

# Dental Office *update*



## Protecting patient data

We all know that encrypting patient data is a key step in protecting it from unauthorized use. It is also important to back up patient data on a regular basis and store the backup in a secure place.

Taking the extra step to back up and store patient data will ensure that you will have access to patient data in case of computer theft, site disaster, hardware failure, software failure or a computer virus.

In any of these cases, having a current, accessible backup is critical to practice continuity. Historically, practices have endeavored to achieve this goal by making physical copies of patient data on a CD or other media.

The success of this method depends on staff consistently creating and securely storing the backup.

Backing up data on CDs or other media is time-consuming and unreliable for the following reasons:

- Inconsistent execution of backup by staff
- Errors in creating the backup
- The possibility of a backup stored onsite being destroyed
- The possibility of a backup being taken offsite and becoming lost or stolen

The good news is that there is a new way to store your patients' data. That method is commonly referred to as online backup. Online backup means that your patient data is uploaded via the Internet on a nightly basis and stored in one or more highly sophisticated data centers.

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## OEGB claims payment

ODS is pleased to announce that effective Oct. 1, 2008, we will be offering the ODS Premier Plan to Oregon Educators Benefit Board (OEGB) dental members. Each ODS OEGB member will receive an ID card listing their subscriber ID number. It is essential to use this ID number, which starts with an E, on your claims. Please always bill ODS with the correct subscriber ID — not a social security number — to avoid claim delays. General details on the OEGB plans are available online in the dental providers section of the ODS website at [www.odskompanies.com](http://www.odskompanies.com).

## New OHP eligibility verification system

The Division of Medical Assistance Program (DMAP) is implementing a new system for issuing ID cards and access to electronic eligibility verification for Oregon Health Plan (OHP) members. The projected implementation date for this new system is mid-December 2008.

The Medicaid Management Information System (MMIS) will give providers real-time access to eligibility verification 24 hours a day, seven days a week. ID Cards issued to members will be wallet size and will have the members name and ID number listed. Due to

the change in the information on the ID card, eligibility will need to be verified for each OHP patient served. The MMIS system is free for providers and will provide eligibility

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# Dental Office UPDATE

## **ELIGIBILITY SYSTEM** *continued*

by specific date, the insurance carrier and their benefit package.

This will be a convenient and user-friendly tool for eligibility verifications. DMAP is offering training at various locations as well as a web-based provider e-course. The websites below provide more information and training opportunities for the eligibility system and the ID card change.

General Information for MMIS (Medicaid Management Information Systems)  
[www.oregon.gov/DHS/mmis/index.shtml](http://www.oregon.gov/DHS/mmis/index.shtml)

Training for MMIS  
[www.oregon.gov/DHS/mmis/training-info.shtml](http://www.oregon.gov/DHS/mmis/training-info.shtml)

ODS Benefit Tracker and Customer Service will continue to be available for eligibility information.

## **PROTECTING PATIENT DATA** *continued*

Online backup has many benefits:

- Automated/no staff time required
- Transmission and data storage encrypted
- Backups downloaded via Internet or next-day air (large files)
- Easy to install
- Relatively inexpensive

Given the modern dental practice's reliance on electronic storage of patient data, such as practice management systems and digital X-rays, the ability to back up this data in a safe, consistent way is critical to successfully managing a dental practice.

Check with your practice management software vendor to see what options they may offer to ensure your patients' data is safely stored and backups are conveniently available.

## **Code revisions**

CDT 9 will be effective Jan. 1, 2009. Beginning March 2009, ODS will no longer accept deleted codes. New code books can be purchased through the American Dental Association catalog. We will provide updates on how ODS is handling the new codes through the ODS website later this year.

## **NPI thanks**

We want to thank our dentists for a great job getting type I and type II NPIs and providing those for our records. Having that information correctly on each claim allows us to process each claim much faster.

Check dental benefits and eligibility online at [www.odskompanies.com](http://www.odskompanies.com).

