



Summer 2021 | Vol.13

Dental Dispatch

News and information for network providers

CDT 2021 Update COVID-19 Codes

The American Dental Association Code Management Committee, during its March 11-12, 2021 meeting, included eight new 2021 ADA CDT procedure codes into the ADA CDT version 1.4. These new CDT codes are effective immediately.

These CDT procedure codes, and all future pathogen testing and vaccine administration CDT codes, are not and will not be covered under the Plan's dental programs.

If administered, the patient is not to be charged per CMS.

If rendered, the dental plan recommends the submission of the procedure(s) to the patient's medical carrier for benefit determination.

D0606 D1701 D1702 D1703

D1704 D1705 D1706 D1707

Misrouted PHI

Dental providers and facilities are required to review all member's information received from DeCare Dental to ensure no misrouted PHI (Protected Health Information) is included. Misrouted PHI includes information about members that a provider or facility is not currently treating. PHI can be misrouted to providers and facilities by mail, fax, email, or electronic remittance.

Dental providers and facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are providers or facilities permitted to misuse or re-disclose misrouted PHI. If providers or facilities cannot destroy or safeguard misrouted PHI, providers and facilities must contact Customer Service or call the number listed on the documentation received to report receipt of misrouted PHI.

Dental providers and facilities should review claims and documents carefully before submitting for payment to ensure that the member ID and name listed on the claim is accurate. Taking these additional steps will help eliminate explanation of benefits being sent to the wrong member and prevent HIPAA violations.

Access patient health records in a click with Patient Health Record

Let's face it. Relying on your patients to recall their complete medical history may not always prove accurate. Using our Patient Health Record tool makes this process a little easier.

When you see patients covered by DeCare dental benefits and an affiliated medical plan, you can validate medical data that's relevant to dental care in an easy-to-access and secure environment. Patient Health Record allows all in-network doctors to collaborate on our members' care.¹ You'll see when medications have been prescribed by other doctors, if the patient is being treating for a health condition that may affect their oral health, lab test results and more.

Network providers can submit feedback on patient care gaps, enter clinical observations, and record patient vitals—all supporting whole-person care. Every in-network health care provider participating in that patient's care will have the most up-to-date information. The power of our virtual collaboration gives providers the ability to identify potential gaps in patient care—like diabetes or heart disease.

A convenient way to find useful health information about your dental patients

Why use it? Patient Health Record can save you time and give you a complete view of your patients' overall health, which can help you treat conditions more effectively.

Who benefits? Both you and your patients benefit because access to valuable health information can help you make more informed decisions.

When is the right time to use it? Any time you see a patient with DeCare dental benefits who is also covered by one of our medical plans. You can check for available health information any time you log in to the Availity portal—for example when verifying eligibility or obtaining an authorization.

Where can you find it? Patient Health Record is in the **Availity portal** - on the Eligibility and Benefits page or the Payer Spaces page.

What information will you see? When health information is available, you will see relevant data² that may include prescription medications, recent diagnoses, care alerts and lab test results. We'll also let you know if the patient is enrolled in one of our care management programs. You will have access to relevant prescription drug history. If your patient forgets to mention they are taking a specific medication that causes dry mouth, it could cause various dental issues for your patient. With more complete patient information, you will be able to help address conditions sooner.

To use Patient Health Record, visit [Availity.com](https://www.availity.com). If you're not already using Availity, you will need to register. For registration assistance, call Availity Client Services at **1-800-AVAILITY (282-4548)**. Still have questions? Contact us at **866-947-9398**.

¹ This collaboration is allowed under the Health Insurance Portability and Accountability Act (HIPAA).

² Patient Health Record does not list patient health information that falls within the category of sensitive services. (Some examples may include, but are not limited to, records relating to HIV/AIDS, mental health, reproductive services, abuse, genetic information, and substance use disorder.)

Grace Periods

If you have questions regarding grace periods, contact Customer Service using the phone number listed on the back of the member's ID card.



Health Watch

Opioids and Dentistry

Opioid pain relievers are commonly prescribed following surgery or injury, or for health conditions such as cancer or for pain conditions such as toothache and pain associated with an abscess. While opioids can be effective treatment for managing chronic pain and other conditions when properly administered, they carry significant risk when misused or abused.

Regular monitoring and identification of early risk factors is critical to recognizing patients who are most at-risk for prescription drug abuse issues and those who are in need of treatment. Commitment across the healthcare industry is needed to effectively fight prescription opioid abuse.

What you can do:

Dentists have a significant role in ensuring appropriate prescription opioids use.

The American Dental Association has adopted two statements addressing opioid prescribing: **Statement on the Use of Opioids in the Treatment of Dental Pain**¹ and **Statement on Provision of Dental Treatment for Patients with Substance Use Disorders**.²

These statements outline opioid management considerations including the importance of:

- Registering with and utilizing prescription drug monitoring program
- Discussions with patients regarding their responsibilities for preventing misuse, abuse, storage and disposal of prescription opioids
- Consideration of nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.
- Consideration of coordination with other treating doctors, including pain specialists when prescribing opioids for management of chronic orofacial pain.
- Encouragement to seek consultation with the patient's physician, when the patient has a history of alcoholism or other substance use disorder.

1 American Dental Association. Statement on the use of opioids in the treatment of dental pain. Available at: <http://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/statement-on-opioids-dental-pain> (Accessed June 2021)

2 American Dental Association. Statement on Provision of Dental Treatment for Patients with Substance Use Disorders. (Available at: <http://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/provision-of-dental-treatment-for-patients-with-substance-abuse>) (Accessed June 2021)

Office Quick Guide

If you need help with...

Paper Claims Address	Please review the back of the member's ID card to determine the appropriate dental claims mailing address. (Address varies by group.) In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim
Electronic Claims	Follow current process or contact your clearinghouse
Customer Service #s	See back of patient's ID card
Grievance/Appeals <i>*Sending to a P.O. Box different than the following may result in a delay in your appeal.</i>	Attn: Dental Claims Appeals & Grievances P.O. Box 551 Minneapolis, MN 55440-0551
Professional Services	866-947-9398