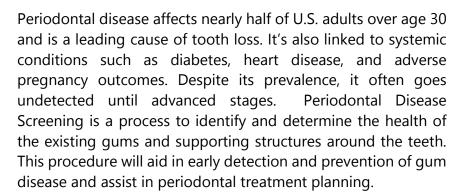
Provider Newsletter

Spring/Summer 2024

Periodontal Disease Screening



Why Screen?

Early detection helps prevent progression and supports overall health. The American Academy of Periodontology recommends routine screening for all adult patients—especially those with chronic conditions, tobacco use, or signs of inflammation.

What to Do

- Perform a periodontal exam at every recall and new patient visit
- · Probe for pocket depths and bleeding
- Use sufficient diagnostic radiographs to assess bone loss
- Document findings and treatment plan accordingly

Routine periodontal screening is quick, effective, and essential to comprehensive patient care. Early action helps preserve both oral and systemic health.

PLANI GROUP AND INDIVIDUAL

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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 Relations Department at 1-800-811-51

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.

Disclosure of Review Processes

Upon request, the WDS Member Services 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.

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 or when there are changes or updates to your credentials.

Reminder, please respond to the California Senate Bill 137 mailers sent to the office to confirm that the information we currently have in our provider directory is correct and up to date.

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 re- view 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.

New Policy: Encouraging Nonpharmacological **Treatments**

Nonpharmacological therapies seek to give patients a sense of control and decrease fear, distress, anxiety, and pain without the use of medications. Nonpharmacological therapies relatively inexpensive and safe when compared with traditional pharmacological treatments. Pursuant to AB 2585, as codified in Health & Safety Code § 124962, Western Dental Services, Inc. ("WDS" or the "Plan") encourages the of evidence-based pharmacological therapies for pain management. Refer to the Provider Guide on the Western Dental website at www.westerndental.com to review the entire policy.

Page 2 **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 that became effective January 1, 2009.



provider network seeking services in a tions. Western Dental Member Services foreign language to determine if your department at 1-800-992-3366 has offices knew how to handle such re- more information available about this quests. Thank you to all offices that service. 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:

- the member.
- for connection to this service.
- Face-to-face interpreters in languages other than English (including Sign Language) may be available in

Since 2009, we have contacted our some circumstance for special instruc-

· 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 • Language Assistance is always availa- your patients who need these ble at no cost to both the provider and documents in Spanish to call the Plan to receive these materials.

• If you need assistance with a Western As a reminder, the Language Assis-Dental member calling your office re- tance Program (LAP) bulletin is includquesting services in another language, ed with your rosters each month for you may instruct the patient/member reference. Additionally, we have sent to contact the Member Services de- out a reminder card that you can post partment at 1-800-992-3366, or you near your reception desk to make it may call for them. Simply request to easy for your office to contact Western speak to someone who speaks the Dental when language assistance is preferred language, and the Western needed. We will continue to make Dental member service representative "secret shopper" calls to confirm that will make arrangements for an inter- our providers understand and know preter to join the call. Please allow time 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 update your information or 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 updates or 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.