

 ODS

FALL 2011

DENTAL OFFICE

# update



## Reminder of important changes to the ODS standard contract and processing policies

Please be aware that we've made a few changes to the ODS standard contract that took effect July 1, 2011, upon a group's renewal. In addition, we also implemented some new processing policies. Both are outlined below:

### Standard contract changes

- **Frequency limitations for bitewing films and complete series and/or panoramic films**

ODS will cover bitewing films once in any 12-month period. This is a change from previous coverage, which was once in any six-month period. We will now cover a complete series or panoramic film once in any five-year period. This is a change from our previous standard of once in any three-year period.

- **Athletic mouthguards (D9941)**  
Effective July 1, 2011, athletic mouthguards are an option for large groups to add to their plan. Please contact ODS dental customer service to verify if your patient is eligible for this benefit.

It is important to note the standard contract changes are effective upon your patients plan renewal with ODS and as such, not all patients had these changes effective July 1, 2011.

### Processing policy guidelines

- **Amalgam and composite restorations**  
Initial benefits for these types of restorations now include repair or replacement to the same surface within 24 months when performed by the same provider and/or office.

- **Oregon Health Plan (OHP) processing changes**  
Effective July 1, 2011, ODS will begin covering a complete series or panoramic film once in any five-year period for all OHP members.

It is important to note the processing policy changes are effective for all claims processed for commercial and OHP plans after July 1, 2011, regardless of the group renewal.

These changes impact what services are paid by insurance, but the course of treatment has always been and will remain between the treating dentist and the patient. If you have questions regarding a specific member's benefit, check Benefit Tracker or contact ODS dental customer service at 503-265-5680, or toll-free at 877-277-7280.



## Important information regarding OHP budget reductions

As most of our Oregon Health Plan (OHP) providers may be aware, the Division of Medical Assistance Programs (DMAP) issued a letter to all medical and dental OHP providers on July 11, 2011, to inform about budget reductions due to severe revenue shortfall. The overall reduction for the 2011-2013 OHP budgets is approximately 11 percent.

ODS is currently exploring different options to absorb this reduction

while trying to minimize the impact to our providers, and we will be communicating this information to you soon. In addition, we will also be communicating OHP benefit changes coming for 2012.

For more information regarding the DMAP rate reductions, please visit their website at: [www.oregon.gov/OHA/healthplan/budget-reductions.shtml](http://www.oregon.gov/OHA/healthplan/budget-reductions.shtml).

## Helpful OHP tips will save time and improve service

We'd like to make serving your Oregon Health Plan (OHP) patients even easier by offering these helpful tips.



### Predeterminations and denture services

If your OHP patient is facing an expensive or complex treatment plan, a predetermination may help you plan ahead, although it's not required. A predetermination is not a guarantee of payment, and it's valid only for the office submitting it.

If you are submitting a predetermination for an upper and/or lower complete denture, please note the following:

- The predetermination is valid only when the complete denture is placed within six months of the extraction(s) in the same arch.
- If the extractions are for a future date of service, indicate the teeth numbers and the appointment date.
- If the teeth have been extracted (must be within six months of the placement of the denture), indicate the teeth numbers and extraction date.

### Referrals

- Chart notes must accompany all endodontic referral requests and must

include the necessity of the treatment and the final restoration.

- Chart notes and X-rays must accompany all requests for third molar extractions.
- Submit referrals to the ODS OHP coordinator by fax at 503-765-3297, by email to [ohpdentalcoordinator@odscompanies.com](mailto:ohpdentalcoordinator@odscompanies.com), or by mail to ODS, Attn: OHP Coordinator, 601 S.W. 2nd Ave., Portland, OR 97204.
- Submit chart notes and X-rays via NEA, by email to [ohpdentalcoordinator@odscompanies.com](mailto:ohpdentalcoordinator@odscompanies.com), or by mail to ODS, Attn: OHP Coordinator, 601 S.W. 2nd Ave., Portland, OR 97204.
- Referral forms and additional resources are located online in the OHP Dental Provider Handbook. To download, go to: [www.odscompanies.com/dental](http://www.odscompanies.com/dental).

If you have any questions, please contact ODS OHP Dental Customer Service at 503-243-2987 or toll free at 800-342-0526.

[www.odscompanies.com](http://www.odscompanies.com)

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