Enrollee 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 the 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 Dental benefits

Status	Code	Description
New	D0419	Assement 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 - titaninium 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



Disclosure of Review Processes

Upon request, WDS' Member Service 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.

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Dental Care For Special Needs Members

Special needs members need regular dental care. A healthy mouth helps a person eat well, and avoid pain and tooth loss. Brushing and flossing every day and seeing the dentist regularly can make a big difference in the quality of life for a special needs member, and regular visits to the dentist are important. A 'get acquainted' visit with no treatment provided might help. The member can meet the dental office staff, sit in the dental chair if he or she wishes. and receive instructions on how to brush and floss. This type of visit can go a long way toward making future dental appointments go easier.

Parents and/or caretakers can also make dental appointments easier by being prepared. You may be asked to provide the special needs member's dental history and you should bring their complete medical history. This will assist the dentist in providing the best possible care in the safest environment.

Language Assistance

Available

Many Western Dental enrollees speak a language other than English or may prefer to speak another language when discussing their dental health or dental plan benefit matters. Currently Western Dental offers free language assistance to our members. To arrange for this free service, you or your dentist may call the Member Services department directly at 1-800-992-3366 to arrange for an interpreter to join the call. Please allow some time for connection to this service.

Face-to-face interpreters in languages other than English (including Sign Language) may be available in some circumstances. Vital Documents such as plan brochures, provider directories, important forms and letters about Western Dental services, language rights and certain outreach materials are currently produced in Spanish. For more information about Language Assistance, contact **1-800-992-3366**



Inquiries and Complaints

► Enrollees (members) are encouraged to contact Western Dental at 1-800-992-3366 regarding any concerns that they

may have while obtaining services. Western Dental maintains

- a grievance process to address these concerns. Enrollee complaints or grievances can be
 made over the phone in person,
- at any Western Dental Provider
 Office, by obtaining a Western
 Dental Member Incident Form
- and submitting it to Western
 Dental, or by submitting the complaint using the Western
- Dental website at www.westerndental.com. Western Dental will send notification
- that the complaint has been received within five calendar days of receiving the complaint, and
 Western Dental will send a writ
- Western Dental will send a written response to the concerns
 within 30 days of receipt of the
- within 30 days of receipt of the complaint.
- The California Department of Managed Health Care is respon-
- sible for regulating health care service plans. If you have a grievance against your Health
- Plan, you should first telephone your Health Plan at 1-800-992-
- 3366 and use your Health Plan's grievance process before contacting the Department. Uti-
- lizing this grievance procedure does not prohibit any potential
- legal rights or remedies that may be available to you. If you need help with a grievance in-

volving an emergency, a grievance that has not been satisfactorily resolved by your Health Plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a Health Plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department also has a toll-free phone number

(1-888-HMO-2219)

and a TDD line

(1-877-688-9891)

for the hearing and speech impaired. The Department's Internet Web site at:

http:// www.hmohelp.ca.gov

has complaint forms, IMR application forms, and instructions online.

Who is Your Primary Care Provider?

Every Western Dental member is assigned to a primary care dental office (a "PCD"). The PCD will provide for the general dental needs of its assigned members. If you do not know who your PCD is, or if you would like to change your PCD, you can contact Western Dental to request a provider directory or specific information regarding your PCD or other PCDs in your area. The information that Western Dental can provide includes location and contact information for the PCD as well as the PCD's professional degree, board certifications, whether or not the PCD is accepting new patients at this time, and any recognized subspecialty qualifications a specialist may have.

To search our provider directory online, please go to <u>www.westerndentalbenefits.com</u>. Using this tool, you can find providers in your area, and then contact Member Services by telephone at **1-800-992-3366**, to complete the change.

For assistance please contact Western Dental by telephone at **1-800-992-3366**, by email at <u>MemberServices@westerndental.com</u>, at our Western Dental website (www.westerndental.com) or by mail at Western Dental Benefits Division, 530 S. Main Street, Orange, CA 92868. We will be happy to help you select your PCD and begin your oral health care relationship.

Public Policy

The Plan welcomes provider 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 Provider Services department at 1-800-992-3366.

Our Member Services team is available to assist members Monday - Friday, 8:30 am - 5:00 pm (PST). Below are our contact numbers for specific employer groups and our general lines.

General Member Services (800)992-3366

State of California Employees (866)859-7525

Los Angeles Unified School District (866)901-4416

Brand New Day (855)203-5900

The Dental Health Consequences of Vaping and Smoking

Nearly 40 million people in the U.S. smoke, and 4.7 million middle and high school students use a tobacco product including e-cigarettes, according to the Center for Disease Control. Many tobacco users have been persuaded that vaping is safer, but studies now show that vaping is just as addictive and deliver more toxic chemicals to the system than regular smoking. Recently, vaping has been linked to six fatalities and 450 illnesses nationwide.

No matter how you look at it – whether you smoke, chew tobacco, or vape e-cigarettes – the use of these products can cause serious health problems, including extreme damage to the health of your gums and teeth:

- Cancer. Tobacco use is linked to many types of cancers, including mouth, throat, esophagus, cheek, gum, lip and tongue cancer. Chemicals in e-cigarette vapors cause changes in the genetic make up of cells in the mouth, causing sustained inflammation and, long term, can trigger the development of cancer
- Cavities. Chewing tobacco is loaded with sugar, which can erode your tooth enamel, and vaping can cause excessive bacteria in the mouth, contributing to tooth decay
- Gum disease. Vaping can aggravate mild forms of gum disease, causing more serious damage. To-bacco's sugars and irritants can cause gum infections. Over time, gum disease can lead to tooth loss.
 Signs include red swollen gums, sensitive teeth, loose teeth, tooth loss
- Precancerous mouth lesions. Chewing tobacco can cause lesions where the chew is placed and can become cancerous
- Longer healing time. Smoking, vaping and chewing tobacco will hinder the healing process following oral surgery

Before you light up that cigarette, vape or chew tobacco, consider the damage it can have to your teeth and overall oral hygiene.

Better yet, don't start.