

# Aspect

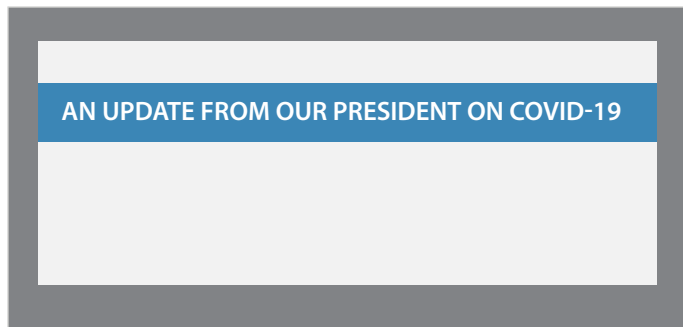
A QUARTERLY NEWS BULLETIN

*Great Health Starts Here<sup>®</sup>*

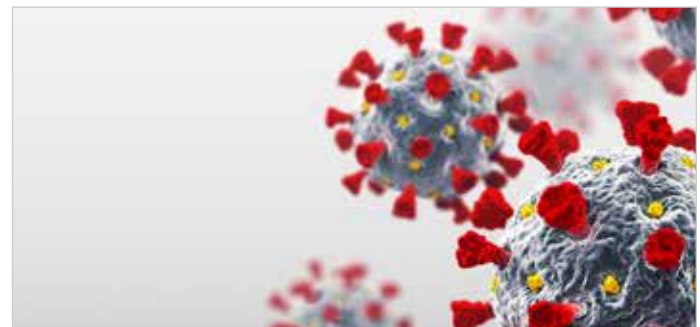
**Winter 2020  
ISSUE 4**

Welcome to Aspect, Nevada Dental Benefits, Ltd.'s quarterly news bulletin, through which we offer contemporary news information on oral health, the dental industry, the latest research and advice for providers.

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## AN UPDATE FROM OUR PRESIDENT ON COVID-19

Dear PrimeCare Community,

As COVID-19 (coronavirus) continues to impact the nation and our community, with modified guidelines being issued at least weekly, we must continue to take precautions to protect the health of our staff, members, clients and providers.

PrimeCare Benefits (PCB) has extended temporary measures to keep employees, members and their families safe from COVID-19 through at least the end of 2020. While a small number of staff members have returned to the office, a majority are still working remotely. PCB does remain fully staffed and will maintain normal customer service call hours from 8 A.M. - 5:30 P.M. All telephone calls will continue to be answered, as well as emails and faxes received.

In an effort to protect our community, PrimeCare will continue not allowing visitors to our office. We understand that this may be inconvenient, but believe it is in the best interest of all to keep in-person interactions to a minimum.

**Walk-In Service** for members and providers will remain closed. We will not receive hand delivered claims from provider offices. Provider checks will not be available for on-site pick up. Mail delivery via USPS has become somewhat unpredictable, with delays in delivery occurring often. We continue to work within the industry to find alternate methods for communication, including methods for our providers to deliver needed information to us without delay. We strongly suggest that our dentist providers utilize electronic claims delivery to insure that we receive your claims on a timely basis. Our professional services team is available to help you find an electronic claims vendor that works with us. Please do not hesitate to reach out to them. Checks will be mailed to addresses on file.

We will continue to work with and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC), state and local public health departments as the situation continues to evolve.

At PrimeCare Benefits, we value your relationship and sincerely hope you and your loved ones are staying healthy and safe during this challenging time.

For questions and inquiries, contact us at <https://nevadadentalbenefits.com/contact.php>.

Sincerely,



**Fred L. Horowitz, DMD**  
President

COVID-19 pandemic updates are changing at a rapid pace. Click the resource links below to find the most up-to-date information on Nevada and the United States.

## COVID-19 RESOURCE GUIDE

### NEVADA

- ▶ [Nevada State Board of Dental Examiners](#)
- ▶ [Nevada Health Response](#)
- ▶ [Southern Nevada Health District](#)

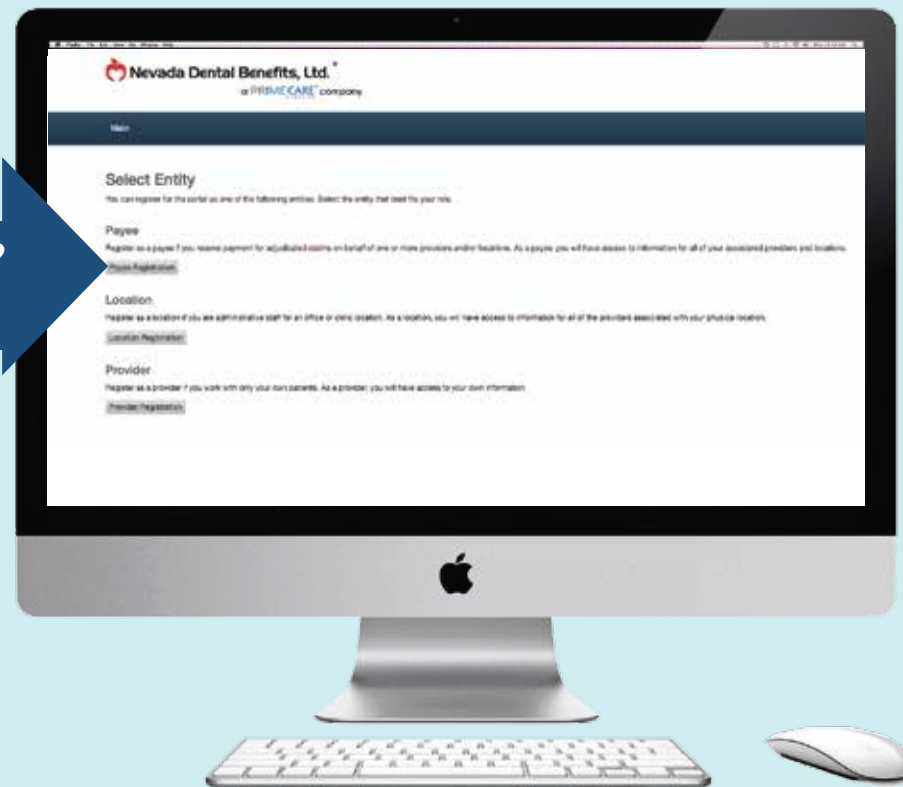
### UNITED STATES

- ▶ [ADA Coronavirus \(COVID-19\) Center for Dentists](#)
- ▶ [Center for Disease Control and Prevention](#)
- ▶ [U.S. Small Business Administration](#)

Nevada Dental Benefits, Ltd. is not endorsing or vouching for the information provided by the above third parties. These website links are being provided as convenient resources for dentists.

# GET PAID FASTER

Start getting paid faster! Deliveries from USPS have been unpredictable and often delayed the past few months. Because paper claims take longer to receive, this almost always results in slower payments. We know how important the prompt processing of your dental claims is to your practice and for that reason, we have two ways to receive your claims electronically: through our **Provider Web Portal** and **Electronic Claim Clearinghouses**.



Do you want to get paid faster?  
Get electronic with us!



## 1 PROVIDER WEB PORTAL

Along with verifying eligibility, checking claim status and downloading copies of your payment remittances, you can also submit your dental claims to us through our Provider Web Portal (PWP). Dental claims submitted through our PWP are received instantly. If you are not already registered with our PWP, you can do so following the instructions provided below.

Visit <https://ndblpwp.wonderboxsystem.com/PWP/Landing>:

- ▶ Click “Register Now.” You can choose to register as a Payee, Location or Provider. **You have the option to submit claims when logged in as either a “Location” or “Payee”, but when logged in as a Payee, you can also view past copies of payment remittances.**

When logged in as a Location, you may view posted provider communications and plan updates. Depending on the user’s role and access needs, more than one type of registration can be completed.

For example, if you are already registered as a Location or Provider, you can click “Register Now” to register separately as a Payee.

- ▶ Select “**Payee Registration**” under the Payee section.
- ▶ Complete the identifying information and click “create.” Your Payee ID can be found on the Remittance Summary page that came with past checks.

For any questions or assistance with this, please contact us at (702) 478-2014.



## 2 ELECTRONIC CLAIM CLEARINGHOUSES

We work with three of the major clearinghouses to accept electronic dental claims. If you would like to learn more about their services, we’ve provided their contact information below.

- **EDI Health Group Inc. – DentalXChange.** They are offering a 10% discount off their claim service to our providers. You can reach their Sales Team by calling (800) 576-6412 X 455 and let them know you are a Nevada Dental Benefits or PrimeCare Administrators provider.
- **Vyne Dental.** They are offering a special rate of \$59.97 per month for their “Practice Core Bundle” to our providers for a limited time. To take advantage of this special promotion, providers can contact them at (866) 712-9584 Option 2 and mention “PrimeCare Special” or email [inbound@dentalhero.com](mailto:inbound@dentalhero.com).
- **Change Healthcare.** Change Healthcare Provider Direct Team - (866) 777-0713.

When sending electronic claims through a clearinghouse to us, please use the following Payer IDs:

**Nevada Dental Benefits, Ltd.**  
Payer ID: NDB01

**PrimeCare Administrators**  
Payer ID: PCA01



## One in eight children suffer from nightmares about their teeth.

Oral Health Foundation 2020 | National Smile Month Survey

### Almost one-in-eight (12%) children have woken up from a nightmare about their oral health, according to the findings of a new study.

The data, collected from around 1,500 British parents, suggests that today's children are over ten times more likely to suffer from bad dreams about their teeth than an adult.

The investigation by Oral Health Foundation, points to nightmares about the mouth being more common in earlier years – affecting nearly one-in-five (18%) children aged five and under.

Further findings show almost one-in-two (47%) children have expressed anxieties about their oral health to their parents. This number rises for children under five.

Dr Nigel Carter OBE, Chief Executive of the Oral Health Foundation, believes younger children are becoming more conscious of the appearance of their teeth, which is causing unnecessary and harmful stress.

Dr Carter says: "It is really common for children between the ages of three and five to suffer from nightmares. This is the time when their imagination begins to develop and, along with the experiences they collect throughout the day, can influence the state of their dreams.

"Younger children are being exposed to more television and social media, where the aesthetics of smile do not represent what can be considered normal or naturally-achievable. This paints a false image of what their teeth should look like and can create lasting insecurities.

"With more video calls to family and friends, especially during lockdown, children are also seeing themselves on screen far more often. This too makes them more conscious of their appearance."

The new study also found that nearly one-in-five (18%) children under five have opened up to their parents about not liking their smile.

The charity is extremely concerned by the findings, that also show more one-in-four (29%) children under five have spoken to their parents about changing the appearance of their smile.

The new research has been conducted by the Oral Health Foundation as part of National Smile Month, a campaign that aims to raise awareness around the value of having good oral health.

As part of the campaign, the charity is giving advice to parents and families about how to maintain a healthy smile.

"The best approach to tackle any insecurities a child has about their smile is to introduce children to oral health education at the earliest age possible," adds Dr Carter.

"By teaching children basic lessons about oral health, why we have teeth and how to keep them clean, we reassure them that the best teeth are not necessarily the straightest or whitest, but the ones that are healthy.

"There are so many online learning programmes and activities that can make oral health education fun and appealing. By teaching children at home about how to achieve good oral health you can help boost their confidence and reduce any anxieties they may have about their smile."

The Oral Health Foundation's Dental Buddy programme can be downloaded for free on the charity's website. Dental Buddy has games, lesson plans and activities for children from Early Years Foundation Stage, up to Key Stage 2.

To access Dental Buddy, and for information about National Smile Month, visit [www.smilemonth.org](http://www.smilemonth.org)

#### Sources

*Oral Health Foundation (2020) 'National Smile Month Survey 2020', April 2020, UK, parent data, sample 1,450.*

To view the online article, [click here](#).



### SUMMARY OF CDT CODE CHANGES FOR 2020

The American Dental Association has evaluated and updated the CDT codes that will go into effect on January 1, 2021. The following is a brief summary of change that may affect codes covered under either a Nevada Dental Benefits or a PrimeCare Administrators plan.

#### DELETED CODES

- ▶ D7960 frenulectomy also known as frenectomy or frenotomy – separate procedure not incidental to another procedure; replaced with new codes:
  - ▶ D7961 buccal/labial frenectomy (frenulectomy)
  - ▶ D7962 lingual frenectomy (frenulectomy)

#### NEW CODES

- ▶ D2928 prefabricated porcelain/ceramic crown – permanent tooth
- ▶ D3471 surgical repair of root resorption - anterior
- ▶ D3472 surgical repair of root resorption - premolar
- ▶ D3473 surgical repair of root resorption – molar
- ▶ D3501 surgical repair of root surface without apicoectomy or repair of root resorption – anterior
- ▶ D3502 surgical repair of root surface without apicoectomy or repair of root resorption – premolar
- ▶ D3503 surgical repair of root surface without apicoectomy or repair of root resorption – molar

Please see the schedule of benefits for each plan to determine benefit coverage and reference the CDT 2021 Dental Procedure book from the ADA for a complete listing of all changes for 2021.

PrimeCare’s Fred L. Horowitz, DMD was a contributing author of the CDT 2021: Coding Companion published by the American Dental Association.



### Steps to Protect Cleaning Staff During COVID-19

Your safety is important. These simple steps can help prevent the spread of the coronavirus:

- Stay home if you are sick.
- Wear a face covering.
- Avoid dry sweeping, if feasible or use of high-pressure streams of water.
- Wear disposable gloves to clean, sanitize and disinfect common surfaces.
- Wipe equipment before and after use.
- Use EPA-approved disinfectants or cleaning chemicals.
- Use the warmest water level that is safe and dry laundry completely.
- Wash your hands with soap and water frequently.



- Maintain at least six feet between co-workers and customers.
- Wash your clothes as soon as you get home, if possible.
- Report any safety and health concerns to your supervisor.

For more information, visit [www.osha.gov/coronavirus](http://www.osha.gov/coronavirus) or call 1-800-321-OSHA (6742)



1-800-321-OSHA (6742)  
TTY 1-877-889-5627

This document does not have the force and effect of law and is not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

# HACKS TO MAKE YOUR HOLIDAYS AT HOME MORE FESTIVE



- \* Freeze cranberries in an ice cube tray to make holiday ice and Pinterest-worthy drinks.
- \* Make holiday shaped whipped cream by placing cream on a baking sheet, freezing for two hours and using your favorite cookie cutter. Add to the top of hot cocoa or your favorite hot drink.
- \* Use chalkboard tape to turn plain dishes into party dishes. Attach tape to plate and write "Happy Holidays," "Happy New Year," or any other message to guests.

For more holiday hack ideas, visit [thekrazycouponlady.com](http://thekrazycouponlady.com)



Please meet Dr. Allen Huang, Co-Owner of Significance Dental Specialists, specializing in periodontal disease and dental implants. Originally from Taiwan, Dr. Huang moved to central California as a child and to Las Vegas following high school. After attending University of Pennsylvania School of Dental Medicine, and University of Illinois at Chicago Periodontics, Dr. Huang moved back to Las Vegas to practice dentistry in 2004 for great business opportunities and to be close to family. Let's find out a little more about Dr. Huang:

**NDB: What's one thing people might not know about you?**

**AH:** I have a Bachelor of Science degree in chemical engineering.

**NDB: What inspired you to become a dentist?**

**AH:** Childhood experience/trauma of losing one of my front teeth.

**NDB: When you were little, what did you want to be when you grew up?**

**AH:** I wanted to become a chemical engineer and own multiple restaurants.

**NDB: Are there any career defining moments you would like to share?**

**AH:** I've published numerous books, including an Amazon bestseller, Ignite Your Life with Brian Tracy and The Truth about Dental Implants. I'm also one of six diplomate of American Board of Periodontics Periodontists in the City of Las Vegas. I'm especially proud of opening Significance Dental Specialists (Endodontics, Orthodontics, Periodontics) interdisciplinary office with Dr. Victoria Chen and Dr. Vinne Chen.

**NDB: Do you have a personal or professional motto?**

**AH:** The Time is Now.

**NDB: Do you have any fun holiday traditions?**

**AH:** My family and I like to celebrate the holidays by gathering together for dinner.

**NDB: Do you have any New Year's resolutions?**

**AH:** To live life to the fullest.



If you know of a dentist that might like to be featured in one of our upcoming news bulletins, please let us know. Email Crystal Robbins at [crobbsins@nevadadentalbenefits.com](mailto:crobbsins@nevadadentalbenefits.com)



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