

The Adjudicator

Canadian Association of Dental Consultants

**Congratulations Dr. Kerry Lim
on finishing your half marathon!**



From your outgoing President

Dr. Lori Stephen-James

Greetings Colleagues,

Once again, we had a successful conference with leading speakers and record attendance. A big thank you goes to Dr. Anu Seoni for taking the lead on organizing this event along with Dr. Ali Kapasi.

Our learning program was a full day with expert speakers on a variety of topics. The evening's entertainment included dinner, dancing and singing at a German Oktoberfest festhall.

Elections were held at our business meeting. Your new president is Dr. Kristy White and Dr. Farhan Azmat is your new secretary/treasurer – more news on this in our next newsletter. Many thanks were extended to both myself and Dr. Anu Seoni for our years of service to this organization.

On a personal note, I have thoroughly enjoyed my tenure on the CADC executive. This is a great organization and I encourage all consultants to be involved.

Lori



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Articles in this newsletter are for educational purposes and are not intended to influence dental claim payments or to be considered legal advice.

Soft Tissue Grafting

Dr. Tarek El Sayegh, DDS, PhD, Cert.Perio.
Assistant Professor, University of Western Ontario
Private Specialist Practice, Waterloo, Ontario

Dr. Tarek began by reviewing the anatomical characteristics of the gingiva and mucous membrane. He also provided a summary of the current evidence supporting decision making around mucogingival treatments.

Dr. Tarek addressed the issue of “what clinical scenarios warrant a graft.” He made the case that it is more arbitrary and multi factorial than, for example, diagnosing dental caries or an abscess from an x-ray.

The first take-away addressed sites with minimally attached gingiva. Watchful waiting is appropriate when there is no inflammation, good oral hygiene and the patient’s commitment to regular follow-up care. Grafting for gingival recession on the palate is never appropriate because it will fail.

The second take-away opined that grafting should be considered after arriving at a diagnosis that included these factors:

- The patient is high risk
- Evidence exists of progressive attachment loss over time
- Limited oral hygiene capability by the patient
- Traumatic brushing
- Lip and tongue jewelry
- Some pre-prosthetic circumstances
- Some orthodontic circumstances
- Subgingival restorations
- Clasps of removable appliances

- Patient demands
- Significant root sensitivity
- Tooth position ortho
- Some frenum sites

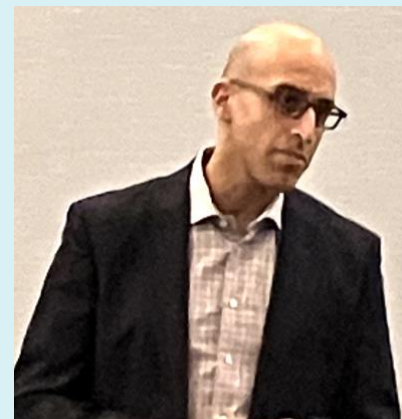
Dr. Tarek specifically addressed the use of Alloderm. In his opinion it is less successful than connective tissue grafting – it is also more expensive.

He also provided data that showed the prevalence of gingival recession:

- About 75% of people in their 30s have at least one site
- By age 60, 90% have recession and 40% have at least one site >3 mm.

The Q&A session explored some usual consulting conundrums including:

- Definition of a ‘site’
- What evidence should accompany a predetermination or be requested before approving a claim or predetermination



White Collar: How RCDSO Investigates Billing Practices

Daniel Faulkner and Dr. Jennifer Lipiec



Layers of billing issues include:

- Interpretation of codes
- Negligence, not paying attention
- Intent to commit fraud

There are 2 kinds of investigations:

Complaints:

Made by a person who is anonymous
Names a dentist
Complaint is in permanent form (writing)

Reports:

Made by someone not being a complainant
Names a dentist
Registrar determines if reasonable grounds to investigate

What decisions can the Inquiries, Complaints and Reports Committee make?

- No risk – take no action
- Low risk – advice and recommendation, remedial agreement
- Moderate risk – Specified Continuing Education or Remediation Program, undertaking, caution
- High risk – undertaking to restrict and/or remediate, refer to discipline
- Moderate and high-risk cases are made public
- 80% of complaints are low risk compared to 1% at high risk
- 150 days = length of time to resolve a situation is the target

Referral	Disclosure	Pre-Hearing Conference	Hearing - Contested	Hearing – Uncontested
<ul style="list-style-type: none"> •Dentist is notified of the referral to discipline and the allegations (Notice of Hearing) •The Notice of Hearing is published on the College register 	<ul style="list-style-type: none"> •Dentist receives all materials before the ICRC at the time of referral 	<ul style="list-style-type: none"> •College and Dentist meet with a Presider to settle the issues, set dates for hearing 	<ul style="list-style-type: none"> •Before a panel of the Discipline Committee, the College calls witnesses and provides documents as evidence of the allegations; Dentist may cross-examine witnesses •After the College's case finishes, the Dentist may present their evidence. 	<ul style="list-style-type: none"> •Happens when the College and the Dentist reach an agreement on the facts and the penalty. The Discipline Committee decides whether to accept the agreement or not.

About the Canadian Dental Protective Association (CDPA)

Dr. Lionel Lenkinski (top photo)
Dr. Steve Monardo (bottom photo)

Dr. Lenkinski started by stating that submitting dental claims is essentially an honour system thus making record keeping essential.

About CDPA:

- Mutual benefit operating as a 'reciprocal'
- Risk management oriented
- Responsible custodians of membership revenue

Governed by 2 concepts:

- Is this an eligible event?
- Is it an appropriate use of member fees to resolve the situation?

How we help:

- Respond to information requests
- Provide guidance on billing analytics on a go forward basis
- Make referrals to lawyers

Advice not provided:

- Advice on codes since there are provincial bodies for this
- Legal representation for cost recovery or a regulatory matter arising from billing



CDPA analyzed data to find the most common problems and how to avoid them:

- Examinations
- Practice profiling irregularities
- Multiple restorations during same appointment
- Repeated restorations
- Procedures with fee ranges
- Multiple procedures for same service
- Third party reps (info not always correct)
- Substituting codes
- Administrative errors

Practice tips:

- Read the fee guide
- Keep accurate and detailed records including radiographs (always state complaint and diagnosis)
- Ensure your software does not automatically default to max billing settings
- Ensure proper informed consent
- Ensure staff properly trained



Overview of ODA Practice Advisory Services and ODA Suggested Fee Guide

Leslie Redmond and Mae Moretto



Codes change yearly with additions and deletions:

Between January and September

- Revisions and updates to codes and notes
- Procedure frequency and 3 economic surveys
- Suggested fee development

October and November

- Documents created and published

December

- Distribution

Practice Advisory Services (PAS):

- Member education

ODA Services:

- Procedure code direction
- Advise with adjusting fees
- Best practices for claim form completion
- COB rules
- CDAnet best practices
- Link between member dentists and insurance industry
- Provide advice and direction to members re: audit practices
- Clarify the roles and responsibilities of all parties:
 - Plan sponsor/member/administrator
 - Dentist
 - Regulatory body



Oktoberfest Photos



Canadian Association of Dental Consultants 2024 Membership Form

Personal Information

Title: ☐ Dr. ☐ Mr. ☐ Mrs. ☐ Ms.

Name: _____

Specialty (if applicable): _____

Mailing Address: _____

City: _____ Prov: _____ Postal Code: _____

Tel (office): _____ Tel (home): _____

Email Address: _____



Consulting Information

For Whom Do You Consult?

Membership Classifications

ACTIVE: All dentists. Fee is \$200 if paid before April 30 / \$250 after April 30.

ASSOCIATE: All non-dentists. Fee is \$125 if paid before April 30 / \$150 after April 30.

I wish to apply for (Active / Associate) _____ membership.

Dues in the amount of \$_____ payable to Canadian Association of Dental Consultants is enclosed.

Signature: _____

2024 CADC Executive:

Dr. Kristy White, President / Dr. Farhan Azmat, Secretary-Treasurer
CADC Discussion Group: Dr. Randy Fisher

Please send to:

Dr. Farhan Azmat
4496 Lee Drive
Mississauga, ON L4W 3R3