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Access Dental Plan | California | Winter 2021/2022

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

Dental Director for Access Dental Plan

While closing out 2021 and receiving the news that Prop 56 funding will continue in 2022, I wanted to take this opportunity to thank you for your continued participation in the Access Dental Plan and for providing quality oral health care.

As a company dedicated to providing clients with superior service, Access Dental Plan recognizes the importance of serving members in a non-discriminating, culturally and linguistically appropriate manner. You can read more about this in the Business Bites section of this newsletter.

With technology constantly changing, Access Dental Plan encourages the use of 837 electronic file submission for faster claims payment and reduction in paper claims submission. The Claims Advice section of this newsletter goes into more detail about this.

We appreciate your partnership with Access Dental Plan and you 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." The signature is stylized and cursive.

B. Hudson Graham, D.D.S.

At the Clinic

Oral Health

With a new year upon us, now is the time to remind your patients about the importance of having regular periodic exams to maintain their oral and overall health. Reminding patients to brush twice a day, floss daily, and reduce sugar intake can also help keep their teeth and gums healthy.

Improved technology, radiographs, water fluoridation, in-office fluoride use, and fluoride toothpaste have improved overall oral health over the years. But issues such as chronic health conditions, poor access to care in the Medicaid population, and insufficient oral health knowledge still abound. With offices now reopening, hygienists have an important role in discussing preventive measures patients can take to improve their oral health.

Before and After COVID

The pandemic has dramatically impacted dentistry. Face-to-face visits are still the best way to deliver dental care, but tele-dentistry is a viable alternative and can reach a broader audience, especially in rural areas. We offer tele-dentistry screening to our LAPHP and GMC Medicaid members, where dentists can virtually advise on pain relief or whether an in-person appointment is needed.

Tele-dentistry can also be used for oral health education, e.g., showing enrollees how to brush and floss. A licensed dentist will perform the screening, discuss any issues the member may have, and give oral care instructions. This information will then be given to Access Dental Plan's care coordinator. If needed, our care coordinator will help the member schedule an appointment.

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

Business Bites

The Importance of Cultural Competency

Cultural Competency is the acknowledgement and acceptance of differences in appearance, behavior, and culture.

Access Dental Plan fully recognizes the importance of serving members in a culturally and linguistically appropriate manner. We are aware that some members:

1. Have limited proficiency with the English language.
2. Are not fully literate
3. Have disabilities and/or cognitive impairments that impede their ability to communicate with us and use their health care services
4. Come from other cultures that view health-related behaviors and health care differently than the dominant culture.

Access Dental has created a Cultural Competency e-training module, which is posted online for our participating network providers. For more information, visit <https://www.premierlife.com/wp-content/uploads/Cultural-Competency.pdf>

Access Dental is committed to ensuring that our staff and our network of participating providers, as well as all policies and infrastructure, are attuned to meeting the diverse needs of all members, especially those who face these challenges.

Benefits of a culturally competent practice:

- Increased trust, respect, and understanding
- Increased preventive care by patients
- Reduced care disparities in the patient population
- Reduced missed dental appointments

If you have any questions about the training, please contact your local provider relations representative (see the Ready Reference section of this newsletter for direct contact information.)

Business Bites

Your Provider Directory Listing

The start of a new year is a good time to review our provider directory to verify we have your correct information. If you need to update your information you can do so on our portal.

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



Claims Advice

Fee Schedule Updates 2022

Effective 1/1/22 DHCS will implement the new California Advancing and Innovating Medi-Cal (CalAIM) Health Initiatives. This multi-year initiative will improve the quality of life and health outcomes for the Medi-Cal population. There are three oral health components that make up the initiative:

Pay-for-Performance (P4P)

To increase statewide utilization we are authorized to offer a performance payment for each paid preventive oral care service billed by a dental office.

- The payment is available to all our contracted Medi-Cal providers.
- All services are processed and paid in accordance with the January 2022 Manual of Criteria (MOC) draft.

Claims Advice

Caries Risk Assessment (CRA) bundle and Silver Diamine Fluoride (SDF)

CRA and SDF are two new benefits added to Access Dental Plan's Medi-Cal Dental program in alignment with national dental care standards and DHCS guidelines.

Provider allowances based on this criteria:

- Dental providers must take the Treating Young Kids everyday (TYKE) training run by the State of California and complete the related attestation form and provide proof of TYKE course completion to receive payment of the CRA bundle.
- Providers who have record of completion of the TYKE training for DTI Domain 3 are not required to retake the TYKE training for CalAIM. (Proof of TYKE completion must be submitted to Access Dental Plan to be reimbursed.)
- All services are processed and paid in accordance with the January 2022 (MOC) and SMA.
- The CRA bundle services may be billed by dentists and registered dental hygienists in Alternate Practice (RDHAPs).

CRA Bundle Fee Schedule:

	Caries Risk Assessment (\$15.00)	Nutritional Counseling (\$46.00)	Frequency	Bundle Fee
Low Risk	D0601	D1310	6 months	\$61.00
Moderate Risk	D0602	D1310	4 months	\$61.00
High Risk	D0603	D1310	3 months	\$61.00

Please refer to the January 2022 draft MOC for guidelines for payment of SDF (procedure code D1354).

For more information about the CalAIM initiatives, or how to enroll in the TYKE training you can submit an inquiry to DHCS at dental@dhcs.ca.gov or visit <https://www.dhcs.ca.gov/calaim-dental2>.

CLAIM REMINDERS

When submitting claims for payment, all claims must have provider's name printed on claim or have a signature. Signature on file will not be accepted. It is important to send copies of x-rays, only. We do not send x-rays back. Should the provider indicate that they want their x-rays back, the provider would need to provide the postage.

Claims Advice

Codes

Reminder: Code D0140 is a benefit for patients under the age of 21 and only when provided by a Medi-Cal Dental Program certified orthodontist. Please refer to the CDT-21 Manual of Criteria for applicable criteria https://www.dental.dhcs.ca.gov/MCD_documents/providers/MOC_Jan-2022.pdf.

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.

837 Electronic File Submission

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

- 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.

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

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):

- Presidents' Day
Monday, February 21
- Memorial Day
Monday, May 30
- Juneteenth Day
Monday, June 20
- Independence Day
Monday, July 4
- 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
Monday, December 26

Ready Reference

Local Contact Information

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