



Winter 2022 | Vol.15

# Dental Dispatch

News and information for network providers

## Reminders

### Where Can I Find Newsletters?

The Dental Dispatch is available for network providers in the DeCare dental network. You can find current and previous newsletter issues at [www.decare.com/dentists](http://www.decare.com/dentists).

## Consolidated Appropriations Act (CAA) Provider Directory Federal Mandate

### Provider Directories – Effective 1/1/2022

As required by the Consolidated Appropriation Act (CAA) and several state laws, we must ensure our Provider Directories are accurate. Our members need the most up-to-date information to reach you, so we will reach out to our contracted providers every 90 days to verify their contact information. As a contracted provider, you must respond to the notification by providing updated contact information if it has changed. We appreciate your due diligence in keeping us informed of any changes impacting you or your office, especially those changes impacting the directory. Working together, we ensure your patients (our members) can reach you quickly while we meet our compliance obligations.

## CDT 2023 Updates

Remember to use the new CDT dental codes, effective January 1, 2023. The new CDT 2023 code book includes dental procedure codes and revisions to procedure code nomenclatures or descriptors. To order the new 2023 CDT code book, contact the ADA Member Service Center at **800-947-4746** or visit <http://catalog.ada.org>.

# Monkeypox – Infection Prevention and Control

Monkeypox, caused by infection with the monkeypox virus, is most commonly spread through direct contact with body fluids or sores on the body of someone who has monkeypox or with materials or surfaces that have touched body fluids or sores. The disease can also spread through respiratory secretions when people have prolonged face-to-face contact, according to the Centers for Disease Control and Prevention (CDC)<sup>1</sup>. Monkeypox often presents first in the mouth as enanthem – a rash on the tongue and mucous membranes.

According to the ADA Council on Scientific Affairs, “Use of appropriate PPE including masks and gloves, surface cleaning, and extra diligence when examining patients for symptoms and the characteristic facial rash and intraoral lesions to identify a patient early are imperative”<sup>2</sup>. Infection prevention and control recommendations for healthcare settings are provided by the CDC in the Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings (2007). Recommendations and practices described in this 2007 guideline are intended to be used when providing care for any patient in a healthcare setting, including those with monkeypox infection.

<sup>1</sup> CDC urges health care providers to be on lookout for monkeypox symptoms, including oral lesions. ADA News, August 08, 2022. <https://www.ada.org/publications/ada-news/2022/august/cdc-urges-health-care-providers-to-be-on-lookout-for-monkeypox-symptoms-including-oral-lesions>

<sup>2</sup> CDC Monkeypox Response: Transmission. CDC Newsroom, Media Statement, Thursday, June 9, 2022. <https://www.cdc.gov/media/releases/2022/0509-monkeypox-transmission.html>

# Misrouted PHI

Dental providers and facilities are required to review all member's information received from DeCare to ensure no misrouted PHI (Protected Health Information) is included. Misrouted PHI includes information about members that a provider or facility is not currently treating. PHI can be misrouted to providers and facilities by mail, fax, email, or electronic remittance.

Dental providers and facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are providers or facilities permitted to misuse or re-disclose misrouted PHI. If providers or facilities cannot destroy or safeguard misrouted PHI, providers and facilities must contact Customer Service or call the number listed on the documentation received to report receipt of misrouted PHI. Dental providers and facilities should review claims and documents carefully before submitting for payment to ensure that the member ID and name listed on the claim is accurate. Taking these additional steps will help eliminate explanation of benefits being sent to the wrong member and prevent HIPAA violations.



## Quick Reference Guide

If you need help with...	
Paper Claims Address	Please review the back of the member's ID card to determine the appropriate dental claims mailing address. (Address varies by group.) In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim
Electronic Claims	Follow current process or contact your clearinghouse
Customer Service #s	See back of patient's ID card
Grievance/Appeals <i>*Sending to a P.O. Box different than the following may result in a delay in your appeal.</i>	Attn: Dental Claims Appeals & Grievances P.O. Box 551 Minneapolis, MN 55440-0551
Professional Services	866-947-9398