

World's Fair of Dentistry Returning Sept. 11-12

Presentations, Exhibits and Prizes for the Dental Community

By Marc Katz

Queens County Dental Society's World's Fair of Dentistry is back after a one year COVID related hiatus—and better than ever!

One of the largest meetings anywhere of dental professionals is returning to Terrace on the Park, 52-11 111 Street, Corona, on Saturday and Sunday, September 11 and 12, from 8 a.m. to 5 p.m., bringing together dentists and all those in related fields for educational programs earning up to 18 CE credits in one weekend, meetings with numerous vendors catering to the profession, entry into raffles featuring fabulous prizes, and an opportunity to meet and socialize with fellow practitioners.

"I have seen the World's Fair of Dentistry get more robust each year," said QCDS Past President Dr. Doron Kalman, who has chaired the event every year since its inception in 2013. "The programs actually get better each year that they are held and participants always leave feeling happy they attended. QCDS's World's Fair has grown to become one of the largest gatherings of dentists anywhere in the New York area."

Because of the pandemic, attendance this year will be limited and those planning to attend should register as early as



The QCDS World's Fair of Dentistry—one of the largest gatherings of the dental community in New York—brings together dental professionals for two days of programs and discussions, as well as meetings with dental vendors.

possible, Dr. Kalman said. In addition, advance registration is discounted by \$100 and ADA members receive special pricing. Registration is available for Saturday or Sunday presentations for ADA members as well as non-members, and

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QCDS Headquarters Getting a Makeover Thanks to President Santana and ICDE

What started as a small repair project at the Queens County Dental Society's Jamaica headquarters has turned into a major rehabilitation of every floor of the building, being done by both the Institute of Continuing Education and QCDS.

Water flooding in from the street several years ago left two-feet of water in the basement, destroying equipment on the building's lower level and leaving walls and flooring damaged, as well as a musty-moldy smell throughout the area. As a result, the building's heating system was not working and neither



QCDS President Dr. Arelys Santana cleans up construction debris following an extensive re-do of the headquarters building.

were electrical outlets on that level.

QCDS President Arelys Santana thought it was time to correct the situation. She has donated more than \$150,000 to rehabilitate the building and additional funding was supplied by ICDE, according to the organization's president, Dr. Doron Kalman.

Unsightly flood-damaged carpeting was replaced with new ceramic tile and new sheetrock took the place of damaged walls three-feet up from the floor on the entire level. Major redecorating was done to the building's kitchen, din-

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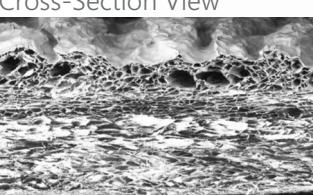
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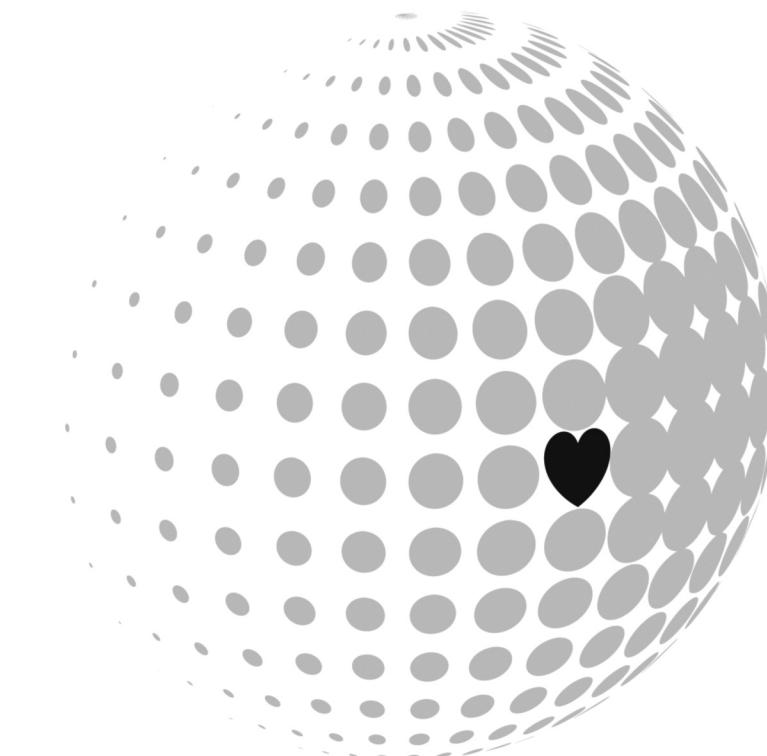
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TAX TIPS FOR DENTISTS

Congress recently passed "The Secure Act." This act raised the mandatory retirement distribution age from 70.5 to 72. It also removed the restrictions on traditional IRAs if you are still working past age 70.5. Now you can still do the traditional IRA beyond that age. There are new life expectancy charts for required minimum distributions. No RMD for 2020.

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QCDS Bulletin

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From the President



Thanks for Support During This Year

By Dr. Arelys Santana .

Not to sound like a dental snob, but I really cannot believe what a wonderful profession dentistry truly is!

When I think about my professional life, my 35-years in dentistry, I feel like I could write a book. Certainly, I think I have seen it all! But, seriously, I do believe that as a career choice there is nothing that offers a person more than dentistry. Think of the art and science of it all. The options to specialize, the variety of sectors dentists can and do practice in, forensics, research or academic opportunities. The ability to practice 24/7. Holidays can be spent working on patients or off, half days, full days, evenings, weekends on or weekends off entirely, Fridays off, the half joke about Wednesday golf—I mean seriously anything and everything goes! You can own or rent, practice with or for someone, be independent. The options available for dentists are as individual and creative as a person can dare to be. We all know that creativity is the hallmark of dentistry.

When I think about what makes someone successful, it certainly is about quality of life. As a dentist, you can incorporate your lifestyle, your personal likes, your family's wants

and needs into your professional life for a quality and satisfying career.

What I find most interesting is that wherever I am in the world, anytime I am traveling, I always seem to find other dentists—or they find me. We are on the tours together, on the slope, next to each other on the lounge chair and on the same flights. We are everywhere, but what I find most fascinating is how it always seems to come out that they are dentists. I believe it's a pride in their profession that seems to resonate from dentists.

Whether these colleagues are male or female, urban or rural dentists, new or seasoned dentists, from the U.S. or other countries, they all seem to be passionate about dentistry. It is always fascinating to learn about the world that other dentists live and practice in.

I am so proud to be able to talk about life as a dentist in Queens. As we talk, I realize how connected we as dentists really are, how incredible and ever changing the profession is, and how much and on so many levels what dentistry has to offer the next generation of dental leaders.

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Headquarters Gets a Rehab

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ing area and storage room. On the second floor the Board Room was completely remodeled. Restrooms are being redone and modernized, as well.

The roof, which had been leaking and damaging office ceilings was repaired, with the cost covered by ICDE which owns the building.

"An upgraded auditorium, another part of the building construction project, will allow us to provide higher quality educational programs for our membership," said Dr. Santana. "A better auditorium will mean we can accommodate better quality speakers. And," she added, "the more our dentist-members can learn about their profession, the better they can serve their patients, the people of Queens."

Dr. Gehani said the look of the building had been "dated" and the last time it was refurbished was in the 1980s.

He called Dr. Santana "a very hands-on president. She has been coming in several times a week to supervise the construction and is doing some of the work herself." The remodeling of the building is expected to be completed by October.

"Dr. Santana has been more than generous to our community," Dr. Gehani said. "As our president, she has gone above and beyond her duties, seeing to it that her fellow QCDS members have a headquarters they can be proud of. Our members will always be thankful for her generosity."



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QUEENS COUNTY DENTAL SOCIETY



ADA Report

Spring Springs Eternal

By Dr. Paul Leary, ADA Trustee

Our Spring and early summer beacons us to the warmth and sunshine that Long Island is famous for. What makes these 2021 seasons especially significant are the reopening of our lives, our spirits and priorities which will define us moving in one direction together: forward!

In our haste to move from the experience of what we have all endured, there is a common reaction to examine lessons learned by what we did well, what we did poorly and what we hope to never repeat again. This pandemic has brought about variables never experienced by a majority of those we share this world with and in that we must realize that we are opening up to a new horizon, yet the damages of what we lived through may be only partially realized.

What are the long-term effects of the lockdowns? We yearn for a return to "normal," but what defines normal? Forfeiting many of our rituals leaves a gaping hole in our experience that must be identified, dealt with and embraced in order for much of this to make sense.

I pray that each of you who lost a close relative, friend or colleague makes a conscious effort to address that loss. We were unable to visit, to appropriately say goodbye. To meet and mourn together is a ritual that gives meaning to the life that passed and to those of us who carry that spirit going forward. Houses of worship were confined to a virtual experience where the sense of community and sanctuary was reduced to a flat screen. The warmth of a touch, a hug, a smile and tears hidden behind a mask or sanitized with 70-percent alcohol hand sanitizer doesn't replace the most basic of human needs in the expression of support, love, and companionship that comes from the nurturing relationships we have spent a lifetime forging.

In positions of leadership in our families, our communities, and our association, it now becomes the duty of each of us to be intentional in our efforts to regain the strength that comes from community. I thank each of you who steps out into the unknown with rigor and purpose. I reach out to those of you still feeling the resistance of fear or uncertainty to lean on those who clear the path towards the sunrise. It is by intention that we will see our way beyond this obstacle. If you feel a pause in your move forward, recognize that even the greatest leader often tests the next rock they venture out on to in order to make sure the footing is strong. Some of those rocks are unstable, yet we forge forward because it is the promise of tomorrow that inspires those who follow us down this path.

The world around us has taken some very drastic turns over the past 18 months. Many have been pitted against one another by an emerging concentration on what characteristics make us different. Our greatest strength is what makes us unified. Hold

your head high, where the air is clearer. There is no more diverse culture than the one we share here in the United States.

What holds us together is a strong yet fragile bond that concentrates on what makes each of us great as individuals. Like glass it can be easily seen through when polished, yet can crack with the smallest of stones when directed at its weakness. Together we realize those differences and combine to be better together than apart. Take none of that for granted because every part of what keeps us united was gained by learning from progress and faults history has taught us.

As dentists, our profession remains strong, united and well represented. Embrace this Spring and Summer seasons because with the seasons we realize the earth goes on. We are here for a short visit on this planet and our effect will be what we make of it. Enjoy your family, celebrate your rituals and bring the memories of those we lost along the way because as long as you remember, they are here to share the ride!

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QCDS Executive Director Chad Gehani Featured In Inaugural Issue of Henry Schein Newsletter

EDITOR'S NOTE: The following interview with Queens County Dental Society Executive Director Dr. Chad Gehani, the immediate past president of the ADA, appeared recently in "The Scope," the inaugural issue of the newsletter published by Henry Schein, Inc. It is reprinted in the QCDS Bulletin with permission of the company.

From humble beginnings in Mumbai, India, to leadership roles at every level of organized dentistry, Dr. Chad Gehani is the epitome of a heartwarming success story and a man with a full personal and professional life.

Serving as president of the ADA through October 2020, Dr. Gehani led the charge to keep dentists apprised of ever-changing information as the COVID-19 pandemic took hold, and provided guidelines and strategies as dental practices began to reopen.

Prior to his tenure at the ADA, Dr. Gehani served as president of the Queens County Dental Society, trustee to the ADA Board of Trustees, delegate to the House of Delegates, and president of the New York State Dental Association. He is the recipient of numerous awards in recognition of service to his profession.

When his tenure as president of the ADA concluded, Dr. Gehani returned to his home base in Queens and to his next role in service of his profession and organized dentistry as the executive director of the Queens County Dental Society.

Q: How does it feel to be back in your local society as its executive director?

Dr. Gehani: Home sweet home! I feel great coming back home. I worship work! I know I can make a difference in organizing, developing leadership, and creating and building new relationships for the Queens County Dental Society. Being executive director gives me an opportunity to remodel, re-energize, and revitalize the society.

Q: What would you say to a dentist thinking about membership in organized dentistry?

Dr. Gehani: I am a member because we must have unity of our profession. United, we can conquer the world. There are many decisions being made by lawmakers every day that affect our profession, so that strength in numbers becomes critical in having our voices heard. I tell non-members that, while all dentists benefit from the actions of the ADA, as members they can also be part of policymaking and have a voice. The benefits of membership are numerous; however, advocacy on behalf of our patients and our profession is of utmost importance. Dentists must speak with a united voice if we want to secure our future.

Q: What are some of the challenges facing the profession and organized dentistry today?

Dr. Gehani: One aspect is consumerism. Our patients look upon us as the providers of a service. They look for convenience and cost-effectiveness. The days of hanging out your dentist shingle and patients coming to you by word-of-mouth

are long gone. Web presence, longer hours for patient convenience, and cost-saving services are here to stay. Organized dentistry must work tirelessly to remain relevant to dentists. We must make certain members and potential members see organized dentistry as the leader for resources, guidance and support. We must provide members with easily accessible first-rate service utilizing the most up-to-date technology.

Q: What are some tips for new dentists?

Dr. Gehani: New dentists should not only become members of organized dentistry, they MUST also get involved. Our future depends on it, and so does theirs. They must have a place at the table to have a voice in the future of their profession. New dentists should consider working with good mentors who can guide them, much as I was guided by my mentor, Dr. Richard Mascola, in the early '80s. Dentistry is regularly ranked by U.S. News & World Report as one of the best career choices. I am proud to call myself a dentist and a member of the American Dental Association. Dentistry is a trusted profession whose services contribute greatly to our patients' general health and well-being. Above all, we can change a person's life forever by removing pain and giving them a beautiful smile! Many dentists are also small business owners. We take pride in serving our communities. And we are often our own boss. In short, dentistry provides many opportunities for professional satisfaction.

Q: What has been one of the greatest accomplishments in your career?

Dr. Gehani: My career has been full of successes. Every day is a blessed day for me. Never a bad day. As president of the ADA, I was proud to bring my "servant leader" qualities to the role. I certainly did not anticipate becoming known as the pandemic president, but was honored to serve the dental community—not only nationally, but globally—during this unprecedented crisis. Our doors were open to guide dentists anywhere help was needed. I was completely consumed with the challenge of managing an extraordinary situation that demanded answers and guidance in virtually unknown terrain. In addition to our 163,000 members, as well as nonmembers, here in the USA, dentists all over the world were looking to the ADA and its leadership to provide science-based facts about COVID-19 in real time under constantly changing circumstances. So, I am proud of what we were able to accomplish during this crisis in bringing necessary information and guidance to dentists and the public, while advocating for dentists as the essential workers we are!

Q: How do you spend your spare time when you are not practicing?

Dr. Gehani: I love my family and love spending time with them. My wife, Rekha, is an orthodontist and the real force of the Gehani family. I have three children—two orthodontists and one ENT surgeon—and six grandchildren. They are the world to me. Reading religious books and reading about Mahatma Gandhi are great. Bicycling at home keeps me relaxed.

Dental Chart Audits: Be Aware and Be Prepared

By Amy and Jill Kulp

Typically, risk management articles and lectures focus on "standards of care" and "professional misconduct" and the impact of malpractice suits and professional discipline proceedings upon dentists' license and livelihood. Payor audits of dental claims and charts have now become as significant a topic of concern because of the impact that audit outcomes can have upon livelihood and professional privileges.

Government entities, such as Medicaid and Medicare, have authority to audit set forth in laws and regulations. The audit authority of managed care entities, insurance networks and union/self-funded plans is set forth in the provider agreements entered into by participating dentists. If dentists are non-participating but submit claims and accept assignment of benefits as a courtesy to their patients, they do not have a contractual relationship with the insurer, however information is being provided that can be subject to review and potential investigation. All payors use audits as their frontline tool for fraud/waste/abuse prevention and cost containment.

There are a range of underlying factors that can lead to an insurer selecting the claims of a specific dentist or dental group for review. For example, patients can report to their dental benefit insurer that they did not receive the services listed on the claim, received different services or did not receive the services on a date or dates specified on the claim or that the dental treatment was substandard. A dental office employee, for example, can report that services not provided are added to the claim, that services provided are "upcoded" in claims, that "uncovered" services are disguised as covered services or that the dental office routinely waives deductibles and co-payments or that the facilities are substandard. Complaints can also involve allegations that the claimed dental services were provided by a dentist other than the dentist identified as the provider of the treatment on the claim—by an individual not qualified or authorized to provide the claimed dental services.

Computer programs utilized by the payor can identify aberrant claim patterns. These include "time value" software that can "identify" that the number of services claimed for a date could not possibly have been completed by one dentist within one average day. Similar software programs can identify for specific procedure codes, a "pattern" that is a major deviation from the "mean" or average of other dentists submitting claims to that insurer. Codes that may be overutilized or improperly utilized and are therefore susceptible to audit are also identified by consultants to the various insurance plans.

Common sense dictates that preventative strategies can keep you off the radar of audits and put you in the best position to have a good outcome in the event of an audit. You are ultimately responsible for the accuracy and integrity of all

claims. Accordingly, you must be confident that your biller or billing service is knowledgeable with regard to the coverage and rules of all plans that you participate in or submit claims to, including the very specific requirements of the Medicaid program. You must be certain that all claims are accurately coded and dated. There are compliance programs and consultants that can be invaluable resources in staff training. Responding to and addressing all inquiries or complaints regarding claims/billing issues by patients or by staff is essential. Clear, complete and accurate records will, as always, be your best defense if a complaint results in an audit.

In this regard, it is essential to be fully versed and up to date with regard to the documentation required to substantiate the need, appropriateness and furnishing of each dental service claimed. For example, most auditors will not credit a dental exam unless there is a medical/dental history, documentation of the exam findings, including existing dental work and dental work needed to be done, and a treatment plan. Illegible or mis-

matched x-rays will not be credited. Perio codes will not be credited without pocket depth charting, a documented perio assessment and adherence to plan rules as to the timing and intervals for the service to be covered. Covered root canal treatment will not be credited without legible completion x-rays. For restorative dentistry that required pre-authorization, it will again be reviewed to determine that treatment was done accordingly to plan and completed, and lab orders and models may be requested.

Typically, most audits are initiated by a letter from the insurance plan, or an entity contracted to perform chart audits for the insurance plan, requesting charts. Once provided, records cannot be taken back. It is essential to know your rights, as well as your obligations, prior to responding. It is highly recommended that you consult with counsel experienced in dental audits prior to responding. As a general rule, the maximum look back period under New York state law for claims that already have been adjudicated is two years. As a general rule, the "release" given by a patient on a claim form is limited to information required to adjudicate that claim and is not a blanket release for all of the patient's records. Typically, however, the auditor will request the entire chart for each of the listed patients.

If you are not a participating dentist, you have no contractual relationship with the insurance plan. Accordingly, there would not be a legal obligation to provide records. However, if you do submit claims, that insurance network or plan may have other remedies, such as requesting records for pre-payment review of all claims.

The bottom line is that legal advice is recommended to guide you as to whether or not to submit records, what records are to be submitted, for what time period, as well as to review records prior to submission to assess and potentially

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World's Fair of Dentistry Returning September 11-12

Presentations, Exhibits and Prizes Bringing the Dental Community Together

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discounted packages are available for those attending both days with breakfast and lunch included. Registration can be done online by going to www.TheWorldsFairOfDentistry.com or by calling QCDS at 718-454-1020.

"Many dentists attend every year," Dr. Kalman said. The event is open to all dentists, regardless of where their practice is located. In addition to Queens-based dentists, attendees are expected from throughout the five boroughs, and Nassau, Suffolk and Westchester counties.

Raffle prizes include more than 50 items, consisting of an array of dental equipment and supplies as well as gift certificates. The list of participating vendors is continually growing, with more than 30 already participating, providing an opportunity for dentists to speak directly with factory reps.

Hard at work planning this year's gathering with Dr. Kalman is a committee of QCDS volunteers, including Past Presidents Drs. Bijan Anvar, Mitchell Greenberg and Jay Ledner, in addition to QCDS Executive Director Dr. Chad Gehani. One of the founders of the World's Fair of Dentistry was the late Dr. Michael Burstein.

"This event is so popular," Dr. Greenberg said, "because in one weekend you can get almost meet all of the CE credits you need for the year, and learn from nationally recognized speakers. It is a very efficient way to get the CE credits you need as part of a very enjoyable experience. I have found the lectures to be very informative, very useful, with a great deal of information you can take back to your practice."

He said the way presentations are setup at the World's Fair of Dentistry, "you don't have to pick and choose which speaker to hear. Our presentations run as one continuous program throughout the day making it a very efficient way to earn CE credits."

Dr. Ledner said the World's Fair is a very important fundraiser for QCDS, too. "All money raised at the event is put back into educational programs and meetings held for the profession. It is important for us as QCDS members to participate with exhibitors and lecturers who support QCDS. You are missing something really important in dentistry if you don't attend."

Saturday Presentations

A full schedule of prominent speakers discussing advances in dentistry includes:

• **"Cordless Impression Technique and Rapid Provisionals"** will be presented by Dr. Ian Shuman from 8:45-10:45 a.m. on Saturday. Attendees will learn how to treat a wide variety of restorative cases with simplified procedures, minimally invasive tooth preparations and a variety of matrix systems. The presentation is guaranteed to increase your efficiency, speed and profitability. Learn how to simplify the process of making exquisitely accurate impressions and fabricating long-term pro-

visionals that can last up to five years. The talk will review the latest materials coupled with innovative techniques.

• **"An Ounce of Prevention: Preparing for the Most Common Liability Risks in Dentistry"** is the title of a presentation by Al Anthony Mercado and Elizabeth Moy from 11 a.m.-1 p.m. on Saturday. The speakers, an attorney from Fager Amsler Keller and Schoppmann, LLP and a risk management consultant from MLMIC Insurance Company, will discuss the most common professional liability claims in dentistry and offer strategies to mitigate those risks. This two-hour thought-provoking educational program will provide insights on current trends in dental malpractice litigation and discuss case studies involving procedures such as root canals and dental implants. How might a suit for a failed dental implant resulting in nerve injury play out in court? In addition to protecting a practice from clinical risks, do you know how to protect yourself from issues involving social media? Do you communicate with your patients via text? Facebook messenger? Do you advertise dental procedures on the web? Are any of these communication streams HIPAA compliant? The speakers will discuss the pros and cons of using social media. Is it worth the risk?

• **"The One Step Refinement for Perfect Fit of your Clear Aligner Workflow"** is the topic of Dr. Michael Yoon from 1-2 p.m. on Saturday. The presentation will discuss practice management issues as well as techniques to help drive business growth in the practice through integration of clear aligner treatment and review which technological advancements that are benefiting the daily practice. In addition, there will be a discussion of issues that affect treatment compliance and methods to address them for the mutual benefit of the doctor-patient relationship.

• **"An Update on Practice Valuations"** will be presented by Dr. Joseph McManus from 2-4 p.m. on Saturday. You may be considering retiring or selling your practice sooner than you thought. That is why every practice owner should have a practice valuation, or appraisal, completed or updated every 12-months. Dr. McManus, with Henry Schein Professional Practice Transitions, will present an in-depth review of how the pandemic influenced practice values and what it means this year. The importance of proper transition planning will also be discussed, in addition to common practice valuation methods, establishing a baseline valuation and developing an emergency exit strategy.

• **"Advancements in Adhesive Dentistry Deconstructed Using High Performance Materials for Innovative Restorative Solutions"** is the title of the talk by Dr. Hemali Ajmera from 4-5 p.m. on Saturday. She will discuss how to transform a practice into a lifestyle-focused model with innovative material selection aided by infrared diagnostic capabilities. The talk will dis-

cuss understanding how something as simple as optimized adhesive dentistry with novel materials can transform a practice into a success overnight with the broad range of restorative enhancements that are now available. Discussion will focus on how to use diagnostic modalities like the latest near infrared imaging technology in conjunction with facial smile design principles for facial sculpting and harmonizing to see how to convert a one-visit hygiene patient into a lifelong loyal one.

Sunday Courses

• **"Risk Management,"** offered by NYSDA and sponsored by MLMIC from 8:30 a.m.-12:30 p.m. on Sunday, is ideal for dentists, dental hygienists and dental assistants. It will discuss protecting a practice and personal assets, how to maintain accurate record keeping, information to be included in good medical and dental history, and who gives informed consent and what it includes. It will also look at who owns dental records and how long they must be kept, a dentist's obligations concerning confidentiality, and the benefits and mechanism for peer review. New York State dentists who complete this course will be entitled to a ten percent discount on liability premiums for a three-year period from MLMIC and discounts from other insurance companies. At the conclusion of the course, participants will receive a certificate of completion to submit to their malpractice carrier. They will also receive four CE credits.

• **Luncheon and Lecture: "Contemporary Approaches to Sinus Lifts"** will be presented by Dr. Levon Nikoyan on Sunday from 12:30-1:30 p.m. He will outline the functional anatomy of the maxillary sinus and review previous approaches to gaining height in the upper jaw and discuss contemporary methods of sinus lifting, including risks and complications.

• **"Digital Dentistry"** is the topic being covered from 1:30-3:30 p.m. by Dr. Dean Vafiadis, the director of the full-mouth rehabilitation course at NYU, associate professor of Prosthodontics at the NYU College of Dentistry, and an international lecturer on the topic. He will discuss all aspects concerning recent advances in digital dentistry and how to make a practice profitable.

• **"Proactive/Minimal Intervention Dentistry, Soft Tissue Lasers and Bioactive Dental Materials"** are the subjects being covered by Dr. Fay Goldstep from 3:30-5 p.m. She has been listed as one of the leaders in continuing education by Dentistry Today.

• **"Affordable Innovations for Your Practice"** will be discussed by Dr. George Freedman, adjunct professor of dental medicine at Western University, Pomona, California. Topics to be covered include eighth generation adhesion, restorative shades, robotic implant surgery, advanced rapid polymerization, simplified oral health maintenance, and the rationale and costs of milling and printing.

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Dental Chart Audits: Be Aware and Be Prepared

Continued from Page 9

be prepared to address any errors or deficiencies. It is contrary to your best interests to ignore a request for records. Rather, have counsel respond and/or assert your rights.

Never attempt to "explain" or allow yourself to be questioned by any auditor or Medicaid investigator. Any admissions made will be held against you in the audit findings and, in egregious instances, in a referral to the Medicaid Fraud Control Unit or other law enforcement entity. The most challenging cases to defend are, for example, those in which false or altered records or x-rays have been submitted in response to a request for records, or admissions have been made about fraudulent billing, or the provision of services by an unlicensed individual or non-credentialed dentist.

The ultimate significance of all of the above are the scope and severity of the potential consequences of an audit. There can be substantial repayment demands and termination of the dentist from the network. Termination for cause is reportable to the National Practitioner Data Bank and then privy to all entities that have access to the NPDB. Fraud may also be reported to the Office of Professional Discipline for investigation and, in extreme instances, to law enforcement for potential criminal prosecution. Medicaid audits specifically can have far reaching collateral consequences, including exclusion by the Medicaid Program, termination by managed care entities and potential referral

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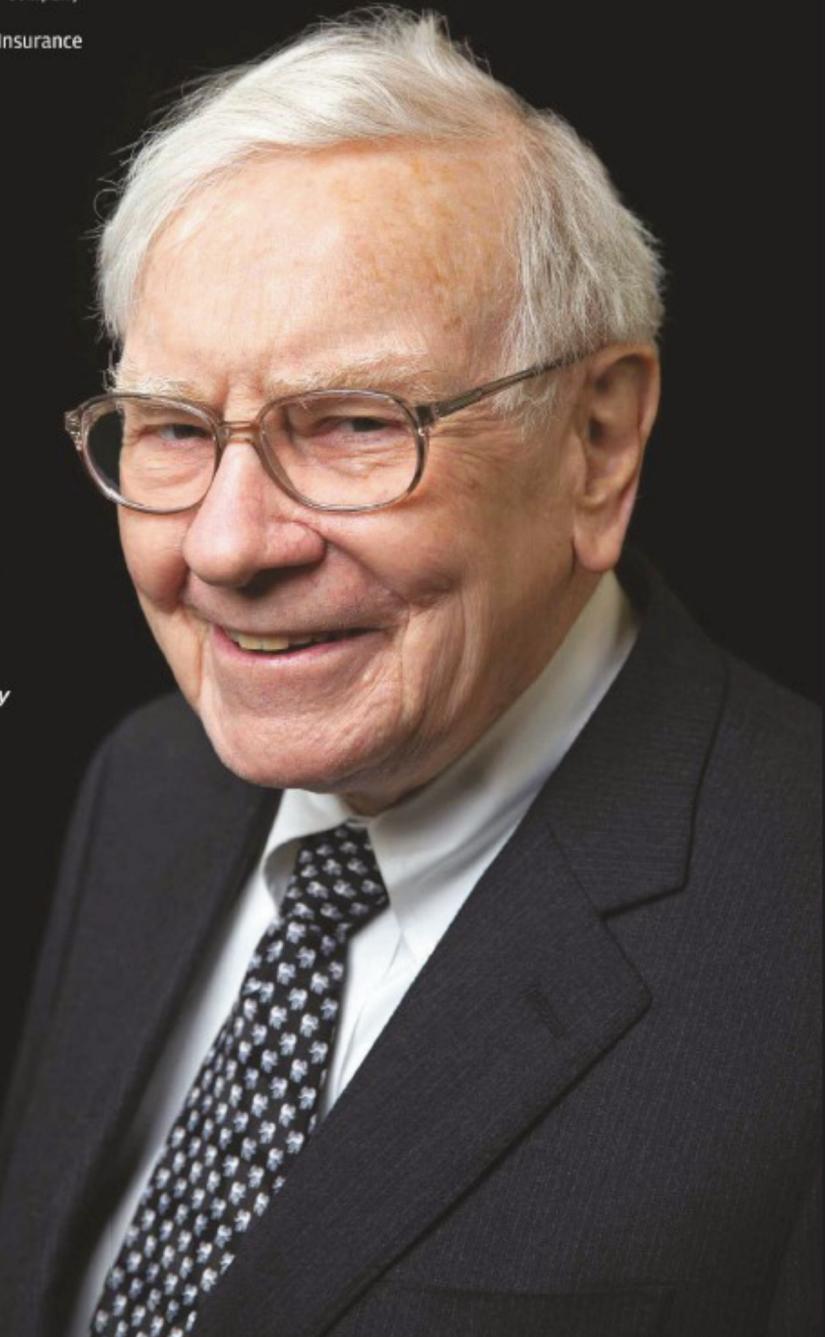
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