Bulletin



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DentaQuest Streamlines Medicaid Filing

By Phil Smith

Medicaid processing has gone through a difficult time since the state awarded the contract for this service to DentaQuest. Many may recall the decision to outsource was prompted by economic shortfalls for the state budget that prohibited adequate improvements in the computer network of Medicaid. DentaQuest had successfully served six other states and had the experience and computer power to improve the system.

However, something happened along the way to interrupt the process. After a series of meetings with SCDA and Medicaid officials, the launch date for the service was delayed until August 1st. Concerns had surfaced about the support available for the many dental providers. And in fact within two weeks of service, the payments were delayed and many dentists were frustrated. The ability to verify coverage for patients often took longer than the provided service.

In the transition, there appeared to be a philosophical change in the Medicaid implementation. It shifted from being "patient" focused and became "provider" oriented. This is not to say that Medicaid cared less for the patients in the program. It did require a different stage of provider validation for payment to occur. Previous services would prevent payment to a different dentist who might be providing care. School based exams or prophys would over-ride a current visit in an office with a



resultant "not covered" explanation for service rendered in good faith. Many non-payment events were linked to adult extractions that did not comply with strict guidelines.

On August 31, SCDA representatives met with DHHS to discuss dentistry's concerns. The results were promising and the Medicaid Agency made some filing changes. The agency agreed to research the efficiency of the DentaQuest web portal to verify that it is functioning as intended. A Medicaid representative, Mr. Roy Hess, has been assigned to accept phone calls specific claims problems. He may be reached at 803-898-3929. Medicaid agreed to research and scheduled a training session for oral surgeons.

In a recent letter to SCDA, DHHS "assured the association that appropriate staff and resources are being allocated to assist DentaQuest to better serve you. Right now the vendor is working under a corrective action plan as required by contract. Ultimately, it is our intent to ensure the integrity and efficiency of the Medicaid dental program to support both appropriate care and cost effectiveness." Ms. Emma Forkner, director of DHHS, finished by saying, "I recognize the obstacles you may be facing, and I am especially concerned about the timely payment of appropriate claims. I am also concerned about potential care and access issues the Medicaid population could face. We are working toward a resolution with these two thoughts at the forefront."

The SCDA encourages dentists to continue to see Medicaid patients as these concerns are addressed. More information will follow.

Foreign Dentistry: Canadian Dental Therapy Programs

By Phil Smith

(Included in this issue is a perspective of the 36 year history of dental therapists in Canada. I am of the opinion that the success of similar programs is in question.)

Historically there have been two dental therapy programs in Canada, one provincial and one federal. Both were launched in 1972. The Wascana Institute of Applied Arts and Science (WIASS) started training dental therapists in preparation for the pending Saskatchewan Health Dental Plan (SHDP) to begin in 1974. This was to be a school based program where therapists provided dental care to children from ages 3 to 15 years. The program was privatized in 1987 and became the Children Dental Plan (CDP).

The other initiative was connected with the formation of the National School for Dental Therapists (NSDT) in the Northwest Territories. The school was opened and operated by the Medical Services Branch of the Department of National Health and Welfare in conjunction with the Dental Faculty of the University of Toronto. The purpose of this program was to overcome dental manpower shortages in Canada's geographically isolated populations. Native Canadians were trained to provide basic dental services to adults and children in the North. Enrollment of patients and students forced the closing of the program in 1981. The federal government relocated the program and in 1984 a new school opened in Prince Albert, Saskatchewan,

There had been some overlap of care between the two programs which resulted in private practice opportunities for dental therapists in Manitoba and Saskatchewan. The most current records show that 46% (133 out of 291) of dental therapists practicing in Canada were in private office settings, and only 21% (62 out of 291) were employed by the federal government. The NSDT program is the only remaining therapist program left in Canada. The WIASS program closed in 1987 and was terminated in 1993.

Faced with these utilization statistics, the federal government announced in November that the budget for the NSDT would be cut because it no longer fit the government's health initiative. The loss of funding greatly jeopardizes the dental therapy program.

There is no doubt that dental therapy in Canada did not deliver the results that were expected by the proponents of the program. Regretfully the trained therapists did not remain in the areas of Canada where they were needed. Enrollment was insufficient even though there were two viable educational programs that served two distinct areas of need.

1 out of every 10 dentists will suffer from alcohol or drug abuse at some time in their lives.

If you or someone you know needs help, contact the SCDA's Dental Assistance and Advocacy Committee: 800.327.2598

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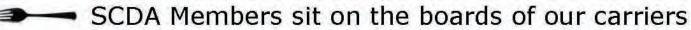


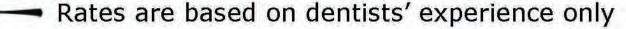
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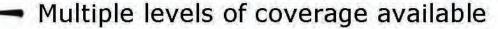
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Editorial Comments

Comments appearing in this section are the renderings of the Editor or credited authors and do not necessarily reflect the opinions or policies of the SCDA. Letters are invited. Brevity is appreciated, and the Editor reserves the right to edit all communications. Letters may be emailed: philes48@aol.com, mailed to the SCDA office, or faxed to (803)359-3004.



Dr. Phil Smith, Editor

Master Calendar

Oct I Central District meeting—
Columbia Conference Center,
7 am

Oct I Pee Dee District meeting—the Pines Lake Country Club, 8:30 am

Oct 15- SC Academy of General Dentistry meeting

Oct 15 Radiation Safety Exam— Midlands Tech Airport Campus, 11 am

Oct 22 Coastal District meeting— Trident Technical College, 8

Oct 22 SCDA Member Benefits Board meeting—SCDA office, 9 am

Oct 29 SCDA Board meeting—SCDA office, 9 am

Please visit <u>www.scda.org</u> for more events.

Is there life after HITECH?

My staff and I attended the seminar sponsored by SCDA regarding HITECH requirements that have recently gone into effect. A representative from Marsh Advantage Insurance then offered a glimpse into the pending overhaul of the National Health Care system. I am overwhelmed. Maybe I need to let it sink in. I am still overwhelmed. I do not want to prejudice my audience, but I will share some initial thoughts.

First HITECH (Health Information Technology) is described as HIPAA on steroids! Bigger, meaner with a sharp row of federal penalty teeth. In design HITECH makes sense. It is a valid protocol and barrier for electronic medical records and communications management. And in many ways it attempts to close loopholes in today's expanding communication globe. Anybody who files anything electronically is required to participate. The only exclusion would be if your practice was a cash only basis, and you had never used any electronic transmission in your office. Highly unlikely. But it also applies to other patient data. Hard copy FAX transmissions, e-claims, e-mails, receipt of radiographs on the web and having an office website may all potentially fall into the credential for this regulation.

Compromised information, once determined to be lost from your control, requires notification to the patients involved and, in some cases, public notification in the press. Lost computers are a prime example of this failure to control private information. Regretfully, the federal fines increase drastically as the number of patients involved rises. Lost blackberries or handheld devices with patient info fall in this category as well.

I am not computer illiterate, and I do use a personal handheld with assorted applications, but this seminar made me appreciate how extensive is the connection and the social dynamic for our staff to be personally in touch all the time. Even if you have a no text or phone rule during office hours, it is impossible to oversee the trend. The mass of young people communicate and take pictures and send them.

A story was told of a nurse who took an unflattering photo with her phone of a patient. Since the picture did not show a face she thought it was a harmless diversion to share on the Internet. However, the picture was identified by the patient and litigation of the nurse and hospital followed. What was the nurse thinking?

Implementation of the HITECH regulations goes way beyond common sense. Like HIPAA rules in our office, this will become routine in the future. However, for now it is imperative that all dental offices avail themselves to a seminar. Hire a service to train the staff and make the practice compliant. That is what I intend to do.

Foreign Dentistry Insight Letter

Dr. Charles Friedman, a Beaufort endodontist, wrote a great response to the first part of the Foreign Dentistry series. He also took the effort to speak with an Amsterdam dental school department chair, Dr. Paul Wesselink. The portions of his response are shared below:

Dr. Wesselink stated that, "there is no universal socialized free care system in the Netherlands. That is only for children till the age of 21 and recently that has become to the age of 18." In the *Bulletin* it was stated that no option but an apicoectomy was offered for the patient. Dr. Wesselink explained that a good dentist should have offered and discussed other treatment options. I had quoted the patient in the story as saying that he had to be released from his current dentist in order to seek a second opinion.

Continued on next page

Editorial Comments

Continued from previous page

Dr. Wesselink continued, "As far as the second opinion is concerned...endodontists accept second opinions without a referral letter. You can ... normally request a second opinion but the consultation may not in all cases be reimbursed." Dr. Wesselink finished his contributions by saying that any individual can arrange to be covered with several types of private insurance packages.

Dr. Friedman closed by saying that his impression of dentistry and dental research in the Netherlands is of a high quality.

Thank you for your letter Dr. Friedman.

Response from editor: The article in the September issue was a recount of a story shared with me from an American patient working overseas. His story included perspectives about the system of healthcare that I accepted as accurate. My apologies for this lapse in facts.

Till next time, Phil





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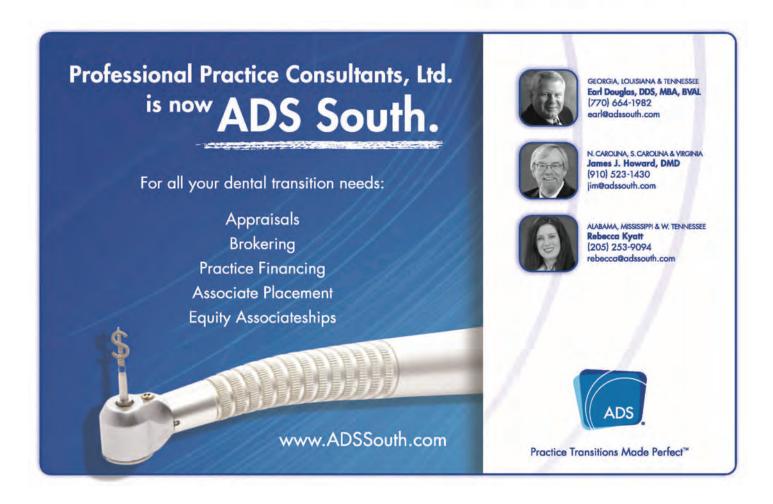
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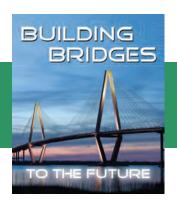








President's Message





Dr. Ed Wise President

"The problem is how do we protect our 'core values' without causing a major

schism in the ADA?"

Most dentists are aware that "mid-level" dental providers are currently being employed to provide access-to-care especially in some of the more remote areas of our country; however, unless members are currently involved in organized dentistry as an officer, committee member, or delegate, they may be unaware that this work force issue has become the focal point in the state and national debate on how to solve the access-to-care problem. A recent issue of the ADA News presented a map of the United States illustrating that about half of the states either already have programs to train mid-level providers or are currently dealing with legislation designed to authorize establishment of educational programs aimed at creating some form of mid-level auxiliary.

South Carolina has already passed legislation (as yet unfunded) to create a CDHC (Community Dental Health Coordinator) who will enhance and facilitate assistance of our underserved population to access the existing dental health system while maintaining a high quality of care. Since the mid-level provider issue will be the subject of much of the debate at this year's ADA House of Delegates, I thought that it would be appropriate to provide our members with a basic overview on this topic. The *Illinois Dental News* entitled "Mid-Level Providers': The Fundamentals," which presents an excellent summation. You can read the article in its entirety by clicking here.

During this year's ADA meeting of the House of Delegates, the discussion of mid-level providers will revolve around a single crucial issue: Should the ADA's current "core value" policy that diagnosis, treatment planning, and surgical procedures only be performed by a fully-trained (licensed) dentist or should ADA policy be relaxed in order to make it possible for some states to allow those procedures to be performed by "mid-level providers" under the supervision of a licensed dentist?

There are currently two regional groups within the ADA membership which represent diverse points of view on this issue. The "Austin Group" (which is supported by the majority of our Sixteenth District delegation) believes the ADA should uphold the core principles that diagnosis and surgical procedures should only be performed by "licensed dentists"; whereas, the "Boston Group" is in favor of relaxing ADA policy so that some "core value" procedures can be performed by non-dentist auxiliaries. The problem is how do we protect our "core values" without causing a major schism in the ADA?

A recent article in the August issue of the AGD Impact entitled "Is General Dentistry Dead?" and a position statement issued by the AGD to all its members strongly reinforce the "Austin Group" point of view:

The AGD believes its core principles and values are in the best interest of its patients and the profession, and it is for this reason that these principles and values will not be subject to alteration in response to outside influences and/or outside agendas.

Next month I will provide an update on the discussions and actions regarding workforce issues by your ADA House of Delegates during our annual meeting in Orlando.

Membership Minute

By Christy Meador



Keep an eye out for your 2010 Membership Dues. They will be mailed out mid-October after the ADA meeting. See the back of the invoice for an explanation of both mandatory and voluntary dues. Please take the time to check over the Membership Update Form enclosed with the dues. Make any necessary changes and send it with your dues statement in the return envelope provided for you. This is very important because we use this sheet to print the Membership Directory. Should you have any questions, please feel free to contact me at the SCDA office 800-327-2598 or email me at meadorc@scda.org.

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The South Carolina Dental Association represents member dentists in order to promote and provide optimal oral health care to all citizens of the state of South Carolina by serving as an advocate to advance the profession of dentistry.



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Executive Director's Notes



Mr. Phil Latham Executive Director

"It is easy to get pulled into the negative, but despite all of this...your association is looking BRIGHT."



How do you see the glass?

As we look around today, you can really get caught up in the negative things going on.

On the national scene, radio and TV have become full of negative campaign ads. In debates, candidates are slamming their opponents. The economy is weakening daily, jobless rates are climbing with no relief in sight, the stock market seems to be on life support and international markets are trembling in fear of what may happen next.

On the South Carolina scene, it doesn't seem much better. The same negative political campaigning is occurring. Medicaid and DentaQuest have caused major headaches around the state. Our South Carolina state leaders are predicting that there may be no money by the end of the year and we could be in the worst budget year ever. Insurance companies are moving toward electronic means. HITECH and national healthcare are bringing numerous changes.

When will it stop?

It is easy to get pulled into the negative, but despite all of this, and many other issues I did not mention, your association is looking BRIGHT.

The SCDA recently completed its second Dental Access Days project in Greenville where more than 1,500 patients were seen and comprehensive care was provided. We recently held a seminar to get dentists and their staffs prepared for HITECH and to educate them on what to expect with national healthcare. The seminar was so well attended a second one has been planned for November 12. Piedmont District just voted in 15 new dentists and more than 40 more will be voted in during the other district meetings. The SCDA has several committees and task forces hard at work for your benefit. The SCDA has planned its first ever Leadership Program with its initial meeting in January 2011. This is an imperative, as we must prepare those who will lead the association in the future. The SCDA will have a seat at the table for all the major issues to be discussed at the ADA House of Delegates in a few weeks. We also have planned a very active legislative calendar which includes several items to help you in your practice.

Don't forget, your association also has a Member Benefits Group that offers a ton of services including malpractice insurance, health insurance and all types of property and casualty insurances. The Benefits Group also offers credit card processing, patient financing and discounts on travel and amalgam separators, etc.

So how do you see the glass? Half empty or half full? Be optimistic!

To find out more about your association, make plans now to attend the upcoming House of Delegates meeting on Friday, December 3, 2010, at Virginia Wingard Memorial United Methodist Church.

SCDA Member Benefits Group

By Mark K. Brown

PCI Compliance - Practice Card Processing

PCI compliance is something you've heard a lot about in the recent past. Probably the most important aspect of PCI compliance that you need to understand is that it is required of all merchants that accept, process, transmit or store payment cards.

The SCDA Member Benefit vendor, TransFirst Heath Services, has worked terminal upgrades and other projects with many of you over the past few years and it's very likely (if you are presently processing with TransFirst) that you are in fact compliant already. The requirement for CERTIFICATION is now the next formal step that must be made. TransFirst has designed a plan that received approval from Visa/MasterCard for the validation of their merchants and you will begin receiving information in regard to it this month.

There will be a quarterly fee involved, but it is very competitive with the market place and you can even reduce it by almost 50% by completing a questionnaire for TransFirst.

Again, you will soon receive this information in this month's processing statement from TransFirst, so be sure to keep an eye out for it.

Contact your TransFirst representative at I-800-577-8573 in the meantime with any questions.

HITECH / Health Care Reform Seminar

The first seminar on the HITECH Act and National Healthcare Reform was held Friday, September 10, and it was a wealth of information. I thought Mr. Reed Wilson did an excellent job discussing the new regulations and potential pitfalls under the HITECH Act and how they can affect your practice. Mr. Don Hardin also did well with the daunting task of discussing the complexities that are involved with national health care reform.

Due to the overwhelming interest in this seminar, we've added a second seminar on these topics to be held on Friday, November 12. It is already a guarter of the way full.

The location, speakers, etc. are all the same, the only difference is the date, so if you have any interest in attending the November seminar and did not register in time to make the September one, be sure to register soon. Click here to learn more about this seminar and to obtain a registration form.



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Survey On Interprofessionalism

SCDA Dental Colleagues

Interprofessional education is a major initiative at MUSC and nationwide as people begin to realize that all health care providers need to work together to ensure optimum total patient care. As part of the University's initiative we would like to gather some information from SC dentists to learn their existing attitudes toward interprofessionalism, the degree of interprofessional contact in their practices, how those contacts are made and what the more frequent reasons for contact are. This will establish a baseline for any possible surveys in the future and more importantly help us to better tailor our student experiences/exposures here at the University. Interprofessional contacts as defined here are contacts between dentists and other health care providers but not dental auxiliaries.

We ask that you take a few minutes to complete the brief survey found at the following link: https://www.surveymonkey.com/s/Q9YLXW2

Your responses are anonymous and all results will be reported in the aggregate. This study has received approval from the MUSC IRB (HR #20407). If you have any questions about the study, you may contact Dr. Amy Blue, Assistant Provost for Education at MUSC at blueav@musc.edu or Dr. Steve Malley, Associate Professor, College of Dental Medicine at mailtest@musc.edu.

We thank you in advance for your support!



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Coastal District Dental Society Fall Meeting

Date: October 22, 2010

Time: Business Meeting 8:00am – 9:00am, Course 9:00am – 3:00pm

Lunch: Lunch provided 12:00pm – 1:00pm, Private Tour of Dental Clinic 3:00pm

Location: The College Center at Trident Technical College

Building 920 Salons F and G, 7000 Rivers Ave,

Charleston, SC 29406

Title: "Dealing with Negative People Does Not Have to Be...Like Pulling Teeth"

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-Handle Stress -Dealing with Conflict

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SCDA Member (non-CDDS) \$80 Non-SCDA Member \$130

Lunch reservations are required for everyone. Please enclose \$30.00 for each Lunch including: dentists, staff, auxiliaries, and spouses. **Separate Check For Lunch Please.**

Make checks payable to <u>Coastal District Dental Society.</u> You may pick up your check after lunch or it will be deposited. No Refunds or Cancellations after October 11.

Dr. Name	
Total Number attending Lecture	
Total Number attending Lunch	Payment Total Enclosed (Separate Checks)

Please return by October 11, 2010 to:

Dr. Scott Cayouette 1040 Savannah Hwy. Charleston, SC 29407 843-556-8030

cayouettes@comcast.net



ARE YOU READY?

You will recall when the Health Insurance Portability and Accountability Act (HIPAA) became mandatory in April 2003, now the HIPAA privacy and security changes include the HITECH Act and as an office you MUST be in compliance with certain security measures pertaining to personal health information. Business associates and their employees must now comply as well.

Notification - If personal health information is breached, a risk assessment needs to be done to determine if there was an actual risk of harm to an individual(s) whose information was exposed.

Enhanced enforcement and increased penalties—documentation requirements are necessary to meet compliance.

In addition, the recent US Health Care Reform, now law, will require you as an employer to do certain tasks in 2011 and even more in future years, so an update will be given on these requirements as well.

Date: Friday, November 12, 2010

Location: Virginia Wingard Memorial United Methodist Church, 1500 Broad River Rd. Columbia **Registration:** Begins at 8:30 a.m.

Seminar: Will begin promptly at 9:00 a.m. – 1:00 p.m.

Cost:

\$75 - First registrant from SCDA Member's office, check here _____ \$150 – First registrant from Non-SCDA Member's office, check here _____ \$25 – Each additional registrant from any office. Four hours of CE credit.

(Registration and Refund Deadline: Friday, October 29, 2010 or first 200 registrants)

HITECH and US Health Care Seminar Registration Form

Sponsored by the SCDA Member Benefits Group and the SCDA

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Near Myrtle Beach: Practice for sale very reasonably priced with three treatment rooms. Well trained staff willing to stay. Just under 1600 sq/ft in building. Excellent growth potential. Seller willing to sell the practice for \$125,000 and include the building at no additional cost. Must sell now. Call 843-651-5429.

INTERIM PROFESSIONAL SERVICE/LOCUM TENENS: Maternity Leave, Vacations, Illness, Disability, Part-Time Associates. Maintain Production, Patient Access. Also, Interim Job Opportunities. Forest Irons & Associates 800-433-2603 www.forestirons.com DENTISTS HELPING DENTISTS SINCE 1984.

Free standing dental office for lease - 1342 Ebenezer Rd., Rock Hill, SC, 1664 sq.ft. with Central Nitrous Oxide Lines and suction, 4 Operatories plumbed and room for expansion. Dark room equipped. Formerly an Oral surgeon (DMD) office. Rent is \$2991/mo. Available now. Shown by appointment. Contact Jay Rinehart - 803-323-5605 or John Rinehart - 803-323-5654.

The Opus Duo EC dental laser incorporates an Erbium laser for hard tissue procedures, such as decay removal (without local anesthesia) and crown lengthening, as well as a CO2 laser ideal for soft tissue procedures. 80% off original price, \$10,400.00. Contact Dr. Gene Grace's office at 843-524-6410 or email drgrace@islc.net.

Dental office for lease in West Columbia, SC. Five operatories. Call 803-772-4446.

Greenville Area: Excellent opportunity for someone read to hit the ground running in a fast paced office! Well established high-end practice producing \$1.5M. Owner willing to associate back part-time to ensure a smooth transition of a patient base. Excellent, well-trained and efficient staff. For more information call 678-482-7305 or email info@southeasttransitions.com or visit www.southeasttransitions.com.

Staff Dentist Needed: Board Certified/eligible, base salary plus quarterly & incentive bonus. Great benefits & working conditions. Please call 843-343-6956.

Dental Practice for Sale in SC Coastal Area. Well established, high-end General practice producing 750-825K annually with excellent growth potential. Prime location, newly remodeled office with golf views. ½ mile from beach. 4 ops with updated equipment and exquisite décor. Practice located in free standing building, for sale or lease. Interests email to: bugzy1023@aol.com.

Help Wanted

Florence - opening in well est., modern, clean office w/ loyal staff. Need ft/pt assoc. to participate like solo/owner dr. w/out the admin. burdens. Family practice w/ cosmetic emphasis. Salaried or commission package w/ health ins. avail. Call I-800-thanksu and visit www.carolinasmile.com today!

An orthodontic assistant is needed for a progressive and reputable practice in Duncan, SC. Prior orthodontic or dental experience is preferred, but not a requirement if you have good hand-eye coordination and enjoy working with kids and adults. If you are interested in becoming part of our team, we encourage you to fax us your resume and a letter stating why you feel you would be an excellent addition to our office to 864-486-8688 or email info@chadwellsmiles.com.

- Classified advertising is \$35 on a per issue basis. There is no charge for Help Wanted/Job Wanted (Job Bank) ads for members. The public can place ads for \$35 on a per issue basis. Ads are posted to the SCDA website during the month(s) of publication at no additional charge.
- All ad copies and cancellations must be received no later than the 20th of the month prior to publication, which will occur on the first of the
 month, with remittances accompanying the ads.
- Job Bank ads can be kept confidential if so desired. If you are interested in receiving information from or submitting information to the
 Job Bank, please call the SCDA office.
- If you have registered with us previously and have found work or filled your position, please let us know so that we can take your name out of our files.
- Contact: SCDA Bulletin, ATTN: Christy Meador, 120 Stonemark Lane, Columbia, SC 29210; call 800-327-2598; fax 803-750-1644; email meadorc@scda.org.

Dentist needed! General or Pediatric! Part-time or Full-time! Position currently available in the Irmo area. Please fax or email resume to 803-781-5142 or childrensdentalgroupsc@gmail.com.

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DENTIST WANTED FOR MOBILE DENTAL PRACTICE. Excellent opportunity. Travel required. 3-9 PM Full or part-time. Min. compensation \$150K/yr. Contact Dr. Ali: 1-877-904-7645.

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PEDO OPPORTUNITY IN CHARLESTON, SC: Excellent opportunity for a pedodontist to join our well established practice - on a part-time basis. Great position for a pedodontist looking for additional working days or for a retired doctor who wishes to live in our beautiful coastal city. Please email us in complete confidence to didg234@aol.com.

Staff Dentist Needed: Board Certified/eligible, base salary plus quarterly & incentive bonus. Great benefits & working conditions. Please call 843-343-6956.

Wanted for Camden general dental office. Two positions available. Part-time certified dental assistants. Must be friendly, cheerful, energetic, and enthusiastic about providing optimum dental care. 17 to 20 hrs./wk. Working experience necessary. Please submit resumes only. Fax to 803-865-7169.

Job Wanted

Dentist available for locum tenens. Available weekly or monthly. General Dentistry. 20 years plus private practice, 8 years contract dentistry. Private practice, city and county dental clinics. Dr. Garland L. Slagle (843) 837-4126.

General dentist seeking PT employment in the Lowcountry area. Filling in while on vacation, maternity leave, illness/disability, or just need an associate. GPR trained with 30+ years experience. Call Fred Danziger 843-377-8311 or email fziger@homesc.com.

Dentist available statewide for short-term fill in work. Contact: johnmcgeary@hotmail.com or 803-240-1452.

General Dentist available statewide for locum tenens (short term fill-in work). 37+ years private practice, MUSC graduate, former member MUSC Board of Visitors. Call 843-729-8129.

General Dentist available for locum tenens. Help keep your overhead while you are away. Call 803-429-0649.

Other News

To keep up with other goings on within the dental profession, just follow the links below:

ADA News Daily
Medicaid Bulletins
SC Board of Dentistry News