



LIBERTY Dental Plan Quarterly

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It Is **Quality Assurance** Facility Review season again!

By **Richard Hague, DMD**

LIBERTY Dental Director, Quality Management

Your office may be participating in the **2015 Quality Assurance Review program**. The purpose of these reviews is to assure that quality services are being rendered. Many of our new providers have never had anyone looking at their charts before - from previous years, we have noted the following common QA problems, which LIBERTY considers as "critical factors" that a provider office should have in place to be in full compliance with LIBERTY's clinical criteria and guidelines:

Some offices do not meet minimum infection control standards, though many states have infection control requirements. Be sure to check that you are properly using appropriate surface disinfectants ("spray-wipe-spray") and barriers (plastic or paper) to avoid cross-contamination.

One of the more **alarming** and frequent findings is the lack of periodic (weekly) biologic spore testing results. Offices may forget to test every sterilizer in the office on a weekly basis, or maintain copies of spore testing results online. The ADA and Centers for Disease Control recommend weekly spore testing of all sterilizers in use in a dental facility.

Many offices have expired items in their medical emergency kit.

Some offices have medical emergency protocols, but do not have disaster protocols available or posted (such as for fire, hurricane, earthquake, etc.)

Some offices do not have an oxygen source or if they do, the tank is empty or the staff does not know how to use it.

Positive-pressure Oxygen should be available via an Ambubag or an "O2 Flush" button on the mouthpiece.

Soft tissue and oral cancer exams should be conducted and documented on every chart.

Evidence of **signed** informed consent should be present for all treatment plans.

LIBERTY can provide the background information to assist you in your endeavor for full compliance with current state laws, regulations, recommendations and "best practices" upon request.

LIBERTY considers our Quality Management program as a peer review opportunity to help facilities comply with these laws and regulations, as well as improve the quality of care rendered to their patients. **Undergoing and passing a QA review is a win-win situation for all involved!**

NOTE: LIBERTY conducts facility reviews and focused chart reviews in all our states. LIBERTY conducts routine periodic chart audits in CA.

Contact Us



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- Eligibility
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Professional Services

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Oral Healthcare during Pregnancy

Pregnancy is a unique period during a woman's life and is characterized by complex physiological changes which may affect oral health. The Obstetric community and ADA has determined that preventive, diagnostic and restorative dental treatment is safe throughout pregnancy and is effective in improving and maintaining oral health. It is essential for healthcare professionals to coordinate care in order to provide pregnant women with appropriate and timely oral health care, which includes oral health education. Current clinical recommendations for pregnant women are as follows:

Assess Pregnant Women's Oral Health

Proposed assessment includes taking an oral health history, checking for swollen or bleeding gums, identifying a toothache (pain) or problems eating or chewing food. Ask the pregnant patient about any problems in her mouth and pregnancy sickness, including frequency of vomiting. Review the medical and dietary histories, including use of tobacco, alcohol, and recreational drugs. Finally, perform a comprehensive oral exam, which includes a risk assessment for dental caries and periodontal disease.

Advise Pregnant Women about Oral Healthcare

Reassure women that oral health care, including use of radiographs, pain medication, and local anesthesia, is safe throughout pregnancy. Refer her to common websites about the safety of dental care during pregnancy. Encourage women to continue to seek oral health care, *(continued on page 4)*



Oral Health Symposium

Oral Health 2020: A Vision for Integrated Care was a one-day educational oral health symposium focused on engaging healthcare providers, from the broad spectrum of healthcare professions, in identifying healthcare delivery models that innovate and lead to aspired integration. LIBERTY Dental Plan's Foundation was a Platinum Sponsor for this groundbreaking symposium, which was attended by several hundred healthcare leaders.

The symposium showcased healthcare delivery models that take significant steps toward linking oral care with overall physical health care. It also showcased existing financing

efforts that understand the value of oral health integration into overall health efforts to improve overall full-body health outcomes; and it explored health profession education models that value and contribute to the integration of oral health into primary care.

LIBERTY believes that a new, responsive, and fair model must be pursued to result in a true integration of oral health into primary health care. Today's system does little to adequately provide access, ensure quality, and restrain costs. We envision a more timely, efficient, effective, and patient-centered system; one that provides equal access for all.

Multiple dentists in the same location

There can be only one IRS name per TIN, even if multiple dentists are working under the same TIN. All information listed on the W-9 form must match what has been filed with the IRS. Information listed on claims must match what is listed on the W-9 form. If the W-9 form does not match what was filed with the IRS, there may be issues with your 1099 at the end of the year. If the information submitted on claims does not match the W-9 form, there may be claim issues.

A Tax Identification Number (TIN) is registered with the Internal Revenue Service (IRS) under the name of the person or the corporation of the dental practice. This name can be known as the business entity, legal name or IRS name.

Oral Health Care during Pregnancy (continued from page 3)

practice good oral hygiene, eat healthy foods, and attend pre-natal classes during pregnancy.

Work in Collaboration with Pre-Natal Healthcare Professionals

Establish relationships and develop a formal referral process with other health care professionals in your area to coordinate care and consult with them as necessary.

- Provide Oral Disease Management and Treatment to Pregnant Women
- Provide emergency or acute care at any time during the pregnancy.
- Develop, discuss, and provide a comprehensive care plan.

- Use a rubber dam during endodontic and restorative procedures.

Position pregnant women appropriately during care:
Keep the woman's head at a higher level than her feet.

Place a woman in a semi-reclined position, as tolerated, and allow frequent position changes.

Place a small pillow under the right hip, or have the woman turn slightly to the left as needed to avoid dizziness or nausea resulting from hypotension.

Follow up with pregnant women to determine whether preventive and restorative treatment has been effective.

Oral Care during pregnancy is beneficial for the mother and the child.

Checking the ID Cards every time may prevent HIPAA privacy incident



Did you know that an error in claims submission can easily lead to a HIPAA privacy incident? Submitting claims accurately protects your patient's information and ensures timely payment. We recommend that you review the patient's ID card during every visit so that claims are submitted with correct subscriber ID. Even if a patient reports no change in coverage, important information on the ID card may have changed.



Cultural and Linguistics Corner

Working with an Interpreter

LIBERTY understands that many providers have taken part in very few interpreted conversations, and it can be difficult to imagine how such a meeting is conducted. Below are some simple things to keep in mind that will help you work effectively with a language interpreter and ensure good communication with your patient:

Language Interpretation

- Remember that your main conversation is with the patient, not the interpreter. Be sure to address the patient directly and face them rather than the interpreter.
- Talk to the patient in the first person as you would if you were directly communicating with them. You do not need to talk through the interpreter, such as saying, "could you please ask him/her..."



- You can speak at a normal pace. However, it is helpful to the interpreter if you pause occasionally after sentences or chunks of conversation. If you are quoting from written material, allow extra time and pause between sentences.

Sign Language Interpretation

- Be sure that there is proper lighting as the interpreter needs to be visible to the patient for effective communication.
- Maintain eye contact and speak directly to the patient. Since the patient will be looking at the interpreter while you are speaking, it is useful if the interpreter sits or stands close to you.
- In order to have a more accurate interpretation, allow enough time for the interpreter to convey the full message. Wait for a response before talking again.
- Clarify any unique vocabulary such as acronyms and technical terms. It is recommended to use short, simple sentences.
- Avoid asking the interpreter for opinions or comments about the content of the meeting or information about the patient. Interpreters follow a code of ethics that requires impartiality and confidentiality with all assignment related information. Do not assume that the interpreter has prior knowledge of the patient or will be interpreting future appointments.
- Be aware that sign language interpreting is physically and cognitively demanding. Assignments of an hour or more in length that are technical or non-stop may require occasional breaks.

Be in the Know – LIBERTY's Quick Tip

Did you know that it is required by the Department Health Care Services as a part of their Cultural Competency Program to note the member's preferred language in the member's record? For continued compliance, be sure to incorporate this into your office's patient information checklist.

Provider Appeals or Disputes

In order to ensure your appeals are handled in a timely and accurate manner, LIBERTY Dental Plan would like to remind you of our streamlined provider appeals process.

LIBERTY prices claims to the LIBERTY allowed amount according to the terms of your contract and then forwards them for processing. LIBERTY processes, adjudicates claims and reviews or makes any determination on claims, appeals, and/or payments regarding appeals. Here are some common types of appeals that LIBERTY can handle or make a determination on:

- Denial of benefits;
- Denial due to medical review, cosmetic, experimental and investigational review;
- Denial based on coding or bundling;
- Submission of records as a result of a denied claim;
- Denial due to lack of authorization (prior or otherwise);
- Reconsideration of a denial for medical necessity.

If you are submitting one of these types of grievance or appeals, please send the appeal directly to LIBERTY Dental Plan for reconsideration at: appeals@libertydentalplan.com or you can fax to 949-270-0109.

Have you received Incorrect Claims Information?

Providers and Facilities are urged to review all member information received from LIBERTY Dental Plan to ensure no misrouted PHI (Protected Health Information) is included. Misrouted PHI includes information about members that a Provider or Facility is not currently treating. PHI can be misrouted to Providers and Facilities by mail, fax, email, or electronic remittance.

Providers and Facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are Providers or Facilities permitted to misuse or re-disclose misrouted PHI. If Providers or Facilities cannot destroy or safeguard misrouted PHI, Providers and Facilities must contact Member Services or call the number listed on the documentation received to report receipt of misrouted PHI. We appreciate your cooperation in keeping PHI confidential.

Claim Form is the Key to Accurate Payments

Please fill out all fields on the claim form, and check the following for completion and accuracy:

- **Treating Dentist's Individual Type 1 National Provider Identifier (NPI) Number (required)**
- **Type 2 National Provider Identifier (NPI) Number (if applicable)**
- **Place of service**
- **Rendering address**
- Dental license number and billing tax payer identification number (billing TIN)
- Patient's date of birth
- Patient's relationship to member
- Member's date of birth
- Member's identification number, exactly as shown on any ID Card
- Member's or patient's authorization signature
- Your Usual Fee for treatment with valid CDT code
- Treatment date(s)
- Tooth number, surface and quadrant, if applicable
- Treating Dentist's signature as well as Billing Dentist (if they are different)

Prosthodontic referrals not generally available on most LIBERTY Plans



General Dentist network providers should be reminded that LIBERTY does not offer treatment by a prosthodontist as part of most LIBERTY plan offerings. If you identify a treatment situation in complex fixed or removable prosthetics that is beyond your scope of practice, please do not refer the member to a prosthodontist. Rather, please refer the member to Member Services to be re-routed to another general dentistry office that may have different practice patterns or skill sets and may be able to accommodate the member's needs. LIBERTY does not generally recruit or maintain a network of prosthodontists. Many prosthodontists, however, practice as general dentists and may be available to our members. If you determine that a prosthodontist may be a necessary referral, you can contact Member Services for further assistance.



Making members shine, one smile at a time™