



### Inside this issue:

Oral Pathology Quiz #9	4
State Board Did You Know?	6
Master Calendar	6
How to Respond to Online Reviews	8
Executive Director's Notes	10
Member Benefits Group	12
Oral Pathology Quiz Answer/Discussion	14
New Procedure Code Effective January 1, 2016	16
CDT Coding Changes for Sedation Codes	17
Classifieds	18

Published by the  
South Carolina  
Dental Association

Design: Maie Brunson

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### Uncommon Effort, Common Goal

By Dr. Chris Griffin, SCDA President

Standing here before you, I am sincerely humbled and appreciative of the opportunity to serve you, the members of this great organization. The rich history, high principles and the many successes that represent the South Carolina Dental Association are a collective effort of the multitude of active members and great leaders. This undoubtedly sets the bar high for expectations of newer generations to follow. It is within this traditional spirit or attitude that I have selected as my theme this year: Uncommon Effort, Common Goal.



Dr. Chris Griffin

In case you were wondering, the South Carolina Dental Association does not sponsor a professional cycling team. However, there are many parallels which may be compared with the structure and function of the professional cycling team and the SCDA.

Many in the audience will readily recognize the significance of cycling's Yellow Jersey as it relates to the Tour De France. It represents the overall leader. It is here that my explanation begins. Although all participants are highly skilled riders, the leader is put forth ahead of the team based on his desire, talents and unyielding will to succeed. However, it is not accomplished alone. No single rider can achieve what the collective efforts of the team can produce.

Often early in the race, individual riders will sprint ahead of the peloton and seemingly out-paced and out-perform the entire field. This lead is impressive and appears to be a sure win for the new leader. One only has to ride with a group to know this is short lived, has little strategic value in the final miles of the race and will likely end with the breakaway rider experiencing significant fatigue. Ultimately and desperately, he (or she) watches as the peloton or individual teams pass and he is relegated to irrelevance. Only unified teamwork, patience and adherence to a comprehensive strategy will produce the desired result: Position #1 on the Podium.

The seasoned team functions as a unit. Training and preparation is paramount to race day. Members take time at the front to provide respite for other team members and especially the leader. All other members fall behind the front and maintain maximum aerodynamics which reduces wind resistance significantly and subsequently eases fatigue. This allows for rest and recovery. Some riders are designated to ride ahead with the breakaway riders to push them to exhaustion. This sacrifice is beneficial and allows the team unit with its leader an advantage in the final miles. Ultimately great distances and greater speeds can be accomplished as a unit until the final push of the leader to grasp the win.

Our organization is very similar. There are many players behind the scenes doing the necessary "grunt" work to accomplish where a single member would otherwise fail. Frequently success is associated with a leader but it is no way representative of the whole picture. Success is totally dependent on preparation, patience and a unified team with a specific goal in mind. Unification of One Voice and One Action does not mean, opposing opinions are not offered, debated and ratified. We are here today doing the necessary work of the SCDA. We also do the work within our districts, in our committees, telephone conferences and Board of Governors meeting routinely. If any member is dissatisfied with the "way things are", step up, become more proactive and make your opinion action. Participation is the lifeblood of any

Continued on Page 2

organization. Without participation we are relegated to the sidelines or ultimately become part of the menu as we slowly fade into irrelevance.

The Profession of Dentistry 2015 is very different from that of 10, 20, 30 or even 40 years ago. There is a rapidly changing landscape from sole practitioner to group practices, and the firmly anchored Corporate Dentistry, or Dental Service Associations, is evolving as potentially a preferred model of delivery. The lines between specialties are sometimes blurred and there seems to be new specialties vying for recognition yearly. Times are a changing and we must adapt to represent all dentists and the interest of those we serve in the delivery of optimal oral health, our patients.

However, changing models of delivery and turf wars are far from the only relevant issues that are currently front and center.

- New legislation concerning sedation and infection control protocols is sure to impact everyone in this room. How many regulations are enough and how much is necessary to achieve patient safety without being overburdening and oppressive to the daily operation of our businesses?
- The current value of a dental education is fast approaching \$300,000.00. I am personally aware of educational related debts ranging from \$150K to \$450K. How is this going to impact our workforce models? Or the ability to practice in areas where limited incomes exist with high unemployment and rely heavily on government supported programs which provide paltry reimbursement? Will this debt eventually create ethical issues previously not seen or at least limited in the past? And how can we educate students to resist the urge to take out more loans, promote a more frugal lifestyle, and be more patient in an overbearingly materialistic world?
- Is anyone not familiar with the term Mid-Level Provider? Yes, it is promoted as the "cheaper" way of doing business and getting the same results. Everyone in here can attest that minimal necessary dental educational requirements, diagnostic skills and clinical expertise can't be condensed from 8 years down to about 4 years. Dental equipment, supplies and associated insurance as well as other fees will certainly not be offered to these new "Providers" cheaper. So if it is theoretically "cheaper" because of the shortcut in training then it certainly must be theoretically not at the same "clinical level". This theory is flawed from its inception. I am not sure but last I check, there was plenty of "time on the books" to address the "Access to Care" issue pertaining to dentistry. Personal responsibility and properly funded government program would go a long way to solving this myth propagated so often at the expense of the dentist. If monies spent on tobacco, alcohol, tattoos, movie channels, and cell phones, as well as ownership of healthier lifestyle choices, were directed to the "Access to Care" mantra, oral diseases would be dealt a huge blow. But I will depart from fantasy land and come back to reality. Reality is the promotion of a Mid-Level Provider being the answer to "Access to Care" will come around again. We must be ready to present the facts to oppose the theories others will provide as "truths".
- Although my list could go on for quite some time, I will address the other 500 lb. gorilla in the room: Medicaid. Dental providers in South Carolina have risen to the cause and continue to fight the good fight. At one time, South Carolina was a model for participation and outcomes. But current reimbursement levels coupled with expanding coverage rolls are unsustainable and the outlook for increased funding is dismal. Be assured that SCDA expends a tremendous amount of manpower and resources pursuing a solution to all issues and roadblocks provided courtesy of the Medicaid system. It is an uphill battle. However, I feel that something short of a catastrophic event such as the recent flood will be necessary to find the appropriate funds to address the problem. Good news is the roads are finally being addressed. Maybe we are next in line?

On a more positive note, the South Carolina Dental Association is thriving.

- Daily operations and directives of the Membership and Executive Board are expedited fastidiously by a motivated, friendly and highly effective staff. Please take some time to thank Phil, Deanna, Mark, Maie, Sue and our most recent addition Tressa. You make our lives so much easier than they could be!
- Our membership exceeds 2000 and we have a market share of over 80% of the dentists in SC. Speaking with other state organizations, this is phenomenal. Thanks you staff and Maie! We all hope you make it back to Chicago year after year for the Constituent Membership Award ceremonies.
- Our lobbyist efforts are highly successful. Our network among our members, Senators and Representatives is strong and they often seek our advice immediately on all matters dental or medical.
- Financially we have been blessed with strong investments and an even stronger for profit arm of SCDA's Member Benefits Group. Take some time during this year to talk with Mr. Mark Brown. SCDA offers many benefits. Few members take full advantage of the many offerings. Members experience significant savings and SCDA benefits when its members participate.

- SCDA maintains a strong and influential presence with the College of Dental Medicine at the Medical University of South Carolina. Our goals are the same: Educating strong, highly competent future dentists, future members and effective community leaders.

The terrain ahead for organized dentistry is challenging and the assaults will be sustained from all sides. These are not impossible tasks. They require collective efforts and new ways of viewing old problems. Albert Einstein defined Insanity as doing the same thing over and over again and expecting different results. As we look forward to the New Year, I encourage you to examine your role. How will Dentistry look next year? Next 5 years? Next 10 years?

- What will your practice look like?
- Can you adapt to the inevitable changes?
- And most importantly, what is your role in shaping your future and the Profession of Dentistry?

## 2016 Membership Dues

By now you should have received your 2016 Membership Dues statement. If you have not received your invoice, please contact Maie Brunson at [brunsonm@scda.org](mailto:brunsonm@scda.org). You can pay your dues online by visiting the SCDA website! **If you have \$0 mandatory balance there is no need to mail us back your invoice unless you are paying voluntary items.**

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## Oral Pathology Quiz #9

By Angela C. Chi, Marshall Lynn Wallace, Brad W. Neville.

*1Division of Oral Pathology, College of Dental Medicine, Medical University of South Carolina 2Private Practice, Sumter, South Carolina*

A 64 year-old white male presented for evaluation of a lower lip lesion, which had been present for over a year. The lesion appeared as an ill-defined, red and white plaque with associated ulceration (Figure 1). The patient had a history of working outdoors for many years without sunscreen or protective clothing. He reported no tobacco or alcohol use. An incisional biopsy showed surface ulceration and hyperkeratotic stratified squamous epithelium (Figure 2A). Within the epithelium, there was cytologic atypia; this atypia extended into the mid spinous cell layer and was characterized by nuclear enlargement, cellular crowding, prominent nucleoli, and occasional dyskeratosis (Figure 2B). Within the underlying connective tissue, there were scattered acute and chronic inflammatory cells. Basophilic degeneration of collagen compatible with solar elastosis also was noted.

Figure 1. Intraoral photograph showing an ill-defined red and white lesion with associated ulceration on the lower lip vermilion.



Figure 2A. Photomicrograph showing a portion of tissue surfaced by hyperparakeratotic stratified squamous epithelium (top left). Surface ulceration also is evident (top right). There is a brisk inflammatory cell infiltrate, and the basophilic appearance of the connective tissue (bottom left) is compatible with solar elastosis. (hematoxylin and eosin stain, original magnification 200x)

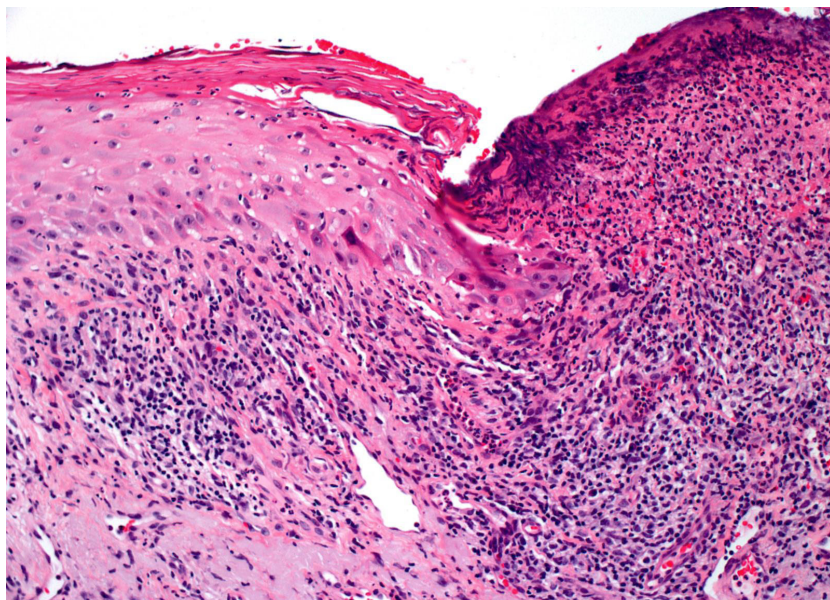
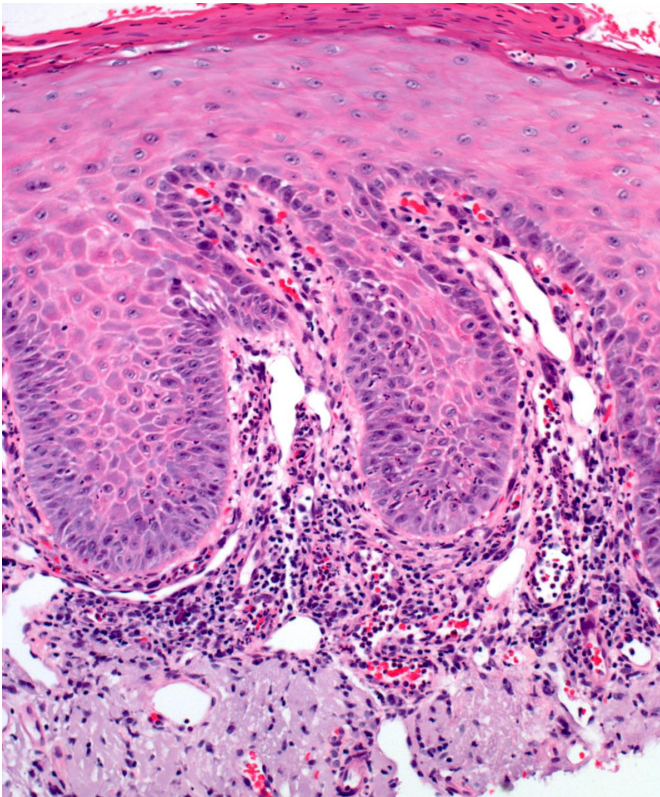




Figure 2B. High-power photomicrograph showing cytologic atypia extending into the mid spinous cell layer of the epithelium. There is also hyperparakeratosis on the epithelial surface. Within the connective tissue, there are scattered acute and chronic inflammatory cells, and solar elastosis (bottom of field) also is evident. (hematoxylin and eosin stain, original magnification 400x)



**What is the best diagnosis?**

- A. Traumatic ulcer**
- B. Actinic cheilosis**
- C. Basal cell carcinoma**
- D. Squamous cell carcinoma**
- E. Melanoma**

**Answer on Page 14**



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**State Board Did You Know**

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**What duties can a dental assistant legally perform?**

**39-12 Approved Procedures of Dental Assistants**

The Board has approved performance of the following procedures by dental assistants in South Carolina. No formal academic dental training is required for dental assistants. These procedures must be performed under the direct supervision of a dentist present on the premises and licensed in South Carolina. Please check the Board's website [www.llr.state.sc.us/pol/dentistry](http://www.llr.state.sc.us/pol/dentistry) and look for the Spring 2014 newsletter under the menu item **Publications** for a chart to assist you.

1. Assist in basic supportive chair side procedures.
2. Chart existing restorations, clinically missing teeth, and appliances within the oral cavity.
3. Apply topical drugs as prescribed by the dentist.
4. Place and remove rubber dam.
5. Place and remove matrix.
6. Place and remove orthodontic ligatures.
7. Take and record vital signs (blood pressure, pulse, respiration, etc.).
8. Expose radiographs upon completion of a Board approved radiation safety course.
9. Place and remove periodontal packs.
10. Remove sutures.

**39-13. Approved Procedures of Expanded Duty Dental Assistants.**

An Expanded Duty Dental Assistant is a dental assistant who is a graduate of an American Dental Association accredited dental assisting program, or one who has completed two (2) years of continuous full-time employment as a chair side dental assistant. In addition to the procedures listed for dental assistants, Expanded Duty Dental Assistants may perform the following procedures under the direct supervision of a dentist present on the premises and licensed in South Carolina. Please check the Board's website [www.llr.state.sc.us/pol/dentistry](http://www.llr.state.sc.us/pol/dentistry) and look for the Spring 2014 newsletter under the menu item **Publications** for a chart to assist you.

1. Take impressions for study models.
2. Place and remove socket dressing.
3. Place gingival retraction cord.
4. Place temporary restorations.
5. Cement temporary crowns or bridges.
6. Remove excess cement from restoration and/or appliances.
7. Polish restorations and supra-gingival tooth structure.
8. Application of pit and fissure sealant.
9. Monitor nitrous oxide anesthesia upon completion of a Board approved course and certification by the Board.

**January Calendar**

January 15	DenPac Board Meeting	SCDA Office	9:00 AM
January 15	Radiation Safety Exam	Midlands Tech	
January 29	2016 Risk Management Seminar	MUSC	
February 5	MBG Board Meeting	SCDA Office	9:00 AM



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SCD10/15



# Take a Deep Breath! How to Respond to Online Reviews

By Officite an SCDA Endorsed Company

Your online reviews sculpt your reputation. They dictate how new potential patients will see your practice, and that means sites like Yelp and HealthGrades are like a double-edged sword. On one hand, good reviews can be an evergreen source of free marketing for your practice. On the other, negative reviews can hurt – both personally and financially. Even so, they don't have to be crippling. In fact, if you become proficient at utilizing some of these response strategies, you can even turn a negative review into a positive reflection of your practice.

## Examples of Review Response Techniques

### 1. Own it.

Patients don't want to hear excuses. Even if they're being unreasonable, they want to hear that you're taking responsibility for what they perceive as an offense. Take responsibility, explain the situation calmly, and then outline how the same thing won't happen in the future.

Something like this: *I'm sorry to hear about your long wait with us last Thursday. The holiday season is a busy time here at [practice name], and that day was particularly hectic, and filled with especially delicate procedures. We do our best to treat our patients' time with the respect it deserves without compromising our standards of care. We will look at ways to improve our operations during the busiest of times. In the meantime, if we can help in any way, please reach out to us at [practice phone number].*

### 2. Flip the Script.

This one takes some real finesse, but it's a powerful strategy that has the potential turn a bad review upside-down. First, you acknowledge the grievance. Then, you respond by drawing attention to the positive things about your practice. It also doesn't hurt to tug at their heartstrings a little by referencing your commitment to the community. Just be sure that you still apologize as specifically as possible. Without that critical ingredient, this strategy can come off as conniving and heedlessly self-promotional.

Here's an example: *I am truly sorry you had a poor experience during your visit last Thursday. It is our goal to help all of our patients feel welcome, cared for, and satisfied. We've been providing [name of town] residents with quality care for 15 years, and intend to continue improving our standards for many more. If we did not meet your expectations during your visit, please reach out to me at [practice number], and we'll do everything we can to make it right.*

### 3. If they say something nice, say thank you!

After all, online reviews aren't all doom and gloom. Good reviews happen, and you can think of each one as a trophy. Every positive review signifies a patient who took time out of their day to tell everyone how much they love you, their dentist. They are essentially doing your marketing for you – so thank them! It makes them happy and allows the entire site to see that you care about your patients on a personal level. If at all possible, include specifics about the conversations you had with them (of a non-treatment nature).

Something like this: *We're so happy to hear about your visit last Thursday! It was great to hear from you and the family again. Let us know how that fishing trip works out. Looking forward to seeing you again in June. In the meantime, if you need anything, give us a call! [phone number]*

In the end, the most important thing to take away from this is that online reviews deserve your attention. Keep calm, respond courteously, and if you're given a compliment, say thank you. If you handle them correctly, then even the negative reviews can shed a positive light on your practice.

If you want a solution that can help you manage your reviews more effectively, Officite is ready to help. The SCDA and nearly more 30 state and national dental associations trust Officite to provide their practices with modern, effective Web Presence Solutions built for one purpose: to attract new patients and help their business grow. For more information, visit [www.officite.com/dental](http://www.officite.com/dental), or call 866-731-8834.

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# Executive Director's Notes



Mr. Phil Latham

## Code of Ethics spurs public's decision in choosing dentists, survey says

ADA member dentists are unique in that they have something that other dentists don't: a Code of Ethics.

Patients like that, according to the results of a new study commissioned by the Association's Council on Ethics, Bylaws and Judicial Affairs

Nearly 70 percent of patients are more likely to choose an ADA member dentist knowing that those dentists follow a Code of Ethics, the study showed.

The survey also showed that nearly 75 percent of patients said that simply knowing that a dentist was a member of the ADA would influence whom they selected as a dentist.

The ADA has long believed that the ADA's "Principles of Ethics and Code of Professional Conduct" elevated dentists' reputation in the community, but didn't have proof, said Pennsylvania dentist Dr. Linda K. Himmelberger, chair of CEBJA. "We were hoping to find it was a differentiator for the public," Dr. Himmelberger said. "That is what the survey pointed out."

The May survey was conducted among a Census-balanced, nationally representative sample of 1,000 people, with a 3 percent margin of error. Respondents were asked to read a description of the ADA Code before responding to a final question.

The survey tested whether public knowledge of the ADA Code and its fundamental purpose of putting the interests of patients first would resonate with the public and might result in channeling patients to ADA member dentists. Members of the ADA voluntarily agree to abide by the ADA Code as a condition of membership in the Association.

"CEBJA wanted to know if the ADA Code would help us with ADA's membership goals," said Oklahoma dentist Dr. Doug Auld, vice chairman of CEBJA.

The findings included:

- Sixty-seven percent of respondents knew if their dentists were members of the ADA.
- Two in five consumers believed that ADA dentists hold themselves to a higher standard than other dentists. After learning about the Code, the number increased to 53 percent.
- Patients aged 35-64 were more likely to be influenced by the Code when choosing a dentist, while people in the 18-24 age range were considerably less influenced by the Code.
- If people believe they are already going to an ADA dentist, the Code will likely influence them to look even more strongly for another ADA member the next time they are in need of a dentist.

Some of the findings pleasantly surprised Dr. Himmelberger and Dr. Auld.

"What impressed me was that 69 percent of patients, knowing that we had a Code, were more likely to go to a member dentist," Dr. Auld. "I didn't think it would be that high. I was surprised."

"The public does feel very strongly about their dentists being members of the ADA," Dr. Himmelberger said. "Seventy-five percent is a big number."

Dr. Himmelberger said that member dentists should promote the findings and share them. "There are ways they can work the Code and the fact that they are ADA members into their daily interactions with their patients to increase the patient's awareness of the Code and how it guides the way their dentist treats them," she said.

She recommended that dentists should print out the ADA Code and have copies of it in the waiting room. Dr. Auld said that members should also have the ADA Code posted conspicuously in the office.

They also recommended that members should either post the Code on their websites or post an existing video about the Code, available at [ADA.org/en/about-the-ada/principles-of-ethics-code-of-professional-conduct](http://ADA.org/en/about-the-ada/principles-of-ethics-code-of-professional-conduct), on their sites. Printed copies of the Code are available upon request by contacting the coordinator of CEBJA, Earl Sewell, at 1-312-440-2499 or [sewelle@ada.org](mailto:sewelle@ada.org). The Code can be viewed at [ADA.org](http://ADA.org).

*Ethical Moment is prepared by individual members of the American Dental Association Council on Ethics, Bylaws and Judicial Affairs (CEBJA) in cooperation with The Journal of the American Dental Association. Its purpose is to promote awareness of the ADA Principles of Ethics and Code of Professional Conduct. Readers are invited to submit questions to CEBJA at 211 E. Chicago Ave., Chicago, Ill. 60611, e-mail "ethics@ada.org". The views expressed are those of the author and do not necessarily reflect the opinions of the American Dental Association Council on Ethics, Bylaws and Judicial Affairs or official policy of the ADA.*



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## MedjetAssist's Newest Upgrade Option – Horizon – Includes Security & Crisis Response

By Mark Brown



Mr. Mark Brown

The season for giving is amongst us once again, and we hope that you and your family enjoy this holiday season. As we approach the end of the year, you may be thinking about making some annual contributions or gifts to charities. If you plan to continue making a gift to such an organization you should review your options. Did you know that you could be using the same contribution as a payment towards a life insurance policy? By using a life insurance policy for gift planning, you can leverage your current contribution to pay out a much larger donation.



Universities such as Coastal Carolina University and the Medical University of South Carolina may let you use these policies to set up scholarships and naming opportunities. Plus if you have already bequeathed a part of your estate, it may make sense to cover that portion with an insurance plan. By doing this, you can use the tax write off while you are still alive and give more money to your heirs or to the charity. Who doesn't love making their dollars stretch a little further?

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## Oral Pathology Quiz Answer/Discussion

### ANSWER: B. Actinic cheilosis

**DISCUSSION: Actinic cheilosis** (also known as actinic cheilitis or solar cheilosis) represents a premalignant lesion of the lower lip vermilion secondary to chronic ultraviolet light exposure. It is a precursor to squamous cell carcinoma. Similar lesions arising elsewhere on the skin are termed actinic keratoses. Major risk factors for actinic cheilosis include increased age, male gender, outdoor occupational or leisure activity, proximity to the equator, and light-complexioned skin that burns easily with minimal to no tanning. In addition, certain genetic disorders (e.g., xeroderma pigmentosum, albinism) are associated with an increased risk for developing actinic cheilosis and skin cancer. Cofactors that may increase the risk of progression to squamous cell carcinoma include tobacco use, alcoholism, and immunosuppression. Some studies suggest that it may take two or more decades of chronic sun exposure before actinic cheilosis undergoes malignant transformation; however, the likelihood of malignant transformation for actinic cheilosis is 2.5 times greater than that for actinic keratosis.

Actinic cheilosis most often arises in individuals > 45 years of age. There is a marked male predilection, which may be due to less frequent use of lip protective agents among men compared to women. The lesion initially may appear on the lower lip vermilion as ill-defined, smooth, blotchy pallor with fissures and dryness. The transition between the vermilion and adjacent skin often becomes blurred. As the lesion progresses, it may develop into a rough, scaly, white plaque with associated erythema. Persistent ulceration, nodularity, and bleeding are worrisome signs that may indicate either actinic cheilosis with high-grade dysplasia or transformation into squamous cell carcinoma.

Histopathologic examination shows varying degrees of epithelial dysplasia. The surface epithelium is usually hyperkeratotic and may be atrophic (thinned) or acanthotic (thickened). The connective tissue exhibits a basophilic change known as *solar elastosis* (ultraviolet light-induced degeneration of collagen and elastic fibers). There may be inflammation as well.

Patients should be encouraged to decrease sun exposure; during outdoor activities, they should wear protective clothing (including a wide-brimmed hat) and apply sunscreen. Indications for biopsy include persistent leukoplakia, atrophy, ulceration, bleeding, induration, thickening, or nodularity. For lesions with high-grade dysplasia, vermilionectomy may be performed. Conventional surgery allows for tissue preservation and histopathologic examination to rule out invasive squamous cell carcinoma. Topical agents (e.g., 5-fluorouracil, imiquimod) or laser ablation (with a CO<sub>2</sub> or erbium:YAG laser) may be considered for actinic cheiloses with mild to moderate dysplasia. Topical agents also may be used as a surgical adjunct. Additional alternative modes of treatment include electrosurgery, cryotherapy, and photodynamic therapy. After treatment, long-term follow-up is advisable. A history of actinic cheilosis is associated with a more than 2-fold increase in the risk for squamous cell carcinoma of the lip.

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**New Procedure Code Effective January 1, 2016**  
 By Tycie Sellers, CDA and Anthony Banks with Denta Quest

The procedure code D2929 listed below will be added by SCDHHS effective for dates of service on or after January 1, 2016. This procedure code will be available for members enrolled in the Under Age 21or IDRDR Wavier dental program. The addition of procedure code **D2929** will not replace any crown codes currently listed in the Office Reference Manual (ORM). The SCDHHS reimbursement rate for **D2929** will be \$**126.46**

Code	Brief Description	Age Limitation	Teeth Covered	Benefit Limitations
D2929	Prefabricated porcelain/ceramic crown- primary tooth	0-20	Teeth C-H, M-R	Six of (D2929, D2930, D2932, D2934) per 1 Day(s) Per patient in office. One of (D2929, D2930, D2932, D2934) per 36 Month(s) Per patient per tooth. Maximum of six allowed per 1 day per patient in office. Pre-treatment radiographs must be maintained in patient record.

For a full listing of codes and benefit limitations, see our updated ORM on line at [www.dentaquestgov.com](http://www.dentaquestgov.com).

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## CDT Coding Changes for Sedation Codes

By Denta Quest

The American Dental Association (ADA) has released its new Code on Dental Procedures and Nomenclature for 2016 (CDT 2016). In the new release, some new sedation codes have been added, while other existing sedation codes have been deleted.

Effective for dates of service on or after January 1, 2016, the following procedure codes, listed in the table below, will no longer be accepted by the South Carolina Department of Health and Human Services (SCDHHS).

DELETED CDT CODE	BENEFIT DESCRIPTION	REIMBURSEMENT
D9220	Deep Sedation /General Anesthesia- 30 minutes	\$180.48
D9241	Intravenous Moderate (conscious) sedation/analgesia-first 30 minute increment	\$128.29

The procedure code listed below will be added by SCDHHS effective for dates of service on or after January 1, 2016. The new codes replace the two deleted sedation codes above; are subject to prepayment review; and will be reimbursed at the rate and frequency limitations listed within the table below.

NEW CDT CODE	BENEFIT DESCRIPTION	REIMBURSEMENT
D9223	Deep Sedation /General Anesthesia- 15 minute increment	\$90.24- Limit 2 per date of service
D9243	Intravenous Moderate (conscious) sedation/analgesia-15 minute increment	\$64.15- Limit 2 per date of service

If you have any questions or concerns regarding this bulletin, please contact the DentaQuest Provider Service Center at 888-307-6553. Thank you for your continued support of the South Carolina Medicaid program.



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