



Dear WDS Providers,

In our latest Enrollee Newsletter, we shared tips for toothbrushing. We also wanted to share this article with all our WDS providers:

Tips for Toothbrushing

Tooth decay is a problem for children, teens and to a lesser extent, adults. Plaque, a sticky film of bacteria, constantly forms on your **teeth**. When you eat or drink foods containing sugars, the bacteria in plaque produce acids that attack **tooth** enamel. Eventually, if the plaque is not removed following eating and drinking foods containing sugar, cavities may result that require dental fillings.



That is why it is so important for all of us to brush our teeth following every meal and most importantly, before bed. How we brush our teeth is also important. We should hold the brush, either manual or electric, with light pressure at a 45-degree angle and brush in short circular strokes making sure we brush all surfaced, inside and out and also the biting surfaces of our teeth. It is also important to brush our tongues to remove bacterial plaque that may cause bad breath.

Brushing our teeth for at least 2 minutes gives us enough time to brush all surfaces carefully, top and bottom. Using an egg timer or the timer on our phone is a good way to ensure that we are brushing long enough. Both children and adults should always use a toothbrush with soft bristles using only light pressure. Too much force or medium or hard bristles can damage our gums or abrade our teeth leading to sensitivity.

For children older than 2, brush their teeth with a pea-sized amount of fluoride toothpaste. Be sure they spit out the toothpaste. (Ask your child's dentist or physician if you are considering using fluoride toothpaste before age 2.)

Until you're comfortable that your child can brush on his or her own, continue to brush your child's teeth twice a day with a child-size toothbrush and a pea-sized amount of fluoride toothpaste.

Once your child can brush on their own without supervision, at around 9 years old,

he/she should continue brushing twice a day, for two minutes each time. A good way to get him/her to do this is to either brush along with her or play a song or video that is two minutes in length as a fun timer.

Picking the right fluoride toothpaste for you or your child is also important. The easiest way to be sure that you have a good product that has been clinically tested is to look for the ADA seal of approval.

Here are a few simple tips that will ensure proper home care:

- Brush twice a day with a fluoride toothpaste.
- Clean between your teeth daily with floss or interdental cleaner.
- Eat nutritious and balanced meals and limit snacking.
- Check with your dentist about the use of supplemental fluoride, which strengthens your teeth, and about use of dental sealants (a plastic protective coating) applied to the chewing surfaces of the back teeth (where decay often starts) to protect them from decay.
- Visit your dentist regularly for professional cleanings and oral examination.

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Provider Dispute Resolution Process

As previously notified, providers have the right to utilize the WDS provider dispute resolution process, which was developed to provide a fast, fair and cost-effective dispute resolution mechanism. WDS will not discriminate or retaliate against a provider (including, but not limited to, the cancellation of the provider's contract) because the provider filed a provider dispute. The provider dispute process is available at no cost to the provider.

For additional information regarding the provider dispute process, please contact the Provider Relations Department at 1-800-811-5111.

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 Member Service department at 1-800-992-3366.

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 Service at 1-800-992-3366.

Credentials

To ensure that your credentials are always current, don't forget to submit your renewed credentials to WDS prior to the expiration of the previous credentials. WDS must maintain copies of your current, valid California dental license, malpractice insurance cover page and DEA certificate in your provider file. Also, please remember to notify WDS Provider Relations whenever your office has a new associate dentist or dental specialist.

WDS is please to announce that in our continued efforts to make provider participation as simple as possible, WDS utilizes the services of Verifpoint, a credentialing organization with whom many of you may already be familiar due to your participation with other dental plans. Verifpoint will collect your credentials on behalf of WDS so that you do not have to provide duplicate information to WDS.

Encounter Data Submission

The California Knox-Keene Act requires all Dental HMOs to monitor plan enrollee utilization. The WDS Utilization Management (UM) Committee meets on a quarterly basis to review utilization trends to ensure that Plan enrollees are receiving services. WDS also uses the utilization data to develop new plans and review existing provider compensation for the managed care dental program.

Please submit your encounter data by the 10th day of the month for the previous month's encounters. To submit monthly encounter data, please use a standard ADA claim form.

Language Assistance Program

Many people who live in Western Dental's service area speak a language other than English. Even if they know some English, they may prefer to speak another language when discussing their dental health or dental plan benefit matters. Having a fully functioning Language Assistance Program ("LAP") in your office is a state requirement, effective January 1, 2009. Since that time, we have contacted our provider network seeking services in a foreign language to determine if your offices knew how to handle such requests. Thank you to all offices that have provided the proper language assistance. For those who did not know how, the phone call then changed into an instructional call so that your offices could properly handle such calls in the future. As a reminder, here are some of the most important facts:

- If you need assistance with a Western Dental member calling your office requesting services in another language, you may instruct the patient/member to contact the Member Services department at **1-800-992-3366**, or you may call for them. Simply request to speak to someone who speaks the preferred language, and the Western Dental member service representative will make arrangements for an interpreter to join the call. Please allow time for connection to this service.
- Face-to-face interpreters in languages other than English (including Sign Language) may be available in some circumstance for special instructions. Western Dental Member Services department at



1-800-992-3366 has more information available about this service.

- Vital Documents such as plan brochures, provider directories, important forms and letters about Western Dental services, language rights and certain outreach materials are produced in English and Spanish in accordance with LAP requirements. You may instruct your patients who need these documents in Spanish to call the plan to receive these materials.

As a reminder, the Language Assistance Program (LAP) bulletin is included with your rosters each month for reference. Additionally, we will be sending out a reminder card that you can post near your reception desk to make it easy for your office to contact Western Dental when language assistance is needed. And we will continue to make "secret shopper" calls to confirm that our providers understand and know how to use the LAP. If you need more information regarding LAP requirements for contracting dentists, please contact Provider Relations at **1-800-811-5111**.

To Report a PROVIDER DIRECTORY Inaccuracy

In compliance with State requirements for providing an accurate provider directory, Western Dental Services now offers several easy ways to report a potential provider directory inaccuracy. The regulation requires WDS to verify and confirm with all contracted providers that their information is current and up to date. Notifications will be sent to all contracted providers every six months and will require an affirmative response within 30 days acknowledging the notification was received and information about any applicable changes to the data on file. To report any provider directory inaccuracies contact Provider Relations at 1-800-811-5111, via email at ProviderDirectoryUpdate@westerndental.com or by using the online change form available on our website, <http://www.westerndental.com>.