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dentalfocus Summer 2011

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Focusing on Members' Health

Technology Helps Weymouth Dental Practice Run Smoothly

With approximately 1,800 active patients, Richard Zuppardi, DDS, wants to ensure his practice runs as efficiently as possible—clinically and administratively. That's why he supports the use of technology in all aspects of his practice: digital technology for restoration procedures, an electronic appointment system, a website, and a Facebook page.

Dr. Zuppardi hasn't always been technologically oriented, but says he has become more so because of his team. In the end, it helps his practice run more efficiently so he can focus on what's most important—his patients.

"We try to create an atmosphere that is comfortable and caring, and you can't do that without spending that quality time. The team is what really makes this all happen," he says.

That team includes Hygiene Coordinator Pat Carroll, who Dr. Zuppardi



Dr. Richard Zuppardi and his team use technology to create a caring and efficient practice. Pictured, from left: Lorraine Moore, Pat Carroll, Lorraine Quirk, Dr. Richard Zuppardi, Jennifer Larrivee, Debbie Timmins, Stacy Melchionno-Collidge, and Patti Zimmer.

says uses an electronic appointment system to schedule hygiene visits and keep track of those who may have missed an appointment.

Pat also looks out for Dental Blue members who are eligible for our Enhanced Dental Benefits program, which provides extra benefits—such as additional cleanings and scalings—for members who are diagnosed with

diabetes, coronary artery disease, or oral cancer, or for women who are pregnant.

On the administrative side, Dr. Zuppardi's practice takes advantage of Emdeon DPS, which is available through our BlueLinks for Providers website.

continued on page 7

inthisissue

- 2 Enhanced Dental Benefits for Children
- 3 Clinical Focus: Coding Correctly for Dental Implants
- 4 Complete the Annual Medicare Fraud, Waste, and Abuse Training by December 31
- 5 Problems Signing into BlueLinks? Follow These Tips
- 6 News and Updates for Dental Hygienists

Dental Record Resource Is Available Online

As you know, the dental record (or patient's chart) is an essential part in providing continuity of care to your patients. When Dental Blue Network Managers visit participating practices, they're often asked questions about record keeping and charting. The American Dental Association offers a comprehensive guide, *Dental Records*, which is available on the Massachusetts Dental Society's website.

Go to www.massdental.org and click on the For Professionals link. Then, scroll down to the "Dental Practice Resources" section and choose ADA's *Dental Records* publication. ❖



Important Information About Enhanced Dental Benefits for Children

We often talk about the Enhanced Dental Benefits program we offer to members with diabetes, coronary artery disease, or oral cancer, and members who are pregnant.

Typically, these benefits are used by adult Dental Blue members. However, we're often asked by pediatric dental practices if children are also eligible for Enhanced Dental Benefits. Though it may be uncommon, children may also be enrolled in this program.

The key difference is that while many adults are automatically enrolled based on our claims data, children are not. Therefore, parents with eligible children must ask the child's physician to certify the child's diagnosis by completing an *Enhanced Dental Benefits Enrollment Form*.



To download this form for your patient, log on to BlueLinks at www.bluecrossma.com/provider and click on Resource Center> Forms>Administrative Forms.

Once eligible, the member may make an appointment with your office for the dental care. Then, they can receive the following services at no additional cost:

One cleaning or periodontal maintenance visit every three months, covered at 100%.

Periodontal scaling once for each quadrant every 24 months, paid at 100% (when necessary and appropriate).

If you have any questions, please call your Dental Network Manager at 1-800-882-1178, Option 4. ❖

Help Your Patients Quit Smoking—for Good

As a first line of defense, dentists and dental hygienists are in a unique position to have a significant impact on patients who use tobacco.

After talking with your patients about the negative effects of tobacco use on oral health, QuitWorks provides you with a valuable tool to help your patients double their chances of quitting smoking for good.

QuitWorks is a free, evidence-based stop-smoking service developed by the Massachusetts Department of Public Health in collaboration with all major Massachusetts health plans. The service links any Massachusetts health care provider and their patients who wish to quit using

tobacco with the state's telephone-based cessation services, using a simple enrollment form or new e-referral options.

Recent improvements have made it easier than ever to refer patients to the QuitWorks program, and now while supplies last, patients you refer to QuitWorks will receive a free two-week supply of nicotine patches—in addition to free, phone-based counseling.*

More information and downloadable referral forms are available at www.quitworks.com or by contacting quitworksinfo@jsi.com. ❖

* *QuitWorks will conduct a medical eligibility screening on all patients.*

Office of Oral Health Offers Tobacco Use Fact Sheet

The Massachusetts Department of Public Health, Office of Oral Health offers a fact sheet you can share with your patients. *How Tobacco Use Can Affect Oral Health* provides information on various diseases and conditions caused by tobacco, including oral cancer, leukoplakia, and periodontal disease. It also addresses the importance of oral cancer screenings, and provides resources to help patients quit smoking. To access the fact sheet, go to www.mass.gov/dph/oralhealth and click on Fact Sheets and Resources. Then select Tobacco and Oral Health from the Fact Sheets listing. ❖

Clinical Focus: Understanding How to Code for Dental Implants

The practice of dentistry has changed significantly since the introduction of dental implants more than 20 years ago. Back then, dental implants were used sparingly and considered “experimental” as a treatment option. Now, dental implants are often considered the preferred option in treating edentulous areas. The advent of dental implants has brought many new CDT codes to describe various parts of the process, and this can lead to confusion about the appropriate codes to use. As the use of these codes grows, it’s important to understand how to code correctly for implant procedures.

Coding for Endosteal Implant

It starts off relatively simple. The code for the placement of an endosteal implant is D6010. This code is used regardless of whether this was an implant placed in an extraction site or an edentulous area where the tooth had been removed previously and the ridge had completely healed.

Guided tissue regeneration and bone grafts may also be necessary as components of the implant placement process. A common claim error is the use of codes D4263 and D4264 for the bone graft submissions around implants. These codes are incorrect, as these bone graft codes should be used as a method of periodontal regeneration—something that is not done in the implant healing process.

If the implant is being placed into a healed extraction site or edentulous area, the correct code for the bone graft is D7950, regardless of whether it was autogenous or non-autogenous. Although not explicitly defined in the case of immediate implant placement, the most appropriate code for a bone graft placed in an extraction or implant removal site is D7953*.



Again, this would apply to the bone graft, regardless of whether it was autogenous or non-autogenous. Uncovering the implant fixture after healing is considered by the CDT descriptor as a component of the initial surgical placement process.

Next, we’ll determine how the implant crown, in the case of single tooth implant restoration, is to be attached to the implant. One option is to have an implant-supported crown. The crown on this implant is retained, supported, and stabilized directly by the implant without an intermediary structure.

Implant Crowns

A second, more common option is an implant crown attached through an intermediary abutment. There are two main types of abutments that connect the implant fixture to the implant crown: prefabricated or custom.

As the name implies, a prefabricated abutment is a stock item that can be made of high noble metal, ceramic, or a titanium alloy. A custom abutment is usually fabricated by milling or casting by a laboratory to fit the specific parameters of its individual application. When coding the claim, it’s important to use the descriptors of the implant abutments, either D6056 or D6057, for appropriate coding.

You’ll also need to determine the proper CDT code depending on whether the crown is directly attached to the implant fixture or whether it is attached through the abutment intermediary. Codes for abutment crowns are listed in the CDT guide from D6058 – D6094 and D6194. Implant supported crowns are in the grouping D6065 – D6067.

Abutment Confusion

There’s some additional confusion about the use of the word “abutment” in terms of the connection between the crown and the implant fixture. Typically, abutment is a term that has been used to refer to the portion of a bridge to which the pontic is attached. To help avoid confusion, abutment has been replaced with the word “retainer” in this situation. However, there is no difference in how to code a pontic, regardless of whether it is being used to in the description of a natural or an implant bridge.

For More Information

We’ll address more implant-related coding topics in future issues of *Dental Focus*. Of course, you can refer to the ADA’S CDT 2011-2012 guide, which explains the nomenclature and description of these codes in much greater detail. Additionally, our *CDT 2011 – 2012 Dental Procedure Guidelines and Submission Requirements* guide explains what procedures may be covered and what, if any, submission requirements may be necessary. ❖

** D7950 and D7953 are not covered benefits under BCBSMA dental plans. Please refer to your patient’s medical plan for possible benefit coverage.*

Reminder: Medicare Participating Dentists Must Complete the Annual Fraud, Waste, and Abuse Training by December 31, 2011

If you haven't done so already, please be sure to complete your 2011 Medicare Fraud, Waste, and Abuse Training by December 31, 2011.

How to Access the Training and Attestation Link Online

To access the 25-minute training on the HCAS website and attest to its completion:

Go to www.hcasma.org.

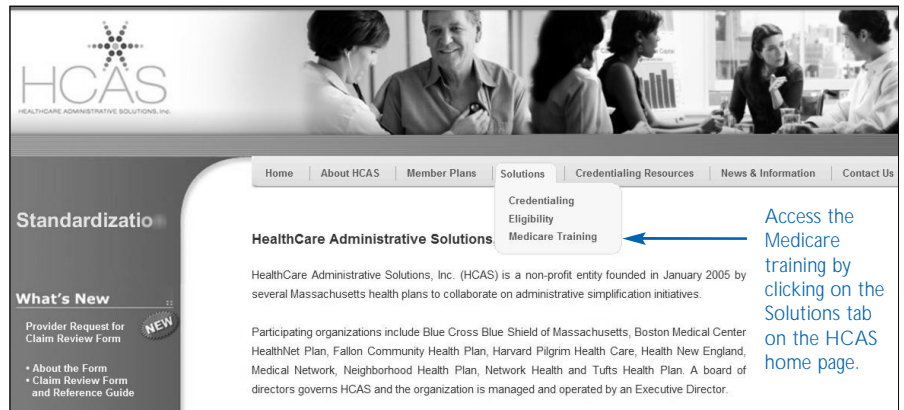
Select the Solutions tab at the top of the home page and click on Medicare Training.

After completing the training, click on the link that reads ATTESTATION - Attest that you have completed the training.

Print the system-generated confirmation message and retain it for your records. Once you've attested, you'll see the following message: "Your information has been recorded. Thank you."

Attestation Option for Larger Practices

If your practice has many people who are completing the training, you may elect to submit a *Group Attestation Form* in lieu of attesting at the individual level for each person. To do so:



Download the *Fraud, Waste, and Abuse Training Group Attestation Form* (also available under the Medicare Training section of the HCAS website).

Complete the form, and create an Excel spreadsheet that includes the required information indicated on the form.

E-mail or fax the completed form and spreadsheet to us according to the instructions on the form.

About the Training

The Centers for Medicare & Medicaid Services (CMS) requires all Medicare Advantage (MA) and MA Prescription Drug Health Plans to have in place a compliance training

and education program, including Fraud, Waste, and Abuse (FWA) training. Medicare participating dental providers and all staff must complete FWA training annually. BCBSMA has worked with HealthCare Administrative Solutions (HCAS) and its member health plans to assist in streamlining the training process. A website was created that includes a free, online FWA training program for all member health plans to use. Once completed, you only need to attest once per year.

Questions?

If you have any questions, please call your Dental Network Manager at 1-800-882-1178, Option 4. ❖

Looking to Earn a CEU? Complete Our Office Staff Training

If you were unable to attend one of our *2011 Dental Office Staff Training* sessions in person, be sure to check out our online presentation.

This one-hour session is a recording of a live webinar that was delivered on March 23, 2011 and provides information on:

Key components of patient-centered dental care

The importance of oral health in overall health

Useful BCBSMA administrative technologies

Important BCBSMA business updates and reminders.

And don't forget—you can earn one non-clinical CEU for completing this training session!

To access this presentation, log on to www.bluecrossma.com/provider and click on Resource Center > Training and Registration. The course is listed under the "Dental Providers" drop-down menu. ❖



Problems Signing in to BlueLinks for Providers?

Are you registered for BlueLinks for Providers, but forget your user name or password? No problem! Here are some helpful hints for getting you up and running on our website, www.bluecrossma.com/provider.

What to Do If You Forget Your User Name

If you can't remember your user name:

Go to the BlueLinks home page. In the "Sign In" section, click on the Forgot Your User Name link.

The system will prompt you to enter your First Name, (Middle Initial optional), Last Name, and Date of Birth. When finished, click Next.

The system will display the Hint Question you selected when you created your profile. Enter the answer to your Hint Question, and then click Submit.

The system will display your User Name. Click on the Sign In to BlueLinks for Providers link to sign in to our website.

TIP: If you incorrectly enter your Hint Answer three times in a row, your account will become locked and you will not be able to access BlueLinks for Providers. Contact your Account Administrator and ask them to reset your password. If your Administrator is unavailable, or if you are an Account Administrator in need of assistance, you may call the Provider Self Service Help Desk at 1-800-771-4097 (M-F, 8:00 a.m. – 5:00 p.m. EST).

Forget Your Password?

If you can't remember your password:

Go to the BlueLinks home page and click on the Forgot Your Password link in the Sign In section.

The system will prompt you to enter your BlueLinks user name. Enter your User Name, and then click Next.

The system will display the Hint Question you selected during your registration process. Enter the answer to your Hint Question, then click Submit.

Once you correctly enter your Hint Answer, you will be asked to create a new password.

Enter your password into the "New Password" field, then re-enter this Password into the "Confirm New Password" field. When finished, click Next.

The next screen will display a message confirming that your password has been reset. Click on the Sign In to BlueLinks for Providers link to go to the BlueLinks home page, then sign in using your new password.

TIP: Your password is case sensitive, must be between 8-16 alphanumeric characters only, and contain at least one number.

More Questions About Using BlueLinks? Our Online User Guide Has the Answers!

To help assist you with our website, we offer a comprehensive *BlueLinks for Providers User Guide*, which you can access without logging on to our site:

Simply go to www.bluecrossma.com/provider
Click on the word Help in the upper right-hand corner of the home page.

At the top of the next screen, click on the User Guide link directly under the green navigation menu. ❖

TIP: For quick access to this guide in the future, bookmark the *User Guide* URL:

If you use Internet Explorer, click on the Favorites option on the top navigation menu; then click "Add to Favorites."

If you use Mozilla Firefox, click on the Bookmarks option on the top navigation menu; then click on "Bookmark This Page."

Calling All Dental Hygienists: News and Updates Especially for You

Mass. Dental Hygienists' Conference Coming This Fall

Please join us at the annual conference of the Massachusetts Dental Hygienists' Association (MDHA) at the Crowne Plaza in Natick, September 23-24, 2011.

For more details, please contact the MDHA at www.massdha.org or call your BCBSMA Dental Network Manager at 1-800-882-1178, Option 4.

Helping You Help Your Patients

With a growing body of evidence linking oral and overall health, it's clear that dental care can have a direct impact on a patient's total health and well-being. Our Total Health Solution—the education, targeted outreach, and condition-specific services we offer our members—demon-

strates the important connection between the two. We have developed coordinated care strategies that promote total health for women who are pregnant and for members diagnosed with diabetes, coronary artery disease, or oral cancer.

Since hygienists are often the first source of information for patients about the relationship between their oral health and physical health, we'd like to remind you about the Dental Blue resources that are available.

Visit our booth at the September conference to learn about Dental Blue resources you and your colleagues can use to help educate patients about the connection between oral health and overall health.

Reminder: Enhanced Dental Benefits

Did you know your Dental Blue patient with a diagnosis of diabetes, CAD, pregnancy or oral cancer may have the following insurance benefits paid at 100%, no deductible, and paid outside their annual maximum for these services?

Prophylaxis or periodontal maintenance every three months

Periodontal scaling and root planing once per quadrant every 24 months

Fluoride treatment every three months

Adjunctive pre-diagnostic oral cancer screening every six months. ❖

CDT Code Reminder for Certain Periodontal Services

To help you in submitting your claims to us, below we offer coverage guideline reminders for some periodontal services that you may provide to Dental Blue members.

For more information on covered services and submission requirements, please refer to our *CDT 2011 – 2012 Dental Procedure Guidelines and Submission Requirements* guide.

Or, call your Dental Network Manager at 1-800-882-1178, Option 4 with any additional questions. ❖

CDT Code/Description:	Guidelines:
D4263: Bone replacement graft – first site in quadrant D4264: Bone replacement graft – each additional	One per tooth per 36 months. An allowance will be made in addition to the surgical procedure to cover the cost of the graft material. Not covered when used in an edentulous space, extraction site or with routine apicoectomy, cystectomy, sinus augmentation, ridge augmentation, mucogingival grafts or implant procedure site in quadrant.
D4381: Localized delivery of antimicrobial agents via a controlled-release vehicle into diseased crevicular tissue, per tooth, by report (only to be used as a site specific adjunct to localized disease)	One treatment per tooth per 24 months. Up to 3 teeth per quadrant with 5-6 mm pocket depths and bleeding on probing, with or subsequent to active and maintained periodontal treatment. This treatment should not be used to treat generalized disease. Not covered for treatment of periodontal abscess. This procedure is covered by tooth, not tooth surface.

Technology Helps Weymouth Dental Practice Run Smoothly

continued from page 1

According to Practice Administrator Debbie Timmins, they use Emdeon DPS every day to check Dental Blue benefits for their patients and to submit claims electronically.

“We used to use a different system, but Emdeon is much easier and more user-friendly,” says Debbie. We get our reimbursement faster, and we can submit electronic attachments with our digital X-rays. Plus, it’s free!”

Debbie says in the near future, they’re also looking into signing up for PaySpan Health, our free web-based tool that provides secure direct deposit and the ability to view Provider Payment Advisories and Provider Detail Advisories online.

The efforts of Dr. Zuppari and his team have paid off. They’ve been recognized with the Mercer Golden Eagle Award for not only running an efficient business, but also for providing optimal care to his patients.

“That’s our objective—to treat our patients in a caring, friendly comprehensive, efficient manner,” he says. ❖

Summer Recipe

From the Kitchen of Barbara Clark

With the warm weather here, we thought we would share a favorite recipe from Dental Blue Network Manager Barbara Clark. This is a great summer meal that is full of flavor and easy to prepare at the end of your day. Add a green salad or vegetable to round out your meal.

Enjoy!



Orzo and Grilled Shrimp Salad

Yields 4 servings

Ingredients

- 3/4 pound orzo, cooked al dente
- 1 large cucumber, seeded, quartered lengthwise, and sliced
- 3 green onions, thinly sliced
- 1 pint grape tomatoes, halved
- 1/4 cup chopped fresh dill, plus extra for garnish
- 1/4 cup white wine vinegar
- 3 tablespoons Dijon mustard
- 1/2 cup olive oil, plus additional for brushing shrimp
- Salt and freshly ground pepper
- 3/4 pound feta cheese, crumbled
- 16 medium shrimp, peeled and de-veined

Directions

Combine orzo, cucumber, green onions, and tomatoes in a large bowl. Place dill, vinegar, and mustard in a blender and blend until smooth. With the motor running, slowly add the olive oil and blend until emulsified. Season with salt and pepper, to taste. Pour the vinaigrette over the orzo mixture and stir well to combine. Gently fold in the feta cheese.

Heat grill to high. Brush shrimp with oil and season with salt and pepper. Grill for approximately 2 minutes per side or until just cooked through. Divide orzo salad among 4 take-out containers or plate and top with 4 shrimp. Garnish with additional dill. ❖



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and click on [Register Now](#).

Need assistance? Schedule an Office Visit with Your BCBSMA Dental Network Manager

Do you have billing questions
you can't resolve over the phone?
Or, perhaps you need help with
the registration process for our
technologies, such as BlueLinks
for Providers or Emdeon DPS.

Your BCBSMA Dental Network
Manager is available for onsite
education visits.

They can help answer claims or
billing-related questions, demon-
strate technology tools to help
your office improve its efficiency,
and explain our procedures and
policies.

To reach your Dental Blue
Network Manager, call
1-800-882-1178, Option 4. ❖

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