





## Notify Your Staff of the Coming Audit.

Let your staff know the auditor is coming, so they'll be able to prepare for the upheaval. Provide an expected schedule for when the audit will start, when it will end, and when you'll be able to share the results. All staff members help your office comply with HIPAA every day, so they all should feel as if they have a stake in the audit.

Make sure your Compliance and Security Officers will be in the office for the duration of the audit and available to answer the auditor's questions.



## Notify Contractors and Make Sure Their Documentation is Up-To-Date.

Notify any contractors you've worked with since the last audit of your coming audit. Remind them you or the auditor may request additional documentation. Make sure they will be available for questions during the audit.



## Clear a Workspace for the Auditor.

This is a small thing, but it can make a big difference in how the audit proceeds. Provide a quiet, out-of-the-way workspace where the auditor won't be disturbed but will have easy access to staff. A proper work area will make the audit go faster and minimize disruption to the practice during the audit.



## Assign the Auditor an Assistant.

While this assistant may be your Privacy or Security Officer, these people often have other responsibilities that can't be put on hold during an audit. Assign a junior member of the office staff to help the auditor pull documents, make calls, fetch coffee, and perform other clerical tasks. Again, this will speed the audit and minimize disruptions. Ideally, most of your staff and patients won't even notice the audit is going on.



## Pull Relevant Documentation before the Auditor Arrives.

If you've been following the guidelines for meaningful compliance, you should have hard copies of all documentation and know where they are. Pull them and put them on a shelf or cart close to the auditor's workspace. Make sure to include:

- Policy Binders,
- Records of annual review and updates to policies,
- Risk analysis reports for each piece of technology,
- Data breach protocols, and
- HIPAA training documentation for all staff members and contractors, on and off-site.



## Provide an Index to the Materials.

Take time to type up a brief index to the materials for the auditor. Include information on the number of binders or files of each type and any color coding or other identifying info. This will make it easier for the auditor, or the helper, to quickly pull

relevant files, read them, and return them to their places. A good index can make the audit go more quickly and can help you replace items after the audit is over.



## Relax.

**YOU'VE GOT THIS.** The auditor is looking for evidence of neglect or deliberate law-breaking. If you've tried to comply with the law, prepared for the audit, and helped the auditor track down and review documents, you'll be in great shape. If you come away from the audit with a list of remediation steps, take them as soon as possible. Then, continue to review and update everything at least once a year, or more frequently if you have staff turnover or purchase new technologies. Once you've prepared for, and passed, your first audit, you'll have the tools you need to deal with all future audits too.

If you're still worried about HIPAA audits even after following the advice in these two articles, your Compliance and Security Officers may need additional training and education. Consider contacting a trainer with expertise in HIPAA compliance to help get your office on the right track.



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## What Clients Say

"We love Trojan's Dentifi program. The staff support is awesome, always on the ready to help you with any questions. The program helps you to be accountable to yourself and every patient no matter what insurance they have. Dentifi helps you to become more confident when explaining to the patient the portion due when having treatment done. Also, Dentifi allows you more time to concentrate on your patient reactivation rather than focusing on insurance verification. P.S. It's affordable too. Many thanks!"

— Debi Canon and Kitty Bingham



# FUN! Fact



**In the days before the Tooth Fairy:** Children in England and in Australia dropped their first baby tooth into a mouse hole in the belief it would keep them free from toothache.

**The average amount of money left by the American tooth fairy:**

1900	1950	1988
12¢	25¢	\$1.00

**According to Visa's latest Tooth Fairy survey:** American children are receiving an **average of \$3.19 per lost tooth**, a decrease of 24 cents from the previous year. Kids can expect to receive approximately \$64 on the road to adult teeth, down from \$74 only two years ago.

**Information about current tooth fairy economic trends is available at:**  
[www.practicalmoneyskills.com/resources/toothfairy2015.php](http://www.practicalmoneyskills.com/resources/toothfairy2015.php)





## Ask the Consultant

**Q:** We submitted a pre-treatment for a 4 quadrant D4342 with a diagnosis of type II periodontitis. Included with the pre-treatment, we sent x-rays and periodontal charts. The total number of teeth in each quadrant was 8 and more than 4 teeth have 4mm pockets. Delta Dental's determination was that they only pay for D4342 instead of D4341. D4341 is used when the number of teeth is 1-3 teeth in each quadrant.

**A:** You said you submitted code D4342 which is for 1-3 teeth per quad. D4341 is the code you should have used: D4341 Periodontal Scaling and Root Planing, Four or More Teeth Spaces per Quadrant.

This procedure involves instrumentation of the crown and root surfaces of the teeth to remove plaque and calculus from these surfaces. It is indicated for patients with periodontal disease and is therapeutic, not prophylactic, in nature. Root planing is the definitive procedure designed for the removal of cementum and dentin that is rough and/or permeated by calculus or contaminated with toxins or microorganisms. Some soft tissue removal occurs. This procedure may be used as a definitive treatment in some stages of periodontal disease and/or as a part of pre-surgical procedures in others.

**Narrative for D4341 and D4342:** The narrative should document active disease. Be sure to document the Case Type. This may include but is not limited to: 4mm or greater pockets that bleed on probing, indicating active disease, loss of periodontal attachment, radiographic evidence of alveolar bone loss, gingival recession, furcation involvement, inflammation, tooth mobility, subgingival calculus, suppuration, etc.

Remember to:

1. Enclose diagnostic radiographic images to document bone loss,
2. Send a current periodontal chart which includes the date(s) the chart was recorded, and
3. Include the time per quadrant, if you are billing for more than one quadrant per visit. (Should be no less than 45 minutes per quadrant.)

**NOTE:** This benefit is usually limited to four separate quadrants once every 28 to 36 months. Most carriers will allow a lesser benefit for a full mouth, i.e. four quadrants performed on the same day, than for a two quadrant per visit procedure.

**Q:** If we take a panorex, 4 bitewings, and 2 periapicals can we bill for a full mouth series?

**A:** Code D0330 is for Panoramic film. It is misleading to convert or upcode a separate panoramic film D0330 and bitewing films D0272/D0273/D0274 on the same date of service to a complete series D0210. Keep in mind many insurance companies may remap or reimburse at a complete series fee level D0210. Also, many insurance companies will bundle certain procedures together. For example, one insurance company has the following policy for submittal of radiographs: The fees for any bitewings submitted with a full mouth series are considered part of the full mouth series for payment considerations. Fees in excess of a full mouth series are not billable by dental offices. Bitewings are not payable within 12 months of a full mouth series. The fee for a D0330 panoramic film submitted with a full mouth series is not billable.

These policies are different for each insurance carrier and dental offices can be made aware of these policies usually through the carrier's web site.

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Responses provided by **Kathleen Johnson**, President of Kathleen Johnson Consulting.

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## Service Savvy



## Changes to your patient's insurance

The busy time of the year is here. As you all know, many employers change their insurance benefits in January, and this can have a significant impact on insurance companies and dental offices.

As your patients start making their first appointments in 2017, you will notice changes with their insurance. Some patients are working for different employers. Many employers will change insurance companies. Some employers, even though they will be continuing with the same insurance company, will be changing the plans they offer to their employees. All these changes will need to be researched and updated into your Trojan information.

The Client Service Department is committed to providing the most current and accurate benefit information possible while maintaining a high level of service to you, our client. To provide the benefits you need in a timely manner, we ask you to provide us with the following information when requesting benefits on your patients:

1. Subscriber's name, social security and/or id number, and date of birth;
2. Subscriber's employer name, address, and phone number;
3. Insurance company name, location, and phone number; and
4. Patient name and date of birth.

Because of these plan changes, insurance companies will experience large increases in the number of calls they receive, which, of course, will affect all of us who regularly call for benefit information. The Client Service Department will continue to work diligently to provide the excellent customer service you deserve. **Call us at: 800.633.3060.**

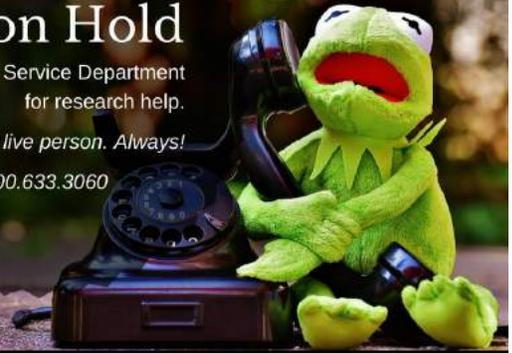
We are looking forward to providing our clients with exceptional customer service throughout 2017 and beyond.

## Don't Sit on Hold

Call Trojan Service Department for research help.

Speak to a live person. Always!

800.633.3060



Trojan Service Department hours:  
M-TH 6-5 & Friday 6-4 PST

## Quote-Worthy

“Keep love in your heart. A life without it is like a sunless garden when the flowers are dead.”

— Oscar Wilde



## Meeting Place

May 4-6, 2017

CDA  
Anaheim, CA



## TROJAN Closing

February 20  
Presidents' Day

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*We provide support services to dental practices:  
improving case acceptance, production, and collections.*

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