

September 2009

Upcoming Community Meetings for Participating Dentists

This fall, HDS Director of Dental Practices Dr. Robert Sherman will share information on how to expedite the processing of your HDS dental claims. Special emphasis will be placed on proper coding, narrative submissions, and other helpful hints to assist your practice in the HDS claims process. These meetings also provide opportunities for the HDS team and participating dentists to meet in person to discuss topics of interest.

All participating dentists are invited to attend these FREE meetings which include dinner and are scheduled on all islands. To register, log-on to HDS Online or call Professional Relations for more information.

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

Oahu Community Meeting Dates:

- **Pearl Country Club:** Wednesday, October 21
- **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

Hawaiian Airlines Affiliate Program Update:



As of August 17, 2009 Hawaiian Airlines will no longer waive luggage fees. Dentists and staff can enjoy the following advantages of this program:

- 5% discount on Mainland fares booked through the Hawaiian Airlines Affiliate Program.
- 5% discount to the Neighbor Islands when booked now thru Oct 13 for travel period Sept. 23 - Oct 13, 2009.

To take advantage of these program benefits log-on to: www.hawaiianair.com/affiliate and type in HDSAFFILIATE as the password.

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

Have You Recently Filed Your Fees With HDS?

Did you know that you can update your Filed Fees for each procedure every twelve months? When updating your Filed Fees with HDS, please remember to submit your Usual Fees (the amount you charge to your non-insured patients).

HDS determines your eligible fee for a benefited procedure by taking the lower of the Usual Fee and the HDS reimbursement fee. For example:

Procedure Code	Usual Fee	HDS Reimbursement Fee	HDS Eligible Fee
D0120	\$50	\$40	\$40

As a reminder, the HDS eligible fee is the maximum amount an HDS participating dentist agrees to accept for a benefited dental procedure. Participating dentists are not allowed to charge any fee in excess of his/her HDS eligible fee (no balance billing), unless the procedure is benefited as an "Alternate Benefit."

Please log-on to HDS Online to download instructions on how to update your fees online.

Is Your Office Registered On Our Web Site?

HDS would like to thank the 350 participating dentists that registered their offices to help HDS members find a dentist that fits their needs! Each month 5,000 searches are done by HDS members looking for a dentist.

The enhanced online dentist search allows HDS members to find a participating dental office that accepts new patients, speaks a specific language, offers early morning, evening or weekend appointments and that are handicap accessible.

It is important to register your office because without your information your office will not be included when a member searches for a specific criterion. To register, scroll to the download center of HDS Online and select Participating Dentist Directory Survey to complete a quick questionnaire.

For offices that have already registered, please log on to www.deltadentalhi.org to verify your e-mail and Web site addresses. Go to "Members/Find a Participating Dentist" to search for your name and information. If you would like to update the information listed, please send an e-mail to professionalrelations@hdsonline.org.

HDS Online: Submitting Other Carrier Information to HDS

When a patient has a primary insurance carrier other than HDS, information about the primary payment must be submitted to HDS in order to determine the appropriate secondary payment. To expedite the claim, HDS Online has a separate column where the other carrier's primary payment can be submitted. Please refer to the following example when submitting the other carrier's payment information. HDS Online will then notify you if an explanation of benefits copy is requested.

User: SHEA, HOLLY							
Clinic: ALL CLINICS				Provider: -MEMBER, DENTIST (444410)			
Patient Name: TEST, IZZY				Patient ID: 4048148		Patient Birthdate: 01/14/1950	

Line	Service Date	Procedure	Tooth	Surface	Charge Amount	Other Carrier Pmt	Status
1	10 / 01 / 2003	4211	2		150 .00		
2	10 / 01 / 2003	140			40 .00		LIMITED ORAL EVALUATION- PROBLEM FOCUSED
3	10 / 01 / 2003						
4	10 / 01 / 2003						
5	10 / 01 / 2003						
6	10 / 01 / 2003						
7	10 / 01 / 2003						
8	10 / 01 / 2003						
Total:					\$190.00	\$0.00	

<input type="button" value="Clear"/> <input type="button" value="Add Teeth"/>	Comments
<input type="button" value="Validate Data"/> <input type="button" value="Submit Claim"/>	

Do Not Distribute Other Carrier Payment
 Distribute O/C Payment: \$
 Other Carrier Rejected This Claim

Include Other Carrier (O/C) payment here.

- Select "Distribute O/C Payment" and include the total payment paid by the O/C. If the O/C did not itemize the payment or rejected this claim. Select "Other Carrier Rejected This Claim."

Ask HDS

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

Q: Can I charge my HDS patients for Infection Control?

A: No. As stated in the HDS Rules and Regulations, Infection Control charges are considered as overhead and are not reimbursed by HDS. HDS participating dentists cannot pass the infection control charges to HDS patients.

New Group Aloha Petroleum #2875

Endodontist
Howard Kang, DMD
Kaneohe, Oahu

Patrick J. Munley, DMD
Honolulu, Aiea, Oahu

General Practice
Tiffani B. Dunn, DMD
Hawaii Family Dental Centers
Big Island

Mark H.K. Greer, DMD
Honolulu, Oahu

Sonia Gupta, DDS
Kahului, Maui

Kevin F. Leong, DDS
Honolulu, Oahu

Hoang "Philip" L. Nguyen, DDS
Honolulu, Oahu

Steven C. Pine, DDS
Honolulu, Oahu

Kenneth K. Woo, DDS
Pearl City, Honolulu, Oahu

Jonathan M. Thomas, DDS
Kailua-Kona, Big Island

Joseph B. Young, DMD
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Prosthodontist
Jmi L. Bassett, DMD
Honolulu, Oahu