

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.

Consolidated Appropriations Act (CAA) Provider Directory Federal Mandate

Provider Directories – Effective 1/1/2022

As required by the Consolidated Appropriate Act (CAA) and several state laws, we must ensure our Provider Directories are accurate. Your patients — our members — need the most up to date information to reach you. Please keep us informed of any changes impacting you or your office, especially those changes impacting the directory. We will reach out to our contracted providers as required by Federal and State laws to verify contact information. As a contracted provider, you must respond to the notification by providing updated contact information. We appreciate your due diligence in keeping us informed of any changes impacting you or your office. Working together, we ensure your patients — our members — can reach you quickly while we meet our compliance obligations.

Dr. K's Corner



Dr. Mark Kahn, Dental Director, has a wealth of clinical and insurance experience, including provider relations and detecting and preventing medical waste, fraud and abuse.

Help your patients quit tobacco

Tobacco use, smoking, smokeless tobacco, compressed dissolvable tobacco, cigars, pipes and water pipes, and electronic cigarettes, is a leading cause of preventable illness and death. The adverse oral effects of tobacco use include gingival recession, impaired healing, oral cancer, mucosal lesions, periodontal disease, and tooth staining.

The most effective clinical modalities for treating tobacco use and dependence are counseling, medication, and both in combination. We know that dental practices can provide an effective setting for recognition (finding patients who smoke and offering information about quitting), recommending that patients quit, assess willingness to quit, help with counseling and pharmacotherapy, and arrange for follow-up contact.

Cognitive behavioral therapy has been found to improve rates of cessation as do other nonpharmacological strategies (hypnosis and acupuncture). Pharmacological interventions, nicotine replacement therapy, as well as other medications (bupropion, varenicline, inhalers) have been found to be effective.

To get started with a program, dental offices might consider including a question about tobacco use as part of their medical/dental history to allow identification of tobacco users and to assess a willingness to quit. Resources can be found at the websites of the American Dental Association and the Centers for Disease control and Prevention.

Reference:

www.cdc.gov/oralhealth/publications/features/dental-pros-help-your-patients-quit-tobacco.html

Dental care during pregnancy

We know dental care is important during pregnancy as hormonal changes can increase the risk of dental disease. Here are some ways you can help patients who are pregnant:

1. Before providing dental care to a pregnant patient, dentists should review the patient's medical history and ask about medications or supplements being taken to identify any potential risks or contraindications.
2. Consult with the patient's obstetrician to discuss any concerns or potential risks related to dental care during pregnancy. The OB/GYN can provide guidance and help determine the safest approach to dental treatment.
3. Depending on the patient's stage of pregnancy and medical history, you may need to modify the approach to treatment.
4. If anesthesia is needed, use the appropriate type and dosage. Local anesthesia is generally safe during pregnancy. General anesthesia should be used with caution and only when necessary.
5. Pregnant women may need to be positioned differently in the dental chair to ensure their comfort and safety such as use of a pillow or wedge to support the patient's back and reduce pressure on the abdomen.
6. Reinforce proper oral hygiene and encourage pregnant patients to brush twice a day, floss daily, and use an antimicrobial mouth rinse to help prevent gum disease and tooth decay.

Credentialing

CAQH ProView

DeCare Dental Credentialing uses the ADA® credentialing service, powered by CAQH ProView®, the electronic solution and industry standard trusted by providers for capturing and sharing self-reported professional and practice information. ADA® credentialing service — powered by CAQH ProView®— is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper forms needed for each healthcare organization with which you are affiliated. Learn more by visiting www.ADA.org/credentialing.

Getting started

Prepare by reviewing the dental credentialing application checklist found at www.ADA.org/credentialing and gathering all required documentation prior to filling out your profile.

Any U.S. practicing dentist can get started in this service by visiting www.ADA.org/godigital. Once the terms and conditions are accepted, dentists will be redirected to a Welcome Page. There, dentists will see certain prepopulated information from the ADA — or the information attested to previously — making it easier and quicker for the dentist to complete and attest.

First-time users can complete their profile in about an hour, depending on how prepared you are when you first log in. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information — either by authorizing all of them or specific ones, including DeCare.

Maintaining your self-reported information

If you have used CAQH ProView before, we recommend you access your profile by visiting www.ADA.org/godigital. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones.
- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate: leaves of absence, maternity leaves, illness, etc.
- Ensure that a current copy of your liability insurance is attached to your CAQH profile.
- **If you only authorize specific organizations access to your profile, please add DeCare.**

Upon successful completion of your CAQH ProView profile, a confirmation email will be sent to the Primary Method of Contact email address on your profile. CAQH recommends you attest to your profile every 120 days to ensure other insurers you are contracted with can access your profile to start the credentialing process.

Need assistance for completing your profile? You can contact the ADA Member Service Center at **800-621-8099** or the CAQH Help Desk at **888-599-1771**.



Credentialing

Supporting documents CAQH ProView for Dentists FAQs

What is CAQH ProView?

CAQH ProView is an online provider data-collection solution. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every dental plan, hospital and other healthcare organization.

CAQH ProView enables dentists and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database and authorizes participating organizations to access that information. CAQH ProView eliminates redundant paperwork and reduces administrative burden.

Do I need to be an ADA member to participate?

No, any U.S. practicing dentist can participate. If you are a non-member and would like to get started, [click here](#) to learn more about how to log in.

Does it cost anything to use CAQH ProView?

There is no cost for dentists to use CAQH ProView.

What does it mean to “attest” to my data in CAQH ProView?

After you enter your professional and practice data within CAQH ProView, you must personally attest to its accuracy.

I recently received an email from CAQH ProView, asking me to re-attest to my profile. What does that mean?

After you complete your CAQH ProView profile, the system will notify you every 120 days to re-attest that all information is still correct and complete – or to update it if not. This enables a dentist’s contracted dental plans to access CAQH ProView profile information based on their different re-credentialing cycles. Please note that a dental plan or other participating organization will only be able to access your data once you have completed the re-attestation process, and only for those organizations where you have authorized access.

Does this mean I need to completely revise my profile every 120 days?

No, you only need to review the information already in your profile, update any information that has changed, and re-attest to its accuracy. In most cases, this will only take a few minutes.

Whom can I contact for help or if I have any questions about CAQH ProView?

Within CAQH ProView, you can click the chat icon at the top

of any page to ask a question. You can also call:

- The ADA Member Service Center at **800-621-8099**. Monday through Friday 8:30 am – 5:00 pm (CT) or via email at msc@ada.org.
- CAQH Help Desk at **888-599-1771**. Monday through Thursday 7:00 am – 9:00 pm (ET) and Friday 7:00 am – 7:00 pm (ET)



PROVIEW.



Your credentialing checklist: get started today

The ADA® credentialing service, powered by CAQH ProView® provides a digital alternative to the slow and cumbersome traditional paper method. To streamline your credentialing paperwork process and spend more time with patients, any U.S. practicing dentist (ADA member or nonmember) can use this service. Here is what you will need to begin completing the simple form at www.ADA.org/godigital.

These items are necessary to complete your credentialing application:

- A copy of your state license
- A copy of your professional insurance face sheet
- Practice information
- NPI Number

You may also need the following*:

- Hospital affiliation information
- A copy of your anesthesia license
- A copy of your DEA (Drug Enforcement Administration) license
- A copy of your CDS (Controlled Dangerous Substances) license
- Medicare number
- Medicaid number
- BLS (Basic Life Support) certification information
- ACLS (Advanced Cardiovascular Life Support) certification information

*Depending on the state in which you practice, additional documents may be required.

Health Watch

Opioid prescriptions update

Opioid pain relievers are commonly prescribed following surgery or injury, or for health conditions such as cancer. They may also be prescribed for moderate to severe acute dental pain.¹ While opioids can be effective for managing chronic pain and other conditions when properly administered, they carry significant risk when misused or abused.

Regular monitoring and identification of early risk factors is critical to recognizing patients who are most at-risk for prescription drug abuse issues and those who need treatment. Commitment across the healthcare industry is needed to effectively fight prescription opioid abuse.

What dentists can do:

As dentists, you have a significant role in ensuring appropriate prescription opioid use. To understand your role, you should be familiar with these two statements from the American Dental Association addressing opioid prescribing: **Statement on the Use of Opioids in the Treatment of Dental Pain²** and **Statement on Provision of Dental Treatment for Patients with Substance Use Disorders.³** These statements outline opioid management considerations including the importance of:

- Registering with and utilizing prescription drug monitoring program.
- Discussing with patients their responsibilities for preventing misuse, abuse, storage, and disposal of prescription opioids.
- Using non-steroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.
- Coordinating with other treating doctors, including pain specialists when prescribing opioids for management of chronic orofacial pain.
- Consulting with the patient's physician when the patient has a history of alcoholism or other substance use disorder.

The Centers for Disease Control and Prevention (CDC) notes that Prescription Drug Monitoring Programs (PDMPs) are among the most promising interventions to improve opioid prescribing, inform clinical practice, and protect patients at risk.⁴ What you need to know:

- Enroll in your local PDMP.
- A PDMP allows you to identify situations in which you should not be prescribing a controlled substance to a patient. This enables you to move toward better medication adherence and helps to curb the prescription drug abuse epidemic.

1 American Dental Association. Oral Analgesics for Acute Dental Pain. Available at: <https://www.ada.org/resources/research/science-and-research-institute/oral-health-topics/oral-analgesics-for-acute-dental-pain> (Accessed May 2023).

2 American Dental Association. Statement on the Use of Opioids in the Treatment of Dental Pain. Available at: <https://www.ada.org/about/governance/current-policies> (Accessed May 2023).

3 American Dental Association. Statement on Provision of Dental Treatment for Patients with Substance Use Disorders. Available at: <https://www.ada.org/about/governance/current-policies#substanceusedisorders> (Accessed May 2023).

4 Centers for Disease Control and Prevention. Prescription Drug Monitoring Programs (PDMPs): What Clinicians Need to Know. Available at: <https://www.cdc.gov/opioids/healthcare-professionals/pdmps.html> (Accessed May 2023).

