



Helpful tips for painless claims

On Jan. 1, 2012, all HIPAA-covered entities — healthcare providers, clearinghouses and payors — that send or receive electronic claims were expected to become compliant with the federally mandated 5010 version of the 837 electronic claims. With a large majority of our participating dental offices already submitting electronic claims in this new format, we wanted to share helpful information to ensure your claims are received and processed in a timely manner.



With this newest electronic claim format (837 5010), you now have the ability to submit a rendering dentist address. To ensure correct claims processing, please list the rendering dentist address, as well as a billing provider address. To be HIPAA-compliant with version 5010, the billing address cannot be a P.O. Box, so you may need to submit your office location for the billing address. If you use a P.O. Box for your payments, you can list this in the 'Pay To' address portion of the electronic claim.

ODS will continue to pay claims to the address in our records. However, submitting the addresses as requested above helps your claims be compliant and ensures the correct provider record is selected for processing.

Updating provider records

It's very important that Dental Professional Relations is notified as soon as possible when your office adds a new associate. All dentists in a practice (billing with the same TIN) need to have the same participating status. If a new associate is not yet credentialed, we ask that they not see ODS patients until credentialing is approved. We strongly encourage you to submit credentialing paperwork in advance of a hire date to ensure a smooth process and allow new dentists to participate on their first day.

Indicating the dentist providing service

Please make sure all claims (electronic and paper) list the dentist who actually treated the patient as the treating/rendering dentist. Claims not submitted with the correct information could be delayed or denied. Regardless of the dentist's affiliation in your office, if he or she is providing the service, it needs to be billed under his or her name.

Using NPI numbers correctly

We'd also like to take this opportunity to remind you how important it is to have all appropriate NPI numbers in place. The two types are:

- **Type I** — This NPI is unique to each provider. For practices with multiple dentists, a Type I NPI should be obtained for each dentist.
- **Type II** — This NPI is for the business entity. It is required for group practices, incorporated dental practices or other business entities that are paid under their employer identification number (EIN). Dentists submitting claims and paying taxes based on their Social Security number do not need a Type II NPI.

For more information about NPI numbers and to register online for an NPI, please visit <https://nppes.cms.hhs.gov/NPPES/Welcome.do>. Or, call Dental Professional Relations at 503-265-5720, or toll-free at 888-374-8905.

New cyber security insurance, exclusively for dentists

Did you know that an accidental data breach or HIPAA violation could cost you tens of thousands of dollars? In 2011, data breaches increased 32 percent among healthcare organizations polled in a recent study.¹ The majority of those data breaches were caused by simple mistakes, such as leaving a computer where it could be stolen or placing confidential documents in a recycling bin. The use of electronic health records systems and mobile devices also can increase your risk of cyber fraud.

A data breach can quickly overwhelm your practice. Would you know what state and federal laws apply, or how

to properly notify your patients and the authorities to be compliant with the latest protected health information laws? Fines for noncompliance can reach as high as \$1.5 million per incident. The cost of compliance is also high: about \$214 per compromised patient record to notify everyone involved.

Our own ODS subsidiary, Dentists Benefits Corporation (DBC), is proud to offer a new cyber security insurance policy — exclusively for dental practices — that can help you transfer the financial risk of a loss.

These policies offer great value, with limits of insurance up to \$1 million

(higher limits also are available). Policies cover an investigation into the data breach, the cost of notifying patients and authorities, credit monitoring, legal expenses and reimbursement for lost revenue.

Don't risk letting a data breach paralyze your practice. Call DBC for a quote and exclusive program pricing on cyber security insurance today at 855-260-4538, or email dbc@odscompanies.com. More information is available at www.dentistsbenefits.com/cybersecurity.

¹ Ponemon Institute, "Second Annual Benchmark Study on Patient Privacy & Data Security," Dec. 2011, sponsored by ID Experts.

Electronic prescribing improves patient safety and service

Electronic prescribing via eRx is now available for DAISY, making it easier for dental offices to protect patient safety, enhance compliance and boost efficiency. Dentists and administrators can now process electronic prescriptions, check prescription history, identify the lowest cost option, and update records without ever leaving the patient's side.

Protects patient safety

eRx offers real-time access to expanded data, ensuring dentists mitigate the risk of adverse drug events, incorrect dosages and drug-allergy reactions. Because prescriptions



are transmitted electronically, errors caused by handwriting illegibility are eliminated. Dentists also gain access to drug usage reports, with the ability to cross-reference each patient's prescription history via their mobile smartphone or tablet.

Enhances patient compliance

eRx is notably more convenient for both the patient and dentist. Before ever sending a prescription, dentists may confirm insurance formulary coverage at the point of care in a fraction of the time required to do so manually. Once ordered, patients spend less time waiting at the pharmacy, with orders filled and ready to go upon arrival.

Offices may securely transmit requests and authorize renewals in just a few clicks from any web-enabled location – anywhere, anytime. That means less time on the phone and sending faxes to pharmacies. Prescription renewals can be automated, and staff may generate queries and reports on the fly. Alerts are also easily set up to provide important warnings.

Protects confidentiality

eRx is fully HIPAA compliant, with patient information protected by secure data encryption and transmitted via a closed, private network. Control which parties gain access to internal information and what level of access they acquire. All data servers are monitored around the clock, and backups are automated to eliminate the risk of data loss due to human error, network failure, theft or natural disaster.

Reduces costs

eRx simplifies the process of checking with healthcare formularies and choosing generic alternatives, minimizing the cost of care for patients. With fewer dental office resources committed to mundane administrative tasks like chart-pulls and follow-up calls, your staff is free to focus on delivering quality care to patients.

For more information or to schedule a demo, contact Rebecca Lanxon at 503-765-3416, or email lanxonr@dmcdental.com.

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Dental Benefit Tracker: How do you like us now?

We hope you all are enjoying the newest enhancements made to Dental Benefit Tracker: current incentive levels for each member, common preventive services availability and procedure utilization check. We appreciate all of your feedback and encourage you to let us know how it has been working for you.

