

Word of Mouth

Access Dental Plan | California | Summer 2022

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A Note from Dr. B. Hudson Graham, D.D.S.

Dental Director for Access Dental Plan

As we enter a new season, I want to take this opportunity to thank you for your continued participation in the Access Dental Plan and for providing quality oral health care and for providing quality oral health care for many patients who are in great need of your services.

As always, our newsletter is packed with helpful information on oral health topics, useful resources exclusively for Access Dental Plan participating network providers, and the latest clinical updates. One of the more important upcoming changes is the implementation of the CDT 2022 code set beginning in May. You can learn more in the Claims Advice section below.

June is Oral Health Month. In the At The Clinic section of this newsletter, you can find information on how to use this monthly observance to educate patients on healthy oral practices.

Access Dental Plan had a booth at the California Dental Association Convention in Anaheim from May 12th through the 14th. We appreciated the opportunity to meet with many of you for the first time in person.

We appreciate your partnership with Access Dental and treating our members. Please feel free to reach out to your local Provider Relations representatives if you need assistance or have any questions.



A handwritten signature in black ink, reading "B. Hudson D.D.S." with a stylized flourish.

B. Hudson Graham, D.D.S.

At the Clinic

Oral Health Month

Supported by the American Dental Association, Oral Health Month is a reminder about the importance of maintaining good oral hygiene and oral health. It's important for patients to understand the common diseases that impact their oral health which can include cavities, gum disease or oral cancer. Discussing oral health with your patients is important, as is reminding patients to brush twice daily, schedule regular cleanings and exams twice a year and eat a balanced diet. It is also important to educate them on medications that may affect their oral health.

Opioids in The Dental Office

Access Dental Plan shares your values in improving the health and wellness of our members. You, as a dentist, can play a role in minimizing opioid abuse through patient education, careful patient assessment, and referral for substance abuse when indicated.

How you treat post-operative pain is completely up to you. However, as a reminder, nonsteroidal anti-inflammatory drugs (NSAIDs) may be another option as a first-line painkiller for patients. NSAIDs can be

highly effective in treating inflammation and pain after surgery. They also have low side effects without risk of abuse. The American Dental Association recommends combining ibuprofen and acetaminophen for acute pain management.

Opioids are typically used in the dental office to control acute pain after dental procedures such as extractions, placement of dental implants and endodontic and periodontal surgeries. If an opioid is to be administered the dose and duration of therapy should be for a short period of time, and for conditions that typically are expected to be associated with more severe pain. The Centers for Disease Control and Prevention guidelines suggest that most patients will not need to take opioids for longer than 72 hours following most surgical procedures.¹

At the Clinic

California Children's Services (CCS)

California Children's Services (CCS) is a state program that treats children under 21 years of age with certain health conditions, diseases, or chronic health problems and who meet the CCS program rules.

If Access Dental Plan or the PCP believes the child has a CCS condition, he or she will be referred to the CCS program. CCS program staff will decide if the child qualifies for CCS services. If the child can get these types of care, CCS providers will treat him or her for the CCS condition. Access Dental Plan does not cover care given by the CCS program. For CCS to cover these problems, CCS must approve the provider, services, and equipment. CCS does not cover all problems. The state program covers most problems that physically disable or that need to be treated with medicines, surgery, or rehabilitation.



At the Clinic

CCS covers children with problems such as:

- Congenital heart disease
- Severe dental conditions.
- Serious chronic kidney problems
- Seizures that are not controlled
- Severe head, brain, or spinal cord injuries
- Cancers
- Tumors
- Hemophilia
- Sickle cell anemia
- Thyroid problems
- Diabetes
- Liver disease
- Intestinal disease
- Cleft lip/palate
- Spina bifida
- Hearing loss
- Cataracts
- Cerebral palsy
- Rheumatoid arthritis
- Muscular dystrophy
- AIDS
- Severe burns

The state pays for CCS services. If the child is not eligible for CCS program services, he or she will keep getting medically necessary oral health care from Access Dental Plan.

To learn more about CCS, please contact Access Dental Plan Monday through Friday, from 8:00 a.m. to 5:00 p.m., at 888-414-4110.



County Offices for California Children's Services

Los Angeles *Independent*

9320 Telstar Avenue, Suite 226,
El Monte, CA 91731-2849

800-288-4584

Sacramento *Independent*

9616 Micron Ave, Suite 970,
Sacramento, CA 95827-2627

916-875-9900

Business Bites

Provider Satisfaction Survey

We encourage you to take the time to complete the Provider Satisfaction Survey for California Medicaid to help us continue improving our processes. Click here to access the survey:

[Learn More](#)

Kindergarten Oral Health Assessment Program

Parents may be reaching out to your practice related to the state's Kindergarten Oral Health Assessment (KOHA) requirement. California law requires that children have a dental assessment 12 months before entering public school for the first time or by May 31st of their first year (Kindergarten or 1st Grade). Upon registration, the school will give the child's parents/guardians a letter explaining the requirement and a form to be completed during the dental visit by the dental provider. Once completed, it is the responsibility of the parent/guardian to submit the assessment form to their child's school.

You can help parents by:

- Performing a complete examination and treatment plan
- Provide a basic oral health evaluation

As a provider, you can reference the California Dental Association's website <https://www.cda.org/Home/Public/Kindergarten-Oral-Health-Requirement> for more information about KOHA. You can direct members to the Smile, California website for more details.

[Learn More](#)

Please note: for Notice of Authorization (NOA) requests and inquiries, please use email address accessservices@premierlife.com. We strongly encourage you to update your records with the new email address so that your requests and inquiries are handled appropriately. Claims should be submitted either electronically or by mail.

Business Bites

837 Electronic File Submission

Access Dental accepts and encourages the use of 837 Electronic File Transmission (EFT) for the government business, which helps reduce paper claims submissions and results in quicker claims processing. Items to be mindful of when submitting claims electronically should include:

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

If the above information is not submitted, you may run the risk of your claim failing and not processing. To submit claims using the EFT process, please use the payer ID 91185.

Your Provider Directory Listing

Time for some ‘spring cleaning.’ Make sure to review the provider directory to verify we have your correct information. If updates are needed, this can be submitted on the portal.

To avoid disruption to your participation with Access Dental, please ensure you complete the required re-credentialing packet that will be sent to you from The Guardian Life Insurance Company of America. Re-credentialing should be completed every three years per the NCQA standards and re-credentialing requirements.

Business Bites

Cultural Competency and Fraud, Waste and Abuse

Access Dental has created a cultural competency and a fraud, waste and abuse e-training online for our participating network providers. For more information, visit <https://www.premierlife.com/wp-content/uploads/Cultural-Competency.pdf> and https://www.premierlife.com/wp-content/uploads/fwa_compliance_training.pdf.

If you have any questions about the cultural competency or fraud, waste and abuse trainings, please contact your local provider relations representative. (See the Ready Reference section of this newsletter for direct contact information.)

Pediatric Referrals

When a member requires general anesthesia and/or a hospital setting, a pediatric referral is needed. In order to ensure that the member is referred to the appropriate specialist, please include as much information as possible about the member's condition and needs. The need and rationale for general anesthesia should be clearly stated on the referral form. In addition, all children age 3 and under should receive restorative treatment under general anesthesia.



Sign up now to log into the provider portal at www.premierlife.com

where you can:

- Access your provider assigned member roster
- View fee schedules
- Verify eligibility
- Check claim payments
- View forms
- View trainings
- ...And more!

Business Bites

Timely Access to Care

For California Medi-Cal dental plans (Sacramento and Los Angeles) the following applies for timely access to care:

- Initial/Routine Appointment – within 4 weeks
- Preventive Dental Care Appointment – within 4 weeks
- Specialist Appointment (child) – within 30 calendar days from approved request
- Specialist Appointment (adult) – within 30 business days from approved request
- Emergency/Urgent Appointment – within 24 hours from request

Claims Corner

2022 CDT Updates

The California Department of Health Care Services (DHCS) implemented the new 2022 Current Dental Terminology (CDT) codes, effective 5/1/22. The revisions are listed below:

Additions

CDT Code	Nomenclature
D3911	Intraorifice barrier
D3921	Decoronation or submergence of an erupted tooth
D9912	Pre-visit patient screening

Removed

CDT Code	Nomenclature
D4320	Provisional splinting - intracoronal
D4321	Provisional splinting - extracoronal
D8050	Interceptive orthodontic treatment of the primary dentition
D8060	Interceptive orthodontic treatment of the transitional dentition
D8690	Orthodontic treatment (alternative billing to a contract fee)

Refer to the Manual of Criteria https://www.dental.dhcs.ca.gov/MCD_documents/providers/MOC_CDT22_draft.pdf for specific procedure instructions and program limitations.

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 2022):

- Labor Day
Monday, September 5
- Thanksgiving Day
Thursday, November 24
- Day after Thanksgiving
Friday, November 25
- Christmas Eve - Half Day
Friday, December 23
- Christmas Day (observed)
Monday, December 26

Ready Reference

Local Contact Information

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1. <https://www.cdc.gov/drugoverdose/prescribing/guideline.html>

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