

Healthy Smiles Dental Program



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THE MARYLAND HEALTHY SMILES DENTAL PROGRAM HAS LAUNCHED!

As of July 1, 2009, the *Maryland Healthy Smiles Dental Program* became effective in the state. This new Maryland Medicaid dental program provides coverage for children under age 21, pregnant women 21 years of age and older and adults enrolled in the Rare and Expensive Case Management (REM) program. Under the *Maryland Healthy Smiles Dental Program*, the Department of Health and Mental Hygiene (DHMH) has contracted with Doral Dental to be the sole administrator of dental benefits in the state. Doral is responsible for building the provider network, processing and paying claims, providing member and provider support and creating outreach activities to educate members on the importance of proper oral care.

NEW RESOURCES FOR PARTICIPATING PROVIDERS

Doral has created several resources to ensure that our participating providers have the support they need. A new Office Reference Manual has been created to provide detailed information on processes and procedures associated with the *Maryland Healthy Smiles Dental Program*. This manual is stored on the Doral website at www.doralusa.com. In addition, the website gives providers access to the Provider Web Portal (PWP) which is available 24/7 to verify eligibility of your patients, enter and submit claims directly to Doral, view status of submitted claims and run reports to verify claims submission. A dedicated toll-free number for Maryland providers (1.888.696.9598) has been created and is staffed with call center specialists that are available Monday - Friday, 7:30 AM – 6:00 PM.

THE LOCAL PROVIDER RELATIONS TEAM

In addition to our Provider Services Call Center, Doral has established a Maryland based team to ensure that provider needs are addressed. The team includes four provider relations representatives assigned to every dentist in the state. The role of the provider relations representatives is to oversee the relationships with our providers, provide additional training when needed and to address provider concerns. The team includes:

Jeanne Burke

Montgomery County, Prince
George's County
240.790.3046

Andrea Cameron-Belvin

Baltimore City, Baltimore
County, Cecil County,
Carroll County, Harford
County, Howard County
240.790.3065

Brittany Siehr

Anne Arundel County, Calvert
County, Caroline County, Charles
County, Dorchester County, Queen



Anne's County, Kent County, Somerset County, St. Mary's County, Talbot County, Wicomico County, Worcester County
240.790.3087

Nicole Williams

Alleghany County, Frederick County, Garrett County, Washington County
410.271.0380

BENEFIT COVERAGE CHANGES: NEW BENEFITS ADDED FOR PREGNANT WOMEN & REM ADULTS

In order to provide a more comprehensive benefit plan for pregnant women and REM Adults, additional covered benefits have been added to the Maryland Healthy Smiles Dental Program.

Endodontic Therapy

The following CDT codes have been added to the list of benefits offered for pregnant women and REM adults in the Maryland Healthy Smiles Dental Program:

D3310 anterior (excluding final restoration)
D3320 bicuspid (excluding final restoration)
D3330 molar (excluding final restoration)
D2751 crown – porcelain fused to predominantly base metal (on teeth 5-12 and 21-28)
D2791 crown – full cast predominantly base metal (on teeth 1-4, 13-20, and 29-32)

This change will be made retroactively with an effective date of 7/1/09. For previously submitted claims that do not require prior authorization, Doral will reprocess them for payment consideration.

Resin-based composites

The following CDT codes will be added to the list of benefits offered for pregnant women and REM adults in the Maryland Healthy Smiles Dental Program:

D2391 resin-based composite – one surface, posterior
D2392 resin-based composite – two surfaces, posterior
D2393 resin-based composite – three surfaces, posterior
D2394 resin-based composite – four or more surfaces, posterior

This change will be made retroactively with an effective date of 7/1/09. For previously submitted claims that do not require prior authorization, Doral will reprocess them for payment consideration.

The Office Reference Manual (ORM) contains the full list of covered benefits for *Maryland Healthy Smiles Dental Program* and has been updated to reflect this information. The children's covered benefits are outlined in Exhibit A and the pregnant women and REM adult benefits are outlined in Exhibit B. Providers can find the most up-to-date copy of the Office Reference Manual on the Provider Web Portal located at www.doralusa.com. Once you are logged in and at the main menu, click on "View Documents" to get the latest copy of the ORM.

NEW ON THE WEB: FREQUENTLY ASKED QUESTIONS

Since the launch of *Maryland Healthy Smiles Dental Program*, Doral has received several great questions from providers. We have compiled a list of the Frequently Asked Questions (FAQs) so that this information can be shared with all of our participating providers. Here are some of the questions we have received. A full list of the FAQs can be found on our website at www.doralusa.com.

- 1. What kind of provider support does Doral have for questions or concerns?**
Doral offers a variety of resources to answer questions or concerns about the *Maryland Healthy Smiles Dental Program*.
 - Office Reference Manual
 - Provider Web Portal
 - Dedicated Provider Services Call Center with a toll free number (1.866.696.9598)
 - Field provider relations representative assigned to each provider in Maryland
- 2. What type of information can be accessed using the Doral website?**
Providers have access to several helpful options including:
 - Member eligibility verification
 - Claims submission
 - View claim status
 - Create claim tracking reports
 - Member treatment history
- 3. What is the fee schedule for Maryland Healthy Smiles Dental Program?**
The complete *Maryland Healthy Smiles Dental Program* Office Reference Manual and fee schedule can be obtained by contacting your assigned Doral provider relations representative. The fee schedule can also be located on the DHMH website at:
http://www.dhmd.state.md.us/mma/providerinfo/html/dental_agreement.htm

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4. How do I submit claims for payment?

Doral receives dental claims in four possible formats. These formats include:

- Electronic claims via Doral's website (www.doralusa.com)
- Electronic submission via clearinghouses
- HIPAA Compliant 837D File
- 2006 ADA Paper claims form

5. Where should I mail my paper claims?

All claims for dates of service on and after July 1, 2009 for the *Maryland Healthy Smiles Dental Program* should be forwarded to Doral at the following addresses:

Claims should be sent to:

Maryland Healthy Smiles Dental Program- Claims
12121 North Corporate Parkway
Mequon, WI 53092

Pregnant Women Claims should be sent to:

Maryland Healthy Smiles Pregnant Women - Claims
P.O. Box 193
Thiensville, WI 53092

6. How do I know if a child, pregnant woman or REM adult is in the program?

Each member will receive a *Maryland Healthy Smiles Dental Program* identification card. Their member ID number is the same as their Medical Assistance/Medicaid number. To ensure the member has coverage, eligibility should be verified on the day of service through one of Doral's eligibility verification systems:

- Provider Web Portal (www.doralusa.com)
- The automated Voice Response system 1.888.696.9598 (press option 1)
- The dedicated Doral provider services team 1.888.696.9598

Note: Members who are enrolled in a Primary Adult Care program through a Managed Care Organization (MCO) or the Family Planning program do not have benefits through the *Maryland Healthy Smiles Dental Program*.

MEMBER TRANSPORTATION

The *Maryland Healthy Smiles Dental Program* recognizes that some members may have a challenge getting to dental appointment due to a lack of transportation. To help address this issue, eligible members (and their parents/representatives) are now able to obtain transportation to dental appointments as a part of the *Maryland Healthy Smiles Dental Program*. For transportation to initial dental appointments, no documentation is needed. For subsequent appointments, documentation is required by the dentist. If your Medicaid patient needs assistance getting to a dental appointment, please refer them to Doral to assist in the process of arranging transportation.

NATIONAL PROVIDER IDENTIFIER: WHERE DOES IT GO?

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 required the adoption of a standard unique identifier for all health care providers. The National Provider Identifier (NPI) is the 10-digit numeric identifier that has been adopted as this standard identifier. Doral now requires the NPI for the submission of claims and authorizations. Your NPI number should be entered in the following locations of the 2006 ADA claim form:

- Field 54 (for Treating Dentist) should be populated with your Individual (Entity Type 1) NPI number.



- Field 49 (for Billing Dentist) should be populated with your Group or Sub-part (Entity Type 2) NPI number, if applicable.

If you have not obtained an NPI, providers can apply for one via the following methods:

- Complete the web-based application at <https://nppes.cms.hhs.gov>
- Call the Enumerator call center at 800.465.3203 or TTY 800.692.2326 to request a paper application.
- E-mail customerservice@npienumerator.com to request a paper application.
- Request a paper application by mail:
NPI Enumerator
P.O. Box 6059
Fargo, ND 58108-6059

MINIMIZING BROKEN APPOINTMENTS

Broken appointments are a concern for the *Maryland Healthy Smiles Dental Program* and Doral. We recognize that broken appointments are a costly and unnecessary expense for providers. Our goal is to remove any barriers that prevent dentists from participating in the *Maryland Healthy Smiles Dental Program* as well as barriers that prevent our Members from utilizing their benefits. Because of this, Doral has implemented several new procedures to help minimize broken appointments for our providers.

For members that have elected to use Doral for appointment scheduling assistance, Doral will place a reminder call to the member prior to the appointment. If the member does miss an appointment, Doral now has a tracking system that will enable providers to quickly and easily report this information to Doral. Follow up calls will then be made to the members to stress the importance of making dental appointments. Doral is also hiring a Maryland based outreach coordinator whose responsibilities will include the development of strategies to increase member outreach and education programs.

In addition, Doral has received the following best practices from dentists in the community as recommended steps for reducing broken appointments.

- Confirm appointments after hours when the patient is likely to be home to answer the call.
- Confirm all appointments, including recall and hygiene appointments, the day before the appointment.
- Consider telling patients they must confirm their own appointment the day before the visit, or their appointment slot will be lost.
- Continuing care appointments made for three to six months ahead should be reserved for patients of record with no history of broken appointments.
- Patients with a history of broken appointments or that did not schedule a continuing care appointment, should receive a postcard asking them to call to schedule an appointment.

PAYMENT PROCESS CHANGES

Authorization Determination Letters & Payments

Previously Doral accepted approved authorization determination letters in lieu of a claim form to issue reimbursement. Effective October 1, 2009, Doral will no longer process authorization determination letters in lieu of a claim form. To receive payment, please be sure to submit your claim on a 2006 ADA Claim Form or electronically via Doral's Provider Web Portal at www.doralusa.com.

Reminder – Use the 2006 ADA Claim Form

Effective November 1, 2009, paper claim and authorization submissions will need to be submitted on a 2006 ADA Claim Form, which may be found at www.doralusa.com. This change will allow Doral to reduce the amount of time to process paper claim and authorization submissions to all for faster payment to your office. After November 1, 2009, all claim or authorization submissions not utilizing the 2006 ADA Claim Form will be returned. When submitting your claim or authorization on the 2006 ADA Claim Form we ask that you do not write or type in the top right portion of the claim form. This space is needed for office use. Writing or typing in this space may result in delays in processing your claim.

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- Many emergency patients will not keep future appointments if scheduled on the day of emergency treatment. These patients should be called later during the week to schedule follow-up treatment.
- When a procedure needs to be completed at a subsequent appointment, send information home with patients about that next appointment. The information should stress the importance of such a procedure and indicate possible outcomes if it is not completed within the designated timeframe.
- Maintain a list of patients that can be contacted to come in on short notice; this will allow you to fill gaps when late notice cancellations occur.
- Many patients cite daytime obligations such as work or childcare as significant contributing factors to missing appointments. Having extended hours on selected days of the week or occasional weekend hours can alleviate this barrier to accessing dental care.

We encourage you to implement these practices in your office to also help reduce broken appointments.

DOCUMENTATION OF REFERRALS TO SPECIALISTS: AN EFFECTIVE RISK MANAGEMENT TOOL

The purposes of risk management are to avoid or reduce loss of resources and to minimize the effects of loss through planning, organization and administration. Management of risk liability seeks to minimize loss through the implementation of preventive measures. A major preventive measure used to avoid loss is adequate record keeping. To that end, the following briefly reviews a system of documentation to use when referring a patient to another dentist for consultation/follow-up:

- When referring, **document the referral** (including the date and name of the dentist referred to and the reason for the referral) in the progress notes or in an area of the chart designated for referrals.
- **Continue to track and document the status of the referral** in the patient's chart, noting whether the patient has acted on the referral (sees the dentist) or has refused to do so.
- If the patient has acted on the referral, **document/file all communications from the referred dentist in consecutive order** in a designated section of the chart.
- If the patient has not acted on the referral, **document your continued emphasis** on the importance of seeing the recommended dentist and the patient's response to such.

Referrals to specialists are a normal part of the process to manage patient treatment. Following the risk management

principle of adequate record keeping helps to avoid loss while improving quality of care. Patients needing to be treated by a specialist may call the Maryland Healthy Smiles Member Services line at 1.888.696.9596 for assistance. A list of specialists can also be found on our website at www.doralusa.com.

EXCITING NEW OPTION TO INCREASE SPEED OF PAYMENT

Doral has recently implemented Electronic Funds Transfer (EFT) and electronic remittance statements as a new payment process for our providers. This exciting new feature will result in increased payment turnaround times as funds are directly deposited into your banking account. Enrolling in EFT is simple! You only need to complete an enrollment form and send us a voided check. Once we have received the necessary documents, EFT will be implemented for your office within six weeks. The enrollment form is located in the Office Reference Manual at www.doralusa.com.

In conjunction with the EFT program, you will also be required to access your remittance statements online as you will no longer receive paper remittance statements. Electronic remittance statements can be located on Doral's Provider Web Portal (PWP). It is fast and easy to obtain your



remittance statements.

We are pleased to offer this new benefit to our providers and hope you take advantage of this new program. Should you have any questions, please contact the Provider Services Department at 1.888.696.9598 or your local provider relations representative.

NEED ASSISTANCE? HELP IS JUST A CLICK OR CALL AWAY!

As a reminder, you can receive 24 hour service 7 days a week by using www.doralusa.com to check member eligibility, history, submit claims, authorizations and many other features. Should you need other assistance or wish to use our interactive voice response system, please contact Provider Services at 1.888.696.9598. As always, thank you for working in partnership with us by providing services to the members we serve in the *Maryland Healthy Smiles Dental Program*.

WOULD YOU LIKE TO SAVE MONEY ON DENTAL SUPPLIES?

Doral Dental Savings Group is a value-added program designed for Doral Dental providers! The Savings Group will save you both time and money when ordering your dental supplies through Dental Health Products Inc.

There is no membership fee and since you are already a contracted provider, you are able to start saving money on the supplies you already use in your practice! In fact, you are eligible for a discount on your very first order! Your supplies are shipped same day from a central Midwest location with delivery scheduled within 2-3 business days to most of the United States via UPS or FedEx.

To place an introductory order or request a no-obligation quote on the products frequently used in your office, please contact the Doral Dental Savings Group at 1.866.210.4635 or order online at www.doraldentalgroup.com.

Doral Dental Savings Group thanks you for working to improve the oral health of your community. We look forward to servicing your dental supply needs.

WAYS TO SPEED UP PAPER CLAIMS

Doral processes paper claims with the use of computer software that scans and enters them through Optical Character Recognition (OCR).

However, poor quality claims—claims with illegible writing, smudges, missing information, and/or very old claim form formats—are impossible to process in such a manner. Unfortunately, poor quality claims must be manually reviewed and keyed by our data entry staff who often still have difficulty reading them.

So dental offices can speed up the processing and improve the accuracy of their paper claims, they should:

- Use an approved claim form posted on Doral's website via www.doralusa.com (2006 ADA Claim Form preferred)
- Mail claims instead of faxing them
- Submit original claims rather than photocopies
- Ensure your printer provides clear, dark copies
- Print or type all numbers legibly
- Line information up properly within the form
- Do not write dollar signs (“\$” can be confused with “5”)
- Do not use unnecessary decimal points
- Do not use ink stamps or write notes on the body of the claim form

ELECTRONIC AUTHORIZATIONS AND CLAIMS

Participating providers may submit claims and/or authorizations directly to Doral by utilizing the “Providers” section of our website. Submitting claims and authorizations via the website is very quick and easy. It is especially easy if you have already accessed the site to check a member's eligibility prior to providing the service.

To submit claims or authorizations via the website, follow these steps:

- Log on to www.doralusa.com
- Once you have entered the website, click on “Providers”, and then click on “Provider Web Portal (PWP)”.

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- First time users will need to click on “Not a Registered User” to register and create a login, by utilizing their Doral 6 digit Location ID. You will then be able to log in using your password and ID.
- Once logged in, select “Enter Dental Claims” or “Enter Dental Authorizations” from the menu.
- After you enter the date of service, select the provider and the place of service from the list.
- Proceed to enter the Member's applicable information in the fields provided. It is NOT necessary to enter the Member's last name and/or first initial; only the identification number and the date of birth.
- Next, click on “Verify Member Eligibility” that appears below the member's DOB field to verify eligibility and it will populate the name fields automatically. Once this information is generated, you may now begin to enter the claim or authorization line detail to complete the submission.

If you have questions on submitting claims, authorizations or accessing the website, please contact Doral Provider Services at 1.888.696.9598.

BUSINESS IMPROVEMENT

At Doral, we pride ourselves on continually improving and evolving the way we serve providers to make doing business with us easier. In the coming months, we will be launching several innovations and advancements in technology that will allow us to improve our service to you and all of our dental program stakeholders.

The innovations are the result of advancements in technology and insights gained from feedback we have received from you. We will keep you informed as we move forward with these changes.

 Whenever you see an email or postal mailer bearing this symbol, you'll know that we're introducing an important change designed to benefit you.

Doral is your partner today, tomorrow and in the future. Stay tuned for these exciting announcements!

VERIFYING DENTAL PRACTICE INFORMATION

Have you verified that the information Doral has on file is accurate for your practice? If not, be sure to go to www.doralusa.com to our “Find A Provider” section and verify the information that we have on file for your office. Simply enter your address and select “MD Healthy Smiles” in the Program drop down list and your practice information will be returned. If the information needs to be changed, simply complete the “Provider Change Form” located in the Office Reference Manual (Appendix A-20) and fax this to Doral at 262.241.4077.





MARYLAND
Healthy Smiles Dental Program

12121 North Corporate Parkway
Mequon, WI 53092

The Maryland Healthy Smiles Dental Program is administered by Doral Dental Services of Maryland, LLC

IMPORTANT RESOURCES

Maryland Healthy Smiles Dental Program - Provider Services	1.888.696.9598
Maryland Healthy Smiles Dental Program - Member Services	1.888.696.9596
State Enrollee Help Line (Members)	1.800.284.4510
Maryland Healthy Smiles Dental Program - Authorizations should be sent to:	Maryland Healthy Smiles Dental Program-Authorization 12121 North Corporate Parkway Mequon, WI 53092 Fax: 262.241.7150 or 888.313.2883
Maryland Healthy Smiles Dental Program - Credentialing applications should be sent to:	Maryland Healthy Smiles Dental Program-Credentialing 12121 North Corporate Parkway Mequon, WI 53092 Fax: 262.241.4077
Maryland Healthy Smiles Dental Program - Claims should be sent to:	Maryland Healthy Smiles Dental Program-Claims 12121 North Corporate Parkway Mequon, WI 53092
Maryland Healthy Smiles Dental Program - Pregnant Women Claims should be sent to:	Maryland Healthy Smiles Pregnant Women - Claims P.O. Box 193 Thiensville, WI 53092

