

Provider Newsletter

WINTER 2019



2020 CDT Code Updates

The American Dental Association (ADA) has released the 2020 version of the Current Dental Terminology (CDT) Procedure Codes. Below is a list of new CDT Procedure Codes that will be included as of January 1, 2020 as covered benefits for all Western Dental Plans. Please note that the ADA deleted and replaced certain codes and those replacement codes now become the current Western

Status	Code	Description
New	D0419	Assessment of salivary flow by measurement
Deleted	D1550	Re-cement or re-bond space maintainer
Replacement	D1551	Re-cement or re-bond bilateral space maintainer
	D1552	Re-cement or re-bond unilateral space maintainer
	D1553	Re-cement or re-bond unilateral space maintainer - per quadrant
Deleted	D1555	Removal of fixed space maintainer
Replacement	D1556	Removal of fixed unilateral space maintainer - per quadrant
	D1557	Removal of fixed bilateral space maintainer maxillary
	D1558	Removal of fixed bilateral space maintainer mandibular
New	D2753	Crown- porcelain fused to titanium or titanium alloy
New	D5284	Removable unilateral partial denture - one piece flexible base (including clasps and teeth) - per quadrant
New	D5286	Removable unilateral partial denture - one piece resin (including clasps and teeth) per quadrant
New	D6195	Abutment supported retainer - porcelain fused to titanium or titanium alloy
New	D6243	Pontic - porcelain fused to titanium or titanium alloys
New	D6753	Retainer crown - porcelain fused to titanium or titanium alloys
New	D6784	Retainer crown 3/4 - titanium and titanium alloys
New	D7922	Placement of intra - socket biological dressing to aid in hemostasis or clot stabilization or clot stabilization, per site
New	D9997	Dental case management - patients with special health care needs

Inside This Issue

2020 CDT Code Updates	1
Provider Dispute Resolution	1
Public Policy	1
Disclosure of Review	1
Credentials	2
Language Assistance Program	2
Encounter Data Submission	2
Reporting Inaccuracies	2

Provider Dispute Resolution Process

As previously notified, providers have the right to utilize the WDS provider dispute resolution process, which was developed to provide a fast, fair and cost-effective dispute resolution mechanism. WDS will not discriminate or retaliate against a provider (including, but not limited to, the cancellation of the provider's contract) because the provider filed a provider dispute. The provider dispute process is available at no cost to the provider.

For additional information regarding the provider dispute process, please contact the Provider Relations Department at 1-800-811-5111.

Public Policy

The Plan welcomes Member participation on its Public Policy Committee, which meets quarterly at the Plan's corporate office in Orange, California. In order to be considered for membership, please write or call the Plan's Member Services department at 1-800-992-3366.

Disclosure of Review Processes

Upon request, the WDS Member Services department will send you a copy of the guidelines and criteria that are used to determine if a service is covered or not when a dentist or WDS provider sends requests to WDS for benefits and/or claims for payment to an enrollee, a dentist or a member of the general public. You may ask for this information by writing to Western Dental Services, Inc., P.O. Box 14227, Orange, CA 92863, or by calling WDS Member Services at 1-800-992-3366.

Credentials

To ensure that your credentials are always current, don't forget to submit your renewed credentials to WDS **prior** to the expiration of the previous credentials. WDS must maintain copies of your current, valid California dental license, malpractice insurance cover page and DEA certificate in your provider file. Also, please remember to notify WDS Provider Relations whenever your office has a new associate dentist or dental specialist or when there are changes or updates to your credentials.

WDS is pleased to announce that in our continued efforts to make provider participation as simple as possible, WDS utilizes the services of Verifpoint, a credentialing organization with whom many of you may already be familiar due to your participation with other dental plans. Verifpoint will collect your credentials on behalf of WDS so that you do not have to provide duplicate information to WDS.

Encounter Data Submission

The California Knox-Keene Act requires all Dental HMOs to monitor plan enrollee utilization. The WDS Utilization Management (UM) Committee meets on a quarterly basis to review utilization trends to ensure that Plan enrollees are receiving services. WDS also uses the utilization data to develop new plans and review existing provider compensation for the managed care dental program.

Please submit your encounter data by the 10th day of the month for the previous month's encounters. To submit monthly encounter data, please use a standard ADA claim form.

Language Assistance Program

Many people who live in Western Dental's service area speak a language other than English. Even if they know some English, they may prefer to speak another language when discussing their dental health or dental plan benefit matters. Having a fully functioning Language Assistance Program ("LAP") in your office is a state requirement that became effective January 1, 2009. Since 2009, we have contacted our provider network seeking services in a foreign language to determine if your offices knew how to handle such requests. Thank you to all offices that have provided the proper language assistance. For those who did not know how, the phone call then changed into an instructional call so that your offices could properly handle such calls in the future. As a reminder, here are some of the most important facts:

- Language Assistance is always available at no cost to both the provider and the member.
- If you need assistance with a Western Dental member calling your office requesting services in another language, you may instruct the patient/member to contact the Member Services department at **1-800-992-3366**, or you may call for them. Simply request to speak to someone who speaks the preferred language, and the Western Dental member service representative will make arrangements for an interpreter to join the call. Please allow time for connection to this service.
- Face-to-face interpreters in languages other than English (including Sign Language) may be available in



some circumstance for special instructions. Western Dental Member Services department at **1-800-992-3366** has more information available about this service.

- Vital Documents such as plan brochures, provider directories, important forms and letters about Western Dental services, language rights and certain outreach materials are produced in English and Spanish in accordance with LAP requirements. You may instruct your patients who need these documents in Spanish to call the plan to receive these materials.

As a reminder, the Language Assistance Program (LAP) bulletin is included with your rosters each month for reference. Additionally, we have sent out a reminder card that you can post near your reception desk to make it easy for your office to contact Western Dental when language assistance is needed. We will continue to make "secret shopper" calls to confirm that our providers understand and know how to use the LAP. If you need more information regarding LAP requirements for contracting dentists, please contact Provider Relations at **1-800-811-5111**.

To Report a PROVIDER DIRECTORY Inaccuracy

In compliance with State requirements for providing an accurate provider directory, Western Dental Services now offers several easy ways to update your information or report a potential provider directory inaccuracy. The regulation requires WDS to verify and confirm with all contracted providers that their information is current and up to date. Notifications will be sent to all contracted providers every six months and will require an affirmative response within 30 days acknowledging the notification was received and information about any applicable changes to the data on file. To report any updates or provider directory inaccuracies contact Provider Relations at 1-800-811-5111, via email at **ProviderDirectoryUpdate@westerndental.com** or by using the online change form available on our website, **<http://www.westerndental.com>**.