



September 2015

LIBERTY Dental Plan Quarterly

Illinois



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Welcome to the Illinois Regional Provider Newsletter

Welcome **LIBERTY Dental Plan's Quarterly Provider Newsletter** for Illinois! This newsletter is for Medicaid network dental care professionals and dentists participating in our future plans and products as they develop. This newsletter tells you about important changes in policies, products and procedures. Most of the information will be especially useful for administrative and support staff. It is applicable to our network dental offices, FQHCs, school-based providers, hospitals and other facilities. Thank you for taking the time to read this newsletter. Keep it handy. We're confident you'll find it helpful as you work with us and to support the needs of your LIBERTY patients.

Meet the Illinois Dental Director, Dr. Jason M. Grinter

LIBERTY is proud to introduce Dr. Jason Grinter, who serves as LIBERTY Dental Director for the state of Illinois. A resident of Rockford, Dr. Grinter brings his far-reaching experience in dental health, organized dentistry, and local presence to **support LIBERTY'S goals to provide the highest quality of oral healthcare to the Medicaid beneficiaries, as well as LIBERTY's commercial members, of Illinois.** Dr. Grinter is a dedicated advocate for appropriate access to clinical dental treatment in Illinois. He has a long resume of oral healthcare experience to advance those goals. In his prior capacities, he has served as Dental Director at Milestone Dental Clinic, a leading nonprofit dental clinic that attends patients with development disabilities, and he has worked as the Director of Special Patient Care at Advocate Illinois Masonic Medical Center.

A solid educational background, accomplishments and community outreach

A graduate of the State University of New York at Buffalo School of Dental Medicine, Dr. Grinter began his outreach to some of the more rural areas in Northwest Illinois as a participating provider on the Ronald McDonald Care Mobile just one year after finishing dental school. He continues to regularly provide services on the Care Mobile, and has expanded his advocacy for bringing dental health care to the many still in need by earning a Master of Public Health (MPH) at the University of Illinois. He is also a provider for the Illinois school-based program bringing preventive services to children of school age in various communities.

In 2010, Dr. Grinter's efforts were recognized as he was awarded Erie Family Health's Golden Toothbrush award.

He currently chairs the Illinois State Dental Society Access to Care Committee, and is an active member on the Chicago Dental Society Government Affairs and Access to Care Committee.

Earning the respect of colleagues

"We could not be more pleased to welcome Dr. Jason Grinter as LIBERTY'S Illinois Dental Director," said Dr. Gary Dougan, LIBERTY's National Dental Director. "The number of accomplishments and level of advocacy experience he has achieved in such a short time is admirable, and we look forward to benefiting from his many approaches to help bring excellent dental health care to those who need it most in Illinois' population."

Contact Us

Internet Access

www.libertydentalplan.com

- Eligibility
- Claims Submission
- Claims Status
- Benefits Confirmation

Professional Services

Toll Free Office:

Florida: 888.352.7924
California: 800.268.9012
Nevada: 888.700.0643
All other States: 888.352.7924

- Contracting
- Provider Education

Toll Free Fax:

Florida: 888.401.1129
California: 800.268.0154
Nevada: 888.334.6034
All other States: 888.401.1129

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Dental Director's Message:

What is a Quality Assurance Facility Review?

In order to become a network provider, your office was visited by our Provider Relations team and a site visit, or **Initial Quality Assurance (QA) Facility Review**, was conducted. The purpose of these reviews is to assure that services are being rendered in a safe setting, and that you're charting meets minimum essential "best practices." Many of our new providers have never had anyone looking at their offices before. From previous years, we have noted the following common QA problems, which LIBERTY considers as "critical factors" that a provider office should have in place to be in full compliance with LIBERTY's clinical criteria and guidelines:



- **Some offices** do not meet minimum infection control standards, though many states have infection control requirements. Be sure to check that you are properly using appropriate surface disinfectants ("spray-wipe-spray") and barriers (plastic or paper) to avoid cross-contamination.
- **One of the more frequent findings** is the lack of periodic (weekly) biologic spore testing results to verify that your sterilizer is truly effective. Some offices may forget to test every sterilizer in the office on a weekly basis. The ADA and Centers for Disease Control recommend weekly spore testing of all sterilizers in use in a dental facility.
- **Many offices have expired items** in their medical emergency kit. A minimum emergency kit should consist of Epinephrine (such as an epi-pen, for acute allergic reactions), Diphenhydramine (such as Benadryl, to manage allergic reactions), a nitroglycerin preparation (for chest pain, angina), a bronchodilator (such as Albuterol, for restricted airway issues such as an asthma attack), glucose source (such as cake frosting, a sugar-sweetened soft drink, etc. *(continued on page 4)*)

LIBERTY's Utilization Management Policy

We make decisions based on the appropriateness of care and service. We review requests for health care services to determine if the service requested is a covered benefit under the terms of the member's plan and is being delivered consistent with established guidelines.

If a request for coverage is denied, the member (or a dentist acting on the member's behalf) may appeal this decision through the complaint and appeal process, or resubmit with additional information requesting a further review with the additional materials. It is LIBERTY's policy to comply with **IL Medicaid policy decisions** as published in the

Dental Office Resource Manual (DORM), or any other HFS materials available. Medicaid beneficiaries may also have access to further appeals and fair hearings as per state and federal law and program requirements.

LIBERTY does not reward physicians or other individuals conducting utilization review for issuing denials of coverage or creating barriers to care or service. There are no financial incentives for utilization management decision makers that encourage denials of coverage or services. In addition, we train utilization review staff to focus on the risks of both under- and over-utilization of services.

Providers needed for Peer Review Committee

LIBERTY is pleased to extend an invitation to network general dentists and specialty providers to serve on **LIBERTY's IL Peer Review Committee**. The Peer Review Committee reviews potential quality issues, potential fraud, waste and abuse cases, and provides practitioner input so that LIBERTY's decisions continue to reflect standards and norms of dental practice in the community. Members of the Peer Review Committee may provide input into LIBERTY's processing and coverage guidelines, as well as dental benefit program design and revision. **Your input and feedback will directly impact and help shape the future of LIBERTY's overall Quality Management and Improvement program, and also assist with resolution of appeal cases.**

As a Committee member, your expertise will be used to assist in the identification of patterns of questionable care, and help shape the Clinical Criteria Guidelines that LIBERTY uses in making coverage determinations, or on the quality or appropriateness of care for cases referred to the Committee as a fair and unbiased body of peers. Participants in the Peer Review Committee receive an honorarium per meeting to offset their cost and time involved.

Interested parties may contact LIBERTY's Quality Management Department at the address below for consideration, or contact QM@libertydentalplan.com.

LIBERTY Dental Plan

Attn: Quality Management
PO Box 26110, Santa Ana, CA 92799
Fax: 949.270.0109



Dental Director's Message:

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to manage diabetes or hypoglycemia), aspirin (to act as an anti-coagulant during a suspected cardiovascular attack occurrence), and aromatic ammonia (for syncope or fainting).

- **Some offices have medical emergency protocols**, but do not have disaster protocols available or posted (such as for fire, hurricane, tornado, earthquake, etc.)
- **Some offices do not have an oxygen source** or if they do, the tank is empty or the staff do not know how to use it.
- **Positive-pressure Oxygen** should be available via an Ambu-bag or an "O2 Flush" button on the mouthpiece.
- **Soft tissue and oral cancer exams** should be readily available in every chart.
- **Evidence of informed consent** should be evident for all treatment plans.

If need be, LIBERTY can provide the background information to assist you in your endeavor to comply with current recommended "best practices."

Verifying the identity of your patients at each visit may prevent a HIPAA privacy incident



Did you know that an error in claims submission can easily lead to a HIPAA privacy incident? Submitting claims accurately protects your patient's information and ensures timely payment. We recommend that you verify the identity of your patients at each visit, by checking any state-issued photo ID.

Language Assistance

Can You Communicate in Your Patient's Language?

With nearly 2.8 million LIBERTY members, we are keenly aware that many of our members may speak one of more than 150 languages in our service area. This diversity of spoken language creates an opportunity for LIBERTY to partner with you to effectively communicate with your patients. Many LIBERTY clients require LIBERTY to offer no-cost expert interpreters to our members, including at provider offices. Not all members are eligible for this service.



To request a telephonic, or, in some cases, a face-to-face interpreter for dental visits for LIBERTY members, please call LIBERTY's Member Services Department at 888.352.7924 at least 2 business days prior to the patient's appointment. Eligible members may arrange for telephonic interpreters 24 hours a day 7 days a week.

Harmony and Meridian Have Enhanced Benefits for Medicaid Adults

Just a reminder, LIBERTY administers the Medicaid dental plans for Harmony and Meridian health plans.

Each of these health plans have enhanced their Adult Medicaid plans as follows:



Meridian has enhanced their Medicaid Adult plan by covering:
D4341, D4342 – periodontal scaling and root planing, with 1 per 24 months per site/quadrant.



Harmony has enhanced their Medicaid Adult plan by covering:
D4341, D4342 – periodontal scaling and root planing, with 1 per site/quad per 24 months for pregnant women only.

New State Requirement for Data Validation

The state of IL now requires current providers to validate their data on the IMPACT system and for new providers to enroll through the IMPACT system. All Medicaid Dentists are required to revalidate or apply through the IMPACT website: <https://impact.illinois.gov/eai/ILPlogin/authenticate?URL=/> Medicaid Revalidation and enrollment must be completed no later than December 31, 2015.

Please note that many providers will need to take action before they are ready to enroll or revalidate their information in the IMPACT system. All providers that are currently enrolled will need to have a state-assigned application ID number on-hand in order to access their application in IMPACT. These application ID numbers were distributed via postal mail. The IMPACT help desk will have the ability to look up application ID numbers for providers who may have misplaced or not received the postal mailing.

The next step for LIBERTY Dental Plan contracted providers is to select Harmony and Meridian Health Plans as their Manager Care Organization (MCO) association.

Providers with general questions about IMPACT or provider enrollment should contact:

Email: IMPACT.Help@Illinois.gov Phone: 1-877-782-5565 (select option #1)

Providers that are having trouble logging in to the IMPACT system should contact:

Email: IMPACT.Login@illinois.gov Phone: 1-888-618-8078

If you have any questions regarding this notification, please contact our Professional Relations Department at (888) 352-7924. LIBERTY Dental Plan appreciates your participation in our provider network.



Procedure Code Corner

(continued from page 6)

Fillings:

Providers are responsible for placing restorations such that they provide an expected longevity. LIBERTY pays filled surfaces once per 12 months. Filling replacements more frequently than this are the responsibility of the provider.

D3220 – therapeutic pulpotomy (excluding final restoration):

Not payable in conjunction with a root canal treatment.

Extractions:

- Providers should report extractions as per the ADA definition of the procedures in the CDT book.
- Prophylactic removal of asymptomatic or non-pathologic teeth is not a benefit of the Medicaid program. Thus, there must be identifiable pathology and symptoms for each tooth in question for it to be a covered extraction. Extraction of other teeth as a “convenience” or because they “may eventually need it” is not a benefit of the program.
- Extraction of primary teeth that are nearing exfoliation is not a benefit of this program. Please provide pathology and radiograph if you feel you must extract a primary tooth or remnant that is within 3-6 months of expected exfoliation.

D9110 – palliative (emergency) treatment of dental pain, minor procedure:

This is for performing a minor procedure to relieve pain. This is not payable on the same day of service as D1040. LIBERTY will not pay for both on the same day.



Making members shine, one smile at a time™