	100%	3x/calendar	0	0	0	NONE
DIABETIC-CLEANING/PERIO MAINT*	100%	4x/calendar	0	0	0	NONE
*PERIO MAINT BENEFIT LEVEL	80%		0	0	0	NONE
STAINNOUS FLUORIDE	100%	1x/calendar	19	0	0	NONE
FLUORIDE VARNISH-HIGH RISK	100%	1x/calendar	0	0	0	NONE

Evidence-based benefits are listed along with the basic benefits.

Dentists must notify HDS of a patient's health condition or medical risk factor in order for the patient to take advantage of these benefits. Please log on to HDS Online and refer to the Announcements/Tips/Tools section to download instructions on how to add, change or delete a patient's medical condition. For offices that submit paper claims, please include a narrative indicating the patient's medical condition.

For more information about evidence-based plans, please contact HDS Customer Service.

### Ask HDS

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

#### Q: Can I give my friends and family a discount on dental services I provide to them?

A: Yes, you may provide discounts, but the total amount of those discounts must not exceed 15% of the amount you receive annually from HDS and HDS patients (HDS reimbursement and HDS patient copayments).

#### Q: I would like to give my patients a discount by waiving their copayment. Am I allowed to do this?

A: No. HDS Rules and Regulations prohibit waivers of the patient copayment because HDS's contracts with employer groups require the charging of copayments. The amount of the copayment is selected by the employer and is one of the variables in determining the cost to the employer of the dental plan.

However, participating dentists can discount their services. The discounted fee should be entered into the submitted amount field and the benefit payment to the dentist and the patient share will automatically be calculated and shown. The actual fee charged to the patient should always be entered in the submitted amount field.

## Welcome New Dentists

### General Practice

**Kristopher L. Devers, DDS**  
Kealahou, Big Island

**Thomas B. Gallaher, DDS**  
Kahului, Maui

**Ernest M. Lai, DDS**  
Kailua - Kona, Big Island

**Christina S. Min, DDS**  
Honolulu, Oahu

**Chyong-Ying Whang, DDS**  
Kaneohe, Oahu