

Dental Office Update

Fall 2006

THE **ODS** COMPANIES



ODS Dental Benefit Tracker launches new features

The ODS Companies (ODS) is proud to announce we have added some new features to the dental benefit tracker (DBT). Read on to learn more about the additions.

✓ **How can I tell if my patient is eligible for a dental check-up through DBT?**

DBT now automatically gives the information you need on your patient's preventive claims history. DBT will tell you if your patient is eligible to have an exam, cleaning and/or X-rays performed that day. The new preventive service table is displayed on all patients accessed through DBT.

✓ **Past and future benefits**

To view past and future plan benefits through DBT, simply enter a date other than the present day's date in the "check eligibility

for another date" box, and hit "GO." If your patient is on a waiting period and you want to find out what his or her benefits will be after the waiting period has been satisfied, you can now check through DBT.

✓ **Overage dependent status**

If ODS does not have your patient's student status information on file, and he or she is over the dependent age limit for a plan, you will see the word "overage" while searching for their benefits. An overage dependent's claim cannot be paid until student information has been received and updated in our system. If you see that your patient needs to update this information, please have him or her contact ODS Customer Service.

Why credential?

Credentialing is the process of verifying elements of a licensed practitioner's training, experience and current competence. Credentialing is a healthcare industry standard and helps ensure ODS members have access to high-quality dentists within the ODS dental provider networks. The ODS credentialing program is based on the standards of national, federal and state accrediting and regulatory agencies.

A practitioner is credentialed when initially joining an ODS dental provider network and is recertified every three years thereafter. ODS has improved the current credentialing/recertification application to reduce the paperwork required from our dental partners. The application requires a dentist to attest to his or her ability to practice and requires proof of liability insurance.

ODS verifies the information provided on the application and refers the application to a committee of peers for final review and a participation decision. All information provided during the credentialing and recertification process is kept confidential.

We greatly appreciate the cooperation of participating dentists in this important program.

If you have questions, please call ODS Credentialing at 503 265-5682.

2005 Dental Record Review

In 2005, ODS conducted a retrospective review of OHP member dental records. The objectives were to determine practitioner compliance with the Oregon Dental Practice Act OAR 818-012-0070 and evaluate quality of care to OHP members and the progress of our established quality improvement projects on early childhood cavities prevention (ECCP) and tobacco cessation. The review focused on children from birth to 24 months, 3- to 5-years-old and pregnant women.

Study Results

The results showed that of the 14 percent of ODS OHP pregnant women who had dental services, during the study period 86 percent received an examination of their teeth and diagnostic services. Ninety-two percent had documentation of a treatment plan.

The ODS ECCP project encourages parents to take their children in for an age-appropriate dental check-up.

Review continued on back

Dental Office Update

NPI Numbers Encouraged

ODS is encouraging every healthcare provider and system to obtain a National Provider Identifier (NPI). If you use any of the electronic transactions mandated by HIPAA, you are required by federal law to have obtained an NPI by May 23, 2007. Even if you do not use one of the electronic transactions, ODS is encouraging providers to apply for an NPI.

If you have questions regarding an NPI, please call dental professional relations at 503-265-5720, or HIPAA/EDI at 503-243-4492.



ODS Online Dental Benefits
and Eligibility.

www.odscompanies.com

Review

continued

Dental record documentation for both of the children's study groups showed that 94 percent received at least one examination of their teeth during the study year. One hundred percent of the 3- to 5-year-olds records showed documentation of a treatment plan.

Brief, frequent advice to quit tobacco use given by a healthcare provider has repeatedly been demonstrated in studies to increase quit rates. The first and perhaps most important step is to ask. The 2005 review showed practitioners asked 73 percent of pregnant women whether they use tobacco.

Conclusions

The review pointed out the need for improvement in two documentation areas:

- Prevention education. Only 50 percent of the children's records showed documentation of oral health instruction, including counseling on fluoride use.

- Tobacco cessation efforts. Although practitioners are asking via the medical history form if members use tobacco, documentation on whether they advised members to quit or referred them to their OHP medical plan for assistance with quitting was only 12 percent.

The review also revealed that practitioners use various medical history forms. ODS noted several vital questions — such as whether or not the patient has a heart murmur, allergies to medication or uses tobacco — were missing on some forms. The Dentist Benefits Insurance Company (DBIC) recently researched and updated a medical history form that includes these items. Practitioners are welcome to download this form from the DBIC web site www.dentistbenefits.com under Risk Management/Forms/Patient Information.

ODS appreciates the cooperation received in conducting this review.

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