

FREQUENTLY ASKED QUESTIONS

About the Clinical Risk Assessment Tool Powered by PreViser®

What is PreViser?

PreViser is an easy to use online tool that accurately identifies the risk of oral disease, the severity of periodontal disease and the restorative needs of your patients. These numeric scores are delivered in colorful patient reports and identifies risk on a scale of 1-5 and disease severity from 1-100, making scores easy to track over time.

Why should I use PreViser?

There are many benefits to using PreViser:

1. When patients receive the PreViser oral health assessment report, they are more likely to comply with your treatment recommendations while increasing practice productivity.
2. Using PreViser saves time by improving communication between dentists, dental hygienists and patients.
3. Using PreViser identifies virtually all patients with oral disease, fully informs them of their need for treatment while shielding the practice from any claims of a failure to diagnose and treat periodontal disease.
4. Because PreViser oral health scoring is objective and evidence-based, it facilitates rapid approval of treatment plans and claims reimbursement.
5. Patients with the Health *through* Oral Wellness program may unlock additional benefits, depending on their PreViser risk scores.

What is Health *through* Oral Wellness®?

Health *through* Oral Wellness is a patient-centered program that adds benefits to a Delta Dental of South Dakota plan based on individual oral health needs. The assessment measures the risk and severity of gum disease, oral cancer and tooth decay. Additional benefits are based on an individual's risk and severity scores. See the Summary of Additional Benefits for details.

How do I Register for my Free PreViser License?

1. Navigate to <https://my.previser.com/signup/ddsd> and follow the on-screen instructions.
2. Click 'Find My Practice Information,' select the dentist and location from the list, and click 'Submit.' Please note that a separate registration is required for each practice location.
3. Complete the required fields and click 'Register.'
4. You will receive an email from PreViser advising you to complete and validate your registration by visiting PreViser.com and selecting 'My Account.'

To learn how to maximize the value of this important tool, view the training videos in PreViser University at PreViser.com. If you have any questions or are unable to locate the dentist information you entered, please call Delta Dental of South Dakota at 1-877-841-1478.

How do I train my staff or learn more about PreViser?

From the homepage at PreViser.com, click PreViser University. Here you will find training videos that collectively take around 90 minutes for your staff to review. These videos address all major questions about the system and will help you learn how to turn PreViser into an important practice tool that delivers higher productivity and enhances clinical excellence. In addition, you will find copies of PreViser's clinical research, downloads and much more.

Information about Health *through* Oral Wellness is located online at www.deltadentalsd.com.

How much time does it take to complete a PreViser risk assessment?

Like any new technology, the first few times clinicians complete a risk assessment, it may take five or six minutes. Over time the assessments will become much faster. Once the initial evaluation is completed for a patient, the system will maintain the information, so each year, only changes to the patient information need to be updated. This process may only take seconds.

Clinicians using the tool have expressed that the assessment tool saves time in terms of production. Since the majority of patients unlock additional benefits at the time of the assessment, further services like fluoride and sealants can be provided immediately.

Is PreViser supported by the scientific community?

Yes. PreViser's scores for periodontal disease risk and severity are both clinically validated in peer-reviewed studies, as is the score for restorative needs. Caries and oral cancer risk are based on the best research available. In addition, PreViser is used in a number of hygiene schools and dental colleges. Details on PreViser's research papers can be found on the PreViser website in the PreViser University section.

How do patients react to PreViser?

PreViser gives patients numeric scores describing the state of their oral health. These scores are similar to other scores they are already familiar with, like cholesterol levels, credit scores, etc. As a result, they gain insight into their current health and health risks. The patient also gains valuable insights into the importance of maintaining or improving health. For more information on this study, please review the video *Patient Reactions to the PreViser Reports* located in the PreViser University FAQ.

Is support available?

Yes, online resources to train your staff are available in the PreViser University section of the PreViser website. If you need live assistance, and your question relates to the PreViser tool technology rather than questions best answered by Delta Dental (like a benefits question), call PreViser support at 1-888-854-0007, ext. 2.

What is the cost?

There is no cost to the dentist for a PreViser account. The license is provided free to you by Delta Dental of South Dakota.

Is my data secure and is patient privacy protected?

Yes. All Protected Health Information (PHI) is encrypted using an encryption key only you possess. Only encrypted patient information is sent over the Internet to PreViser for analysis and returned to you in the form of reports. As a result, PreViser has no ability to compromise patient privacy since they have no ability to identify an individual human being. PreViser servers are located in a hosted Class A hardened data facility ensuring 99% uptime and security. That's why it's important to keep your encryption key in a safe and secure location. Only you have access to your encryption key. It cannot be retrieved by PreViser or Delta Dental.



What Internet browser should I use?

Chrome or Firefox work best, as will Safari on an iPad. All versions of Internet Explorer will be slower than other browsers, and versions earlier than IE 8.0 will not work at all.

If I terminate an employee who had access to PreViser, how do I block their access?

As with other applications in your office, it is a good practice to change the password to your PreViser account when someone leaves your employment. You can easily do this from the PreViser web page by clicking *My Account / Active Clinician / Individual / Inactive*.

Does PreViser integrate with my practice management software?

Not today. However, PreViser is actively working with major vendors to incorporate this feature.

We have multiple dentists that practice at multiple locations. Should I have one PreViser account for each dentist or one account for each location?

It is recommended that dentists with multiple locations set up an account for each location so each patient population within a practice is not blended with patients from a different practice location.

In a practice with multiple providers does each dentist or dental hygienist use the same personal identification number (PIN)?

No, each person completing risk assessments needs their own PIN.

How do I fix incorrect clinical information I have already submitted?

Clicking "Correct" will return you to the data collection form that generated the oral health report. You can then make changes and click "Submit." Use this option if you made an error in entering the clinical observations. Please note, you can make changes in the report up to midnight of the date of service. However, for Delta Dental of South Dakota subscribers who are eligible for the Health *through* Oral Wellness program, the "Correct" option will override the original score only on the same date as the original risk assessment submission. If you submit the correction after the date of the original submission, the original score will not be overridden. If the correction needs to be made after the date of the risk assessment submission, please call Delta Dental to assist you.

How do you enter all the info?

The risk assessment is a team effort. Entering the information can be split between front office staff and the person doing the assessment. The assessment captures information already being gathered. Typically, the front office staff will enter and validate the patient information and eligibility. The hygienist will input the patient's clinical information and the dentist will review the treatment plan.



Who can have a PreViser risk assessment?

Everyone! Many clinicians use the risk assessment tool on all of their patients because it opens oral health conversations and provides the patient with a report card of their current oral health status. Many Delta Dentals across the nation are using the PreViser risk assessment tool. However, the Health *through* Oral Wellness® programs vary between states. For more information about Delta Dental of South Dakota's additional benefits, please visit our website at www.deltadentalsd.com or refer to the Summary of Additional Benefits.

Why would I do the risk assessment on someone that clearly doesn't have periodontal disease?

The patient may not have the disease at this time, but they can have risk factors that increase the likelihood of getting the disease. If we intercept the disease before it happens, we will improve patients' oral health. If you are performing a comprehensive assessment, there is also a score for caries and oral cancer. And for Delta Dental Health *through* Oral Wellness program members these scores may unlock additional benefits.

Can I be reimbursed for completing a risk assessment?

PreViser caries risk assessments performed by a PreViser enrolled office will be reimbursed each benefit year for Delta Dental of South Dakota Health *through* Oral Wellness plan members. Non-PreViser caries risk assessments will only be reimbursed every three years for patients age 3-19. For risk assessments to be billed, there must be a caries risk assessment, or a combination caries and perio assessment. There is currently no ADA perio risk assessment code. Therefore, a perio-only risk assessment cannot be billed at this time.

What should I do if my patient has two Delta Dental of South Dakota plans with the Health *through* Oral Wellness program on both?

Risk assessments must be entered using the active Health *through* Oral Wellness plan information. If both plans have Health *through* Oral Wellness, do the assessment under the primary plan. Coordination of Health *through* Oral Wellness additional benefits will only occur if both plans have the Health *through* Oral Wellness program. Otherwise, only the plan with the Health *through* Oral Wellness program will apply.

If you have questions or would like more information regarding the PreViser risk assessment or the new Health *through* Oral Wellness program, please contact us at 1-877-841-1478.

All additional benefits are subject to the patient meeting their plan's requirements including annual maximum and other limitations. Although additional benefits are unlocked for life, an annual risk assessment **must** be performed in order for the additional benefits to remain active. Additional benefits and standard policy requirements, including coinsurance percentages, co-payments and plan maximums, may be subject to changes.



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