



Word of  
**MOU****TH**

---

Access Dental Plan | California | Spring 2021

## **Contents**

- 3 A Note from Dr. B. Hudson Graham**
- 4 Meet Your New Provider Relations Representatives**
- 5 Spring Feature: Root Canal Awareness**
- 6 At the Clinic**
- 7 Business Bites**
- 10 Claims Corner**
- 11 Ready Reference**

## A Note from Dr. B. Hudson Graham

**Dental Director, Access Dental Plan**

### Happy spring!

As we head into the spring and summer months, I want to take this opportunity to thank you for your continued participation in the Access Dental Plan network and for providing quality oral health care for many patients who are most at risk and in great need of your services.

The COVID-19 pandemic has influenced dental offices in many ways, from decreased patient scheduling to increased cleaning protocols. We are devoted to helping protect the health and safety of our colleagues, network providers, and the members you serve.

We have established exciting enhancements to improve your service experience. We are encouraging the use of the 837 Electronic File Transmission (EFT), which helps reduce paper claims submissions and results in quicker claims processing.

The member outreach teledentistry program is offered to Los Angeles Pre-Paid Health Plan (LAPHP) and Sacramento Geographic Managed Care (GMC) Medicaid members as a resource for a virtual dental screening, especially beneficial during the COVID-19 crisis. You can read more about these enhancements in this newsletter.

Access Dental Plan prides itself in serving our network with a local presence. In that spirit, feel free to contact me or your local Provider Relations Representatives with any questions you may have regarding our network procedures or policies. Our contact information appears on the final page of this newsletter.



B. Hudson Graham, D.D.S.

## Meet Your New Provider Relations Representatives



**Chris Llamas**

PR Field Rep, Northern CA  
916-563-6071  
ChristianL@premierlife.com

I have been in the dental field for 15 years. I started working for Access Dental Plan in 2007, and during my 14 years here, I have had the opportunity to venture throughout different departments such as Customer Service, Provider Services, and Provider Relations. In 2014, I received the employee of the year award for providing excellent customer service to our clients. I strive to maintain a good professional relationship with our participating network providers. I believe open communication, combined with honesty and professionalism, is the path to follow. In my free time, I like to explore new places and travel around the world as much as possible. I also enjoy trying different foods (I consider myself to be a foodie) and lounging around my home with my very spoiled Shih Tzu Apso, Kairo.



**Angelica Avila**

Internal Provider Services Rep.  
916-388-3189  
aavila@premierlife.com

I'm Angelica Avila. I started working for Access Dental in July 2015 as a temporary data entry person. After my temporary position, I was hired as a Referral Specialist and soon after promoted to Senior Referral Specialist. I recently joined the Provider Relations team and am excited to work with you and grow in this wonderful company!

I have lived in Sacramento, California for about 30 years. I am a single mother of five wonderful children, three boys and two girls, aged 11 to 26. I love spending time outdoors jogging, hiking, camping, and going to amusement parks. Every year, I join the Urban Cow half-marathon and a few other 6K or 10K races. I look forward to going back to school in the fall to continue learning and growing professionally.

## Spring Feature

### Root Canal Awareness Week

Root Canal Awareness Week was designated from May 10th to May 16th. Established by the American Association of Endodontists (AAE), it was created to educate the public about root canal treatment and the benefits of this procedure. Every year, millions of root canal treatments are performed in the U.S.

The effectiveness of root canal treatment is well-known in dentistry, but misinformation may cause patients to question the procedure and safety of endodontics. Many people also associate root canal work with excessive pain and discomfort. The AAE asks you to be good advocates for dental health and share information about this procedure, its safety, and its positive impact and improvements to quality of life. Please feel free to share our flyer with your patients covered under our plan.

[http://bit.ly/ADP\\_May\\_Root\\_Canal](http://bit.ly/ADP_May_Root_Canal)



## At the Clinic

### Dentists and the COVID-19 Vaccine

COVID-19 vaccinations are well underway in California. Vaccine supplies are limited, so California is prioritizing who gets vaccinated first, starting with those most at risk of catching COVID and experiencing complications. Dentists, dental staff, and dental students are included in the Phase 1A of vaccinations.

#### Phase 1A includes:

- Healthcare workers
- Long-term care residents

#### Phase 1B includes:

- Individuals 65 and older
- Sector population
  - Agriculture and food
  - Education and childcare
  - Emergency Services
- Individuals aged 16 to 64 at higher risk

For more information,  
please visit:

To register for a vaccine,  
you can visit:

## Business Bites

### Change in Policy for Authorization of Removable Prosthetics

The Medi-Cal Dental Provider Handbook states, “Complete and partial dentures are prior authorized only as full treatment plans. Payment shall be made only when the full treatment has been completed. Any revision of a prior authorized treatment plan requires a new TAR.” *Manual of Criteria and Schedule of Maximum Allowances, Prosthodontics (Removable) General Policies (D5000-D5899), 1. d.*

To comply with this criterion, Access Dental Plan will require any pair of removable prostheses to be submitted together on the same treatment authorization request. This means that any treatment including both an upper and lower appliance will need to be performed together. In addition to adhering to Medi-Cal Dental criteria, the Plan believes that simultaneous fabrication of removable appliances as a set results in a better treatment outcome and is in the best interest of the member.



## Business Bites

### Reminders

#### Form DC-054

Medi-Cal Dental criteria require the submission of a properly completed DC-054 form for all removable prosthetics needing prior authorization. There has been a recent increase in denials for improperly completed or incomplete DC-054 forms. The completion of all fields is necessary for the Plan to evaluate the necessity of the requested treatment. Before submitting an authorization request for a removable prosthetic appliance, please be sure the form has been correctly and completely filled out.

#### Requirement for arch films

There has been an increase in the rate of denials for failure to submit arch films. Many procedures require the submission of full arch radiographs to evaluate for prior authorization. In general, arch films are required for adult members and must have been taken in the past 36 months. Please refer to the Medi-Cal Dental Provider Handbook for specific procedures and ensure that your submissions include all required documentation.

#### Teledentistry

Access Dental offers the member outreach teledentistry program with the goal of promoting oral health care for eligible Medicaid members. The program may include efforts to schedule patients with your practice to receive needed dental care.

The teledentistry service, offered to LAPHP and GMC Medicaid members, is a resource for a virtual dental screening. A licensed dentist will do the screening, discuss any issues the member may have, give oral care instructions, and assess the level of need for the member. This information will be given to Access Dental's care coordinator. Based on the outcome of the teledentistry assessment by the licensed dentist, our care coordinator will manage efforts between the member and primary care dentist to schedule a dental appointment.

If you have any questions, please contact the customer service department.



## **Kindergarten Oral Health Assessment Program (KOHA) Requirements**

The Kindergarten Oral Health Assessment (KOHA) is a dental checkup requirement that helps schools identify children suffering from untreated dental disease and helps parents establish a dental home for their children. In accordance with California law, children must have a dental checkup 12 months before entering public school for the first time or by May 31st of their first year (kindergarten or first grade). Upon a child's registration, the school will give their parents a letter explaining the requirement and a form to be completed during the dental visit by the dental provider. The Oral Health Assessment/Waiver Request Form can be found [here: https://www.cde.ca.gov/ls/he/hn/oralhealth.asp](https://www.cde.ca.gov/ls/he/hn/oralhealth.asp).

Once the form is completed, the parent must submit the assessment form to their child's school. KOHA can be met by a licensed dentist performing a complete examination and treatment plan, or by a more basic oral health evaluation such as a screening, which can be performed by a dentist, hygienist, or, with supervision, an extended-function registered dental assistant.

Medi-Cal dental providers should refer to the California Dental Association's KOHA dental professionals' webpage at <https://www.cda.org/Home/Public/Kindergarten-Oral-Health-Requirement/Kindergarten-Oral-Health-Details/for-dental-professionals> for detailed information about KOHA, including, but not limited to:

- What the law requires
- What to do when the family of an existing or new patient contacts your practice needing the school required oral health assessment for their child
- How to fill out the state-required assessment form

Providers must verify a new patient's Medi-Cal eligibility before rendering services.

## Claims Corner

### Personal Protective Equipment

Personal protective equipment (PPE) is considered an expense that is inclusive with the service being rendered and cannot be charged to the member. PPE will not be reimbursed separately.

### Notice of Authorization/ Pre-Authorization

All pre-authorization requests should be mailed to the claims mailing address (see next page) or emailed to [accessservices@premierlife.com](mailto:accessservices@premierlife.com) with all required documentation. You may also submit pre-authorizations electronically.

### 837 Electronic File Submission

Access Dental Plan can accept 837 electronic files for government business. When submitting claims electronically, please ensure the following:

- All required elements are completed
- Provider and member data are updated and correct
- Your clearinghouse has been notified of the new payer ID
- You have updated your internal practice management software

The new payer ID is 91185.



### Specialty Referrals Department Emails

All referrals should be accompanied by x-rays and all necessary supporting documentation to clarify medical necessity and submitted to [accessreferral@premierlife.com](mailto:accessreferral@premierlife.com).

## Ready Reference

### Claims Mailing Address

#### Access Dental GMC/LAPHP – CA Government Program

P.O. Box 659005

Sacramento, CA 95865-9005

- Attn: Dental Appeals
- Attn: Dental Claims
- Attn: Dental Corrected Claims
- Attn: Dental Post-Review
- Attn: Dental Preauthorization

#### Premier Access DHMO – Commercial Managed Care Program

P.O. Box 659032

Sacramento, CA 95865-9032

#### Premier Access Insurance Co. – Commercial

P.O. Box 659010

Sacramento, CA 95865-9010

### Access Dental Plan Holidays (through December 2021):

- Memorial Day  
Monday, May 31
- Independence Day (observed)  
Monday, July 5
- Labor Day  
Monday, September 6
- Thanksgiving Day  
Thursday, November 25
- Day after Thanksgiving  
Friday, November 26
- Christmas Eve-Half Day Thursday,  
December 23\*\*
- Christmas Day Friday, December 24

## Ready Reference

### Local Contact Information

#### **Dr. B. Hudson Graham, D.D.S.**

California State Dental Director for Access Dental Plan  
hgraham@avesis.com  
602-603-6396

#### **Christian Llamas**

Provider Relations Representative, GMC  
Northern California area  
christianl@premierlife.com  
916-563-6071

#### **Candy Stirdivant**

Provider Relations Representative, LAPHP  
Southern California (Los Angeles, Orange County)  
cstirdivant@avesis.com  
916-388-3031

#### **Angelica Avila**

Provider Services  
aavila@premierlife.com  
916-388-3189



Access Dental Plan is a wholly owned subsidiary of Guardian. Guardian® is a registered service mark of The Guardian Life Insurance Company of America, New York, NY. ©2021 Access Dental Company. ©2021 Guardian. All rights reserved. Used with express permission. Use in CA only.  
#2021-120766 (exp. 05/23)

