

ACCESS *update*

Summer 2008

NPI—Why Is This So Important?

By Barry Major, Doral Dental/MassHealth Contract Director
Effective May 23, 2008, all paper and electronic dental claims must be submitted to Doral with the national provider identifier (NPI) number. Below are the rules and exceptions when filing claims and authorizations:



Rules

- All paper claims and prior authorizations must be filed on a 2006 ADA claim form.
- Field 49 (for Billing Dentist) should be populated with your Group or Sub-part (Entity Type 2) NPI number if you are billing as a group, and Individual (Individual Type 1) NPI number if you are billing as a sole practitioner.
- Field 54 (for Treating Dentist) should be populated with your Individual (Entity Type 1) NPI number as the treating dentist.

Exceptions

- If you are a dental clinic, community health center, or outpatient hospital, you should put the same number as you put in Field 49.
- If you are a sole proprietor providing MassHealth services in more than one location and have a separate "02" MassHealth ID number for each location, please call Doral customer service for further instructions on how to bill properly.

Electronic claims (837D, DDE) submitted via Doral's Provider Web Portal must have the valid NPI information for your practice, or the claims will not be accepted. If no valid NPI information is found, you will see the message "There has been an error with your submission. Please contact us to resolve these issues. Our records do not show a (Type of NPI missing) on the date of service."

Effective July 1, 2008, all claims submitted without an NPI will be denied. If you need information on completing the ADA 2006 form or submitting electronically using the NPI, please refer to the MassHealth Office Reference Manual (ORM) or call Doral Customer Service at **(800) 207-5019**.

Oral Health Conference Addresses Access to Care

On June 4 and 5, 2008, approximately 200 oral health professionals gathered in Sturbridge at the first Better Oral Health for Massachusetts Conference to discuss a major issue concerning children, adults, and senior citizens alike: access to oral care. The Massachusetts Dental Society (MDS) was a sponsor of this conference, and MDS members—including MDS President Milton Glicksman, DMD; Paula Friedman, DDS; and MDS Manager of District Services Ellen Factor—participated as speakers and panelists.

In 2000, a special Massachusetts Legislative Committee on Oral Health was established to evaluate the success of community-based oral health care programs for state residents. Since then, additional research has indicated that there are serious gaps in oral health care, especially for children and low-income populations. A January 2008 report from the Catalyst Institute showed considerable disparities in children's access to oral health care for black and Hispanic populations in Massachusetts.

The 2000 Legislative Committee findings and subsequent research have resulted in the need for the creation of a working plan to improve and expand access to oral care in Massachusetts, including the upgrade of existing programs. To help facilitate this ambitious plan and bring communities together, this first-ever oral health conference called for an access-based dialogue to begin. The first day of the conference, held at the Sturbridge Host Hotel and Conference Center, focused on dental access programs for children and high-risk populations, while the second day centered on the vision and planning for the future.

"To truly take on the needed systems' change to oral health, folks need to know what is going



MDS President Milton Glicksman, DMD, speaks about the importance of increasing access to care at the Better Oral Health for Massachusetts Conference in Sturbridge.

on, who potential partners and collaborators are, and what the best ways are for all of us to work together to change," says Frank Robinson, PhD, executive director for Partners for a Healthier Community, Inc., one of the conference sponsors.

Those in attendance included dentists, dental hygienists, dental assistants, lawmakers, community groups, educators, school nurses, insurers, and parents. Breakout sessions featured speakers and community leaders discussing their experiences with access. The sessions aimed to educate those in attendance about current best practices across the state, including school-based dental health initiatives, mobile dental programs—such as the MDS Foundation Mobile Access to Care (MAC) Van—and parental education and involvement.

"[The conference] was just the beginning of what should be a well-planned sequence of discussions that will lead to legislative or regulatory changes that we can all support," says Robert Boose, EdD, executive director of the MDS. "Then we need to work collectively with the legislature to make those changes."

The MDS plans to hold its own conference on oral health care access later this year or early next year.

For more information on the conference, visit www.massoralhealth.org.

"Dentists don't treat kids from the projects."

—12-year-old girl treated on the MAC Van



Wellesley Family Helps Spread Access to Children in Need



Elise, Michelle, and Richard Rosmarin with four of the children their donation helped treat on the MAC Van.

In the past few years, more and more attention has been given to the need for basic oral health care for underserved children. Even some of the children residing in one of the more affluent suburbs of Greater Boston are not immune to the need for this basic care, as the Massachusetts Dental Society (MDS) recently learned. But one generous family opened up their checkbook to help improve the oral health of underserved children in their community, Wellesley.

It all started last fall when Wellesley residents Michelle and Richard Rosmarin decided to make a donation to their community, specifically to a preventive dental program. Michelle contacted the Crossroads Community Foundation, a Natick-based non-profit public charity that aims to improve the level and spirit of philanthropy in the communities west of Boston. Crossroads did some research and learned about the MDS

Foundation Mobile Access to Care (MAC) Van, which has been providing free oral care to underserved children across Massachusetts since early 2007. The Rosmarins had one stipulation though: They wanted these monies to be earmarked specifically to help the underserved children in one particular neighborhood in their hometown of Wellesley.

A representative from the Crossroads Community Foundation contacted Ellen Factor, MDS manager of district member services and MAC Van program manager, to inquire about reserving the MAC Van for service dates, and the ball started rolling. The weekend of May 3 was selected and the location was set. Now all they needed to do was make sure the children and their parents knew about this opportunity for free dental care. However, since this was the first time that the MAC Van was treating children in a private residential setting and not at a school or Boys & Girls Club where scheduling and parental consent forms are handled by on-site staff, an alternate plan needed to be developed to spread the word about the MAC Van's visit and to acquire the appropriate consent for treatment. Crossroads contacted the Wellesley Hills Junior Woman's Club, an organization dedicated to community service, whose members went door-to-door in the selected neighborhood to promote the MAC Van's arrival and to collect signed consent forms.

Once word spread in the Metropolitan District that the MAC Van was undertaking this worthy venture, eight MDS member

dentists and a dental assistant volunteered to donate their services to help the children of this community, nearly double what the MAC Van normally requires on a typical service day. "We were overwhelmed by the amount of volunteer dentists who offered to help," says Ellen Factor. "We had more than we could use."

On Saturday, May 3, the MAC Van set up shop in the Wellesley neighborhood and offered comprehensive examinations and treatment to children whose parents had completed consent forms, as well as to adults. In total, 10 children and four adults were seen on the MAC Van that day. Services included cleanings, fluoride varnishes, sealants, and fillings. In addition to treating children on the MAC Van, MDS members volunteered their services to provide the children with a "dental home" for any follow-up treatment that was needed.

Michelle and Richard's 16-year-old daughter, Elise, even volunteered her time on the MAC Van by entertaining the children while they waited to be seen.

"The intent is to make a difference," says Michelle Rosmarin. "This is a way to give back and to make a difference right in our community."

The Rosmarins are also interested in sponsoring the MAC Van at other locations, and future sites are currently being identified.

For additional information on the Crossroads Community Foundation, please visit www.ccfdn.org. For more information about the MAC Van, visit www.mdsfoundation.org/macvan.

Mobile Access to Care (MAC) Van Update

Since February 2007, the MDS Foundation Mobile Access to Care (MAC) Van has treated 2,119 children in Massachusetts, representing \$515,049 in free oral health care. Thank you to the many volunteers who have donated their time to support this important initiative. The success of this program can be largely attributed to the ongoing support of volunteers throughout the state, with more than 170 volunteers having stepped forward thus far to help underserved children.

"While the support of volunteers has been terrific, we are always in need of more volunteers," says Ellen Factor, MAC Van program manager. "If you have not already volunteered, please consider volunteering some time, and if you have volunteered, please come back onboard."

For more information on volunteering, contact Amy Richmond, MAC Van volunteer coordinator, at (800) 342-8747, ext. 257.

MAC Van Service Schedule*

Week	Location
September 8, 2008	Cape Cod District/Martha's Vineyard (tentative)
September 15, 2008	North Shore District/Boys & Girls Club of Greater Salem
September 22, 2008	Middlesex District/TBA
September 29, 2008	Metropolitan District/TBA
October 6, 2008	North Shore District/LEO Head Start
October 13, 2008	Metropolitan District/Asian Y.E.S. Program
October 20, 2008	North Shore District/Pathways for Children, Gloucester
October 27, 2008	East Middlesex District/Tri-CAP Head Start, Malden
November 3, 2008	South Shore District/TBA
November 10, 2008	Southeastern District/TBA
November 17, 2008	Cape Cod District/TBA

*Subject to change. Visit www.mdsfoundation.org/macvan for schedule updates.

Harvard Dental Students Help Build "Bridge" to Community

When most students think of dental school, they think about hands-on learning of dental procedures, textbooks, lab coats, and how they're going to pay off that mountain of student loan debt. But for some dental school students, it's not just about what they take in (e.g., knowledge and skills), but also what they can give back through community outreach.

For the past nine years, students, faculty, and alumni from the Harvard School of Dental Medicine (HSDM) have volunteered their time with Project Bridge, a community outreach program at HSDM that is completely student-run. Project Bridge provides dental care and education to high-risk, homeless, and runaway youth in Boston, under the direction of faculty advisor Jarshen Lin, DDS. It is run in conjunction with Live for Life, a program developed by Bridge Over Troubled Waters Inc., a Boston-based youth services agency offering prevention, intervention, and educational services.

The Bridge Clinic, as it's known, is housed at the Bridge Over Troubled Waters headquarters. There are three operatories: two for treating patients and one for taking radiographs (X-rays). HSDM students see five or six patients a week in the evenings—after classroom hours—depending on demand.

Fourth-year students typically perform the treatment on the patients, while third-year students assist. Treatment includes dental exams, cleanings, and fillings, all under the supervision of a licensed dentist. That dentist is often HSDM faculty member Daniel Bley, DDS, who has been working with Project Bridge for the past five years.

In addition to acquiring more hands-on clinical experience and treating real-life dental problems, the Project Bridge dental students get something even nicer: the knowledge that they are making a difference in someone's life, someone who may not have had the opportunity to receive dental treatment otherwise.

"The Harvard students all seem to realize how valuable a service Project Bridge provides," says Dr. Bley. "They are excited to meet the patients and hear their stories. When we leave at the end of the night, they are all smiling."

In addition to their volunteer work with Project Bridge, HSDM students are involved with several other outreach efforts. Some volunteer at Camp Jabberwocky, a summer camp on Martha's Vineyard that serves special-needs children and adults. HSDM students and alumni instruct the campers and counselors on dental hygiene in a fun camp setting. Other volunteer opportunities exist



HSDM students Carrie Baldwin (left) and Sirena Hsieh treat a patient at the Bridge Clinic.

with the Boston Police Department's child identification programs and with Step Up, a Boston organization where volunteers provide oral health care screenings and education to public school students.

"It has been wonderful to be involved in such an organization and to be able to bring the experience to our classmates, many of whom have said that it has been the most rewarding experience that they have had during the clinic years," say Carrie Baldwin and Estee Wang, who are entering their fourth year at HSDM and who serve as the student clinical codirectors for Project Bridge. "We have enjoyed using our learned clinical skills to be able to treat those who would otherwise not seek or receive dental care."

MAC Van Patient Finds "Dental Home" in Bellingham

It was a cold day in February when the Massachusetts Dental Society Foundation Mobile Access to Care (MAC) Van rolled up to the Clara Macy Elementary School in Bellingham. Since February 2007, the MAC Van has been traveling across the state, providing free oral health care, including dental exams, fillings, fluoride treatments, and sealants, to underserved children. One of the students scheduled to be treated that day in Bellingham was 11-year-old Becky.*

After being screened on the MAC Van by Jay S. Schwab, DMD, it was discovered that Becky had more than 10 decayed teeth. With this extensive amount of decay, Becky would need a complete treatment plan and multiple appointments—more than the MAC Van could provide in the three planned days of service at the school. Unfortunately, Becky did not qualify for MassHealth, and her family lacked private dental insurance.

While the MAC Van staff was able to address one quadrant of decay, Becky still required additional care and ongoing treatment management. But without a "dental home"—her own dentist with whom she



could make the much-needed follow-up appointments—her treatment might go unfinished. Upon hearing of Becky's plight, MAC Van Volunteer Coordinator Amy Richmond reached out to all MDS members in the Metropolitan District, explained the situation, and asked if anyone was able to provide care for the child.

Bellingham general dentist Burton J. Stein, DMD, quickly responded and was briefed on Becky's situation. When asked if he would be

willing to provide the child with follow-up care at his practice, at a reduced cost, Dr. Stein responded with a resounding "Yes."

"I agreed to treat [Becky] because I feel a personal responsibility to do what I can for people who are in difficult economic situations, especially children," says Dr. Stein, who is also a MassHealth provider. Becky is currently being treated by Dr. Stein for the restoration of her deciduous primary teeth, but unfortunately had to have a permanent molar removed due to significant, nonrestorable dental caries.

The goal of the MAC Van is not only to treat children as part of its service dates, but to link those children without a "dental home" to a local provider so they can have a place to go for ongoing comprehensive care after the Van leaves their town. This is to ensure that children, such as Becky, who are seen on the MAC Van receive continuous oral care that they might otherwise go without, positively affecting their future oral health.

For more information on the MAC Van Program or "dental homes," please visit www.mdsfoundation.org/macvan.

*The patient's name has been changed to protect anonymity.



Spotlight on Volunteers

The following MDS member dentists and staff generously donated their services and time to help make a difference in children's lives on the MAC Van during April, May, and June 2008.

Dentists

Dr. Mohammad Ahmed	Dr. Ian Kott
Dr. Hooman Ajomand	Dr. Jorge Landa
Dr. Ibtihal Al-Amoudi	Dr. Stanley Levenson
Dr. A. Lichelle Aldana	Dr. Richard Luise
Dr. Aurora Alva	Dr. Colleen Lynch
Dr. Asma Alya	Dr. Carolyn Madison
Dr. Boris Bacanurschi	Dr. Hector Martinez
Dr. Abeer Basenbul	Dr. Peter McAllister
Dr. Robert Blake	Dr. Richard McNulty
Dr. Kelly Bouchard	Dr. Frank Mitera
Dr. Howard Brooks	Dr. Hassan Moeinzad
Dr. Laura Camacho-Castro	Dr. John Mott
Dr. James Carsell	Dr. Arnold Nadler
Dr. Rachaele Carver	Dr. Alex Neidhardt
Dr. Candida Castillo	Dr. Theodore Nelson
Dr. Jessica Chiang	Dr. Jill O'Connell
Dr. James Cinamon	Dr. Kristin Olsen-Smith
Dr. Wesam Damanhour	Dr. George Orfaly
Dr. Diba Dastjerdi	Dr. David Reczek
Dr. Melissa Dennison	Dr. Sujatha Revur
Dr. Linda Drennen	Dr. Franklin Roth
Dr. Matthew Fantasia	Dr. Spiro Saati
Dr. Deema Farsi	Dr. Stephen Scannell
Dr. John Fisher	Dr. Rob Shamey
Dr. Robert Gauthier	Dr. Maryam Shomali
Dr. David Goldberg	Dr. Edward Swiderski
Dr. Bruce Goldman	Dr. Angelo Vangos
Dr. Sandhya Goli	Dr. Gisela Velasquez
Dr. Radford Goto	Dr. Lisa Vouras
Dr. Sanford Greenberg	Dr. Eric Walker
Dr. Armenia Gregorians	Dr. Tina Wang
Dr. John Gussha	Dr. Michael Wasserman
Dr. Phillip Howells	Dr. Binca Warren
Dr. Htet Htet	Dr. Kevin Wells
Dr. Frederick Kapinos	Dr. Edward Widronak
Dr. Marty Kaplan	Dr. Natalya Yantovski

Dental Hygienists

Virginia Burns	Marie Martin
Jane Crocker	Gretchen Nahkala
Melissa Dennison	Barbara Wheeler
Ellen Marcoccio	

Dental Assistants

Jessica Bessette	Marianne McGee
Lisa Bolognia	Kim Nahass
Denise Crane	Lisa Pappas
Joy Fisher	Mirela Pronjari
Diane Gardner	Kerith Rankin
Roberta Gaura	Cheryl Robbins
Mary Gillia	S. Rull
Kendra Gortini	Abigail Sanborn
Kathy Guerrera	Ruth Sellers
Erina Guidi	Lynda Syriac
Ashley Hardiman	Holly Therien
Brenda Hoseason	Marjorie Tretheway
Karen Johnson	Laurel Walker
Jennifer Laitala	Karen Werner
Heather Lapa	Donna Whalen
Karen Lewin	Sandy Yarkey
Yen Lu	

Dental Assisting Students

Anna Amico	Rosalyn Hartford
Heather Baird	Terri Johnson
Kristin DeRuzzo	Tricia Lambert
Amanda Despres	Alison Landry
Deanna Grubenskas	Lucy Merchant
	Christine Ricciardi

It was 4:30 a.m. on Saturday, April 12, 2008, and a long line of people had already queued up outside the former Tolland High School in Tolland, CT. All were eagerly waiting to receive free dental care at the first-ever New England-based Mission of Mercy (MOM) event sponsored by the Connecticut Foundation for Dental Outreach. The Massachusetts Dental Society Foundation Mobile Access to Care (MAC) Van and several MDS member dentists made the trip to lend a hand.

Mission of Mercy is an oral health care initiative that provides multiday free dental clinics to the public. Volunteers from the region staff the clinics, where a variety of no-cost dental services are offered on a first-come, first-served basis, depending on the needs of the patient. The Virginia Dental Health Foundation launched the first Mission of Mercy event in 2001 in response to residents in rural locations without access to dental care, and the concept quickly spread. According to the Connecticut State Dental Association, MOM projects across the country have broken records for the largest public, no-cost dental outreach clinics ever conducted in the United States. MOM programs also currently exist in Arkansas, Colorado, Kansas, Nebraska, North Carolina, and Texas.

Approximately 1,250 individuals received free dental cleanings, fillings, and extractions at the two-day Connecticut event, which reached capacity by 7:00 a.m. on Saturday. The majority of those treated were working individuals and families who did not have dental insurance or who could not otherwise afford or have access to dental care.

Eight hundred volunteers from across New England were on hand to staff the event, including dentists, dental hygienists, dental assistants, and dental students, as well as laypeople who acted as runners, food service workers, parking attendants, and registrars. The MAC Van, which was staffed by Connecticut-licensed dentists, helped treat approximately 40 patients. (MDS dentists in attendance were unable to treat patients because they are not licensed in the state of Connecticut.)



Connecticut dentists treat a patient on the MAC Van at the Mission of Mercy event in Tolland, CT, in April.

"It was an incredible event, and I was taken aback by the genuine appreciation from all of the patients," says Richard LoGuercio, DDS, MDS past president and currently chair of the MDS Foundation Board of Directors. Dr. LoGuercio volunteered at the Connecticut MOM event in the triage area, evaluating patients before they were seen by another dentist to assess what services they would need. "It's eye-opening to see how much need there is for access," he says.

Other MDS members who volunteered at the event in triage or as runners—greeting patients, escorting them from station to station, and answering questions—were Drs. Michael Monopoli, David Schmid, and Robert Spingler.

While a free clinic such as the MOM event is valuable and does help those in need, the demand for oral health care access will continue to be an issue, long after the clinic doors have closed.

"Volunteerism like this helps some people, one time, with acute needs," notes Dr. Monopoli, the director for dental public health policy at Dental Service of Massachusetts. "It is not, however, a solution to access-to-care issues."

The next Connecticut MOM event is scheduled for 2009 in New Haven. For more information, visit the Connecticut State Dental Association Web site at www.csda.com.

Massachusetts Dental Society

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