President’s Message by

Dr. Isaac Navarro

As the newly installed president of our great dental society, I would like to thank all of our members for trusting me to lead and to be your voice for the coming year. My hope is to carry on the traditions of our society and to build upon the momentum set forth by Drs. Ayson and Rich in establishing Tulare Kings Dental Society as a philanthropic organization, committed to extending a helping hand to those in need.

As a young man growing up in Visalia, I was very much a person in need. Becoming a dentist was at one time an impossible dream for me. With the help and guidance of so many wonderful dentists and hygienists in our area, I was able to realize that dream and return home as a contributor to our noble profession. Since returning from dental school, I have seen the presence of our profession blossom within our surrounding communities. From witnessing the growth in overall number of dentists in our area to participating in educational partnerships as a staff member at Family HealthCare Network, I am continuously amazed by the hard work and dedication of so many of our society members. When I first committed to working with Family HealthCare Network in the winter of 2007, I had no idea that this would lead to a full faculty position at A.T. Still University of Health Sciences (my alma mater), or that I would one day be the director of an Advanced Education in General Dentistry Residency through NYU-Lutheran medical centers. Furthermore, being the TKDS president was never on my radar!

Indeed, dreams do come true. I am but one example of the influence that so many of you have on the people of our collective communities. As your president, I hope to be the voice that highlights your achievements and accomplishments throughout the year. I am looking forwarded to working with Elaine and our board of directors to strengthen our dental society and contribute to its growth. Please continue to look out for the wonderful CE opportunities that will be coming up throughout the year, and also look out for any opportunities to participate with the TKDS Foundation. A little help goes a long way; I am living proof of that. On behalf of TKDS, I wish you all a healthy and prosperous 2016.

Isaac Navarro, DMD
Tulare-Kings Dental Society Date Book

IMPORTANT PHONE NUMBERS

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA</td>
<td>800.621.8099</td>
</tr>
<tr>
<td>CDA Practice Support Center</td>
<td>866.232.6362</td>
</tr>
<tr>
<td>CDA Resource Center</td>
<td>800.232.7645</td>
</tr>
<tr>
<td>TDIC</td>
<td>800.733.0634</td>
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<td>TDIC Insurance Solutions</td>
<td>800.733.0633</td>
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<tr>
<td>Denti-Cal (Patient #)</td>
<td>800.322.6384</td>
</tr>
<tr>
<td>Dental Board of California</td>
<td>916.263.2300</td>
</tr>
<tr>
<td>Tulare Kings Dental Society</td>
<td>559.625.9333</td>
</tr>
<tr>
<td>TKDS Fax</td>
<td>559.625.9690</td>
</tr>
</tbody>
</table>

HAVING TROUBLE WITH DRUG OR ALCOHOL DEPENDENCE, OR DEPRESSION?

CONFIDENTIAL HELP AVAILABLE TO MEMBERS & THEIR STAFF BY CALLING:

~ CDA Well Being Program Representative

~ Office Phone: 559.625-9770  ~  Cell Phone: 559.901.7470

Web Sites:

- American Dental Association [www.ada.org](http://www.ada.org)
- ADA Catalog [www.adacatalog.org](http://www.adacatalog.org)
- California Dental Association [www.cda.org](http://www.cda.org)
- Dental Board of California [www.dbc.ca.gov](http://www.dbc.ca.gov)
- HIPAA Advisory [www.hipaadvisory.com](http://www.hipaadvisory.com)
- Stop Solicitors [www.donotcall.gov](http://www.donotcall.gov)
- The Dentists Insurance Co. [www.thedentists.com](http://www.thedentists.com)
- TDIC Insurance Solutions [www.tdicsolutions.com](http://www.tdicsolutions.com)
- Tulare-Kings Dental Society [www.tularekingsds.com](http://www.tularekingsds.com)

Tulare-Kings Dental Society Date Book

Mar 18  CDA Regional Leadership
Apr 1   Dr. Parag Kachalia CE Course ~ 8 am—4 pm  ~ Lamp Liter
Apr 6, 8-9 Tulare Free Dental Clinic ~ on the grounds of Tulare Regional Medical Center, and at the office of Dr. David Humerrickhouse
Apr 19  Combined Dinner Meeting ~ beginning at 5:30 pm  ~ Lamp Liter
Apr 21  Visalia Chamber Business Member Appreciation Night ~ Visalia Convention Center ~ Elaine ~ 5:30—8 pm
May 2   Cinco de Mayo Celebration ~ Visalia ~ Elaine
May 11- Component Exchange ~ Elaine ~ Anaheim
May 12-14 CDA Presents ~ Anaheim
May 24  Full Board Meeting ~ 6:15 pm ~ TKDS Office

TKDS Membership Status Report:
(As of Feb, 2016):
225 total members

The opinions expressed in this newsletter are those of the author and are not regarded as expressing the view of the Tulare-Kings Dental Society unless such statement or opinions have otherwise been decided upon by special resolution by the Board of Directors. The TKDS editor reserves the right to edit materials submitted for publication.
Dentists should choose their Medicare status. The Centers for Medicare and Medicaid Services has extended the deadline for dentists to either enroll as a Medicare Part D "ordering/referring provider" or opt out of the Medicare program entirely. The previous deadline was June 1, but it has now been extended to Feb. 1, 2017.

CMS encourages health care providers to submit their Medicare enrollment applications or opt-out affidavits to their Medicare administrative contractors before Aug. 1, due to the time necessary to process all forms, in order to meet the Feb. 1 deadline. This is the fourth time CMS has extended the registration deadline.

While a dentist who formally opts out of Medicare will not be able to submit claims to Medicare, the formal opt-out still allows patients who are Medicare beneficiaries to have their prescriptions paid for by Medicare.

There is no penalty to the dentist who chooses to do nothing by the deadline, but after the deadline, Medicare-covered patients will be paying for their medications out of pocket, unless the dentist formally opts out Medicare. A sample of the opt-out form, and the private contract that must be entered into with cash-pay Medicare patients, are both available at ada.org. To opt in to Medicare, a provider must submit a CMS Form 855i to the state's Medicare administrator. To register as an ordering and referring provider, CMS Form 855o must be submitted. Both of these forms are available on the CMS Medicare website and can found easily with an Internet search of "CMS Form 855i" or "CMS Form 855o." All forms must be submitted to Noridian Healthcare Solutions, Provider Enrollment, P.O. Box 6770, Fargo, ND 58108-6774.

Dentists required to translate directions for dispensed drugs. Patients may request that the directions on the label of dispensed medication be translated. A new law that went into effect on Jan. 1 now requires that dentists who dispense medication oblige such requests if translated directions are available.

AB 1073 requires prescribers who dispense medication to provide translated directions for use when requested by the patient or patient's representative. "Dispensing" is not the same as "administering" medicine, and includes writing a prescription for medication. Dispensed medicine is provided to a patient for use outside of the prescriber's facility.

A dentist who prescribes medication must, upon request, provide translated directions for use on the prescription container, label or on a supplemental document. (An example of directions for use is "Take 1 pill at bedtime.") The English-language version of the directions for use must also appear on the container or label (not on a supplemental document). The state Board of Pharmacy has translated directions in Chinese, Korean, Russian, Spanish and Vietnamese available online at pharmacy.ca.gov. A dispenser may provide his or her own translated directions or can use the translations made available by the Board of Pharmacy. The dispenser is not obligated to provide translated directions for use beyond the languages that the Board of Pharmacy has made available or beyond the directions that the board has made available in translated form.

State law requires prescribers who dispense medication to comply with the same rules as pharmacies, including the use of "patient-centered" prescription labels that contain specified information in sans serif 12-point type. The Board of Pharmacy provides examples of such labels on its website. Prescribers who dispense also must meet record keeping and patient notification requirements and use childproof containers.

Additional information can be found in articles on cda.org/practicesupport in the "Controlled Substances: Prescribing and Dispensing" and "Medication Prescribing and Dispensing Q-and-A" resources.
You may use this CDA EDP (Electronic Dues Payment) form below if you want to pay your Tripartite membership dues in monthly installments.

Enroll Now.

To enroll in EDP, renew online or sign this form and mail it to CDA or fax the form to 877.857.4735. As a CDA member, you may only participate in the installment payment plan as an active or life active member.

By mail: CDA, Attention: Membership at 1201 K Street, 14th Floor, Sacramento, CA 95814

By phone: Call 800.232.7645 for assistance with your dues payment options.

Online: Renew your membership at cda.org/member, enroll in the Electronic Dues Payment program (EDP), and pay in equal monthly installments automatically deducted from your checking account.

Electronic Dues Payment Program

Authorization Agreement I authorize California Dental Association ("CDA") to initiate automated debits to the checking account shown below, and authorize the depository institution shown below ("Bank") to debit such account for such amounts. This authorization includes all adjusting entries, either debit or credit, that may be required. For each membership year: (a) if I enroll prior to January 5th of such membership year, the first debit shall be made on the 15th day of January; if I enroll after January 5th of such membership year, and such date falls on any of the first through 5th days of the current month, my first debit will be on the 15th day of the month that I enroll; and if I enroll after January 5th of such membership year, and such date is after the 5th day of the current month, my first debit will be on the 15th day of the following month. In any event, subsequent debits shall be made on the 15th day of each succeeding month through December of the membership year. If the scheduled date of a debit falls on a weekend or a legal or business holiday, the debit will occur on the next business day. Each debit shall be in an amount approximately equal to a fraction [the numerator of which shall be "1" and the denominator of which shall be the number of months in the membership year in which automated debits will be made] multiplied by the sum of (a) the total tripartite and voluntary dues for the membership year to the CDA, American Dental Association, and other recipients designated by me ("Dues") on a reminder notice that will be sent to me, plus (b) x $12 annual service charge to enroll in the automated debit program. I agree to pay all such amounts. If there are insufficient funds to cover a debit, the Bank account is frozen or closed, I stop payment on the debit, or the debit is not made for any other reason, I remain responsible for paying the Dues installment directly to CDA on a timely basis. If a debit cannot be made, CDA is authorized to attempt to initiate the debit again at a later time. If, for any reason, a debit is dishonored, I agree to pay CDA a fee of $25. CDA is not liable for any losses incurred by reason of any failure in the automated debit process. I am responsible for any fees that may be imposed by my Bank. If my Bank account is frozen or closed, or there are insufficient funds in my Bank account on any two debit dates, CDA may terminate the automated debits by giving me written notice at my address as shown in CDA’s records. My membership will be automatically renewed each year unless I tell you to stop. Before the start of each renewal, I will be sent a reminder notice stating the Dues then in effect, including the amount paid in the previous membership year for voluntary dues to the CDA, American Dental Association, and other recipients designated by me. I may change the amount of my voluntary dues by notifying the CDA Contact Center at 800.232.7645. If I do nothing, my Bank account will be charged for the total amount of the Dues stated on the notice and in the manner set forth above. I may terminate automated debits by notifying CDA at 1201 K Street, 14th Floor, Sacramento, CA 95814, Attention Membership, and the termination will be effective seven business days after the date the notice is received by CDA. Following any termination of automated debits by either CDA or me, I will be responsible for paying my remaining Dues in full, directly to CDA. No refunds will be provided for canceled memberships. Note that the CDA membership year runs from January 1 to December 31. This authorization shall be governed by and interpreted in accordance with the laws of the State of California, without giving effect to any choice of law rule that would cause the application of the laws of any other jurisdiction to the rights and duties of the parties.

[Signature]

[Date]

[Name of depository institution]

[Checking account number]

[Transit/ABA routing number]

[Total dues amount owed]
Why Our Members Think it is Important to Belong to ADA/CDA/TKDS:

- **Advocacy** ~ Members realize the value of having a team of professionals whose sole purpose is to advocate for the dental profession and their patients. CDA has your powerful voice in Sacramento, and ADA has your voice in Washington, D.C.

- **We are in it Together** ~ Members believe they should belong to tripartite membership to support their chosen profession.

- **Credibility** ~ Members realize that 7 out of 10 dentists cannot be wrong. 25,000 dentists in California value the credibility of being able to tell their patients they belong to the California Dental Association.

- **Insurance** ~ Members see the value of having the opportunity to purchase their insurance through TDIC Insurance Solutions.

- **Networking** ~ Most dentists, especially new dentists, find the social aspect very rewarding.

- **CDA Compass** ~ Many staff members enjoy the valuable information available at their fingertips through the CDA Practice Support resources.

- **Continuing Education** ~ CDA Presents provides valuable access to reliable continuing education.

- **Discounts on Resources** ~ ADA provides discounts to members for educational resources.

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Welcome New Members

Mohammad Jabbari, DDS  
26501 Ave 140  
Porterville, CA 93257

Dorsa Jalaee, DDS

Thomas Nakatsuchi, DDS  
329 W 8th St, Suite 101  
Hanford, CA 93230  
(559) 587-4532

Donald Nuwey, DDS  
5417 W Hillsdale Ave  
Visalia, CA 93291  
(559) 623-9600

Andrew Ross, DDS  
2738 W Main St  
Visalia, CA 93291  
(559) 732-3972

Joshua Trammell, DDS  
329 W 8th St, Suite 101  
Hanford, CA 93230  
(559) 587-4532

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What does your local society do for you? Here is a partial list……

- **Patient Referrals** ~ The TKDS Executive Director is an Ambassador with several Chambers of Commerce. Not only does the society office receive phone calls from the general public looking for dental referrals, but as an ambassador with the Chamber, Elaine involves herself in many networking opportunities, all on behalf of the members. Next: TKDS is joining the Hispanic Chamber of Commerce.

- **CE Passes** ~ Your full active dues with TKDS include 6 CE passes each year.—Entry into local CE courses for you and/or your staff at no extra registration fees.

- **One Person Always at your Service** ~ You can call Elaine about any type of question you may have regarding practice management, new dentist program, job placement assistance, and more. She can help you find the answers to your questions.

- **E-Blasts and Newsletters** ~ TKDS sends out regular e-blasts and newsletters to members. A variety of topics are found in these communication channels that help members make informed decisions.

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If you have not renewed yet……time is running out!

Renew (or apply) for membership today!

Visit:

[http://www.cda.org/about-cda/membership](http://www.cda.org/about-cda/membership)

Or, enroll in EDP (monthly auto payments.) You can use the form on the opposite page

You still have time to avoid the late fee (Mar 31 deadline)

Renew your membership ONLINE
WHISTLEBLOWERS ARE PROTECTED

It is the public policy of the State of California to encourage employees to notify an appropriate government or law enforcement agency, person with authority over the employee, or another employee with authority to investigate, discover, or correct the violation or noncompliance, and to provide information to and testify before a public body conducting an investigation, hearing or inquiry, when they have reason to believe their employer is violating a state or federal statute, or violating or not complying with a local, state or federal rule or regulation.

Who is protected? Pursuant to California Labor Code Section 1102.5, employees are the protected class of individuals. “Employee” means any person employed by an employer, private or public, including, but not limited to, individuals employed by the state or any subdivision thereof, any county, city, city and county, including any charter city or county, and any school district, community college district, municipal or public corporation, political subdivision, or the University of California. [California Labor Code Section 1106]

What is a whistleblower? A “whistleblower” is an employee who discloses information to a government or law enforcement agency, person with authority over the employee, or another employee with authority to investigate, discover, or correct the violation or noncompliance, or who provides information to or testifies before a public body conducting an investigation, hearing or inquiry, where the employee has reasonable cause to believe that the information discloses:

1. A violation of a state or federal statute
2. A violation or noncompliance with a local, state or federal rule or regulation, or
3. With reference to employee safety or health, unsafe working conditions or work practices in the employee’s employment or place of employment.

A whistleblower can also be an employee who refuses to participate in an activity that would result in a violation of a state or federal statute, or a violation of or noncompliance with a local, state or federal rule or regulation.

What protections are afforded to whistleblowers?

1. An employer may not make, adopt, or enforce any rule, regulation, or policy preventing an employee from being a whistleblower.
2. An employer may not retaliate against an employee who is a whistleblower.
3. An employer may not retaliate against an employee for refusing to participate in an activity that would result in a violation of a state or federal statute, or a violation or noncompliance with a state or federal rule or regulation.
4. An employer may not retaliate against an employee for having exercised his or her rights as a whistleblower in any former employment.

Under California Labor Code Section 1102.5, if an employer retaliates against a whistleblower, the employer may be required to reinstate the employee’s employment and work benefits, pay lost wages, and take other steps necessary to comply with the law.

How to report improper acts
If you have information regarding possible violations of state or federal statutes, rules, or regulations, or violations of fiduciary responsibility by a corporation or limited liability company to its shareholders, investors, or employees, call the California State Attorney General’s Whistleblower Hotline at 1-800-952-5225. The Attorney General will refer your call to the appropriate
Employment Poster Updates

The poster to the left is an update to your current CDA poster set. Please add the “Whistleblowers” poster to your current set. This poster can be downloaded at http://www.dir.ca.gov/dlse/WhistleblowersNotice.pdf

Another update includes the Notice to Employees — Injuries Caused By Work, can be downloaded at http://www.dir.ca.gov/dwc/NoticePoster.pdf

Pics Include:
Installation Dinner and General Membership meeting of January 14, installing Dr. Isaac Navarro as 2016 TKDS President

Doctors Richard Barnes, CDA Trustee, and Dr. Brian Bell, Delegate, at the CDA House of Delegates meeting March 4-5.
Encouraging and educating staff to watch for potential problems in a dental practice has a number of benefits. Employees become more involved, observant and communicative when given a role in identifying and reporting red flag situations or behaviors. Difficulties can be prevented or diffused more effectively with a team strategy in place.

Analysts and claims professionals with The Dentists Insurance Company say there are several ways to include the dental team in risk management by increasing awareness, documentation and communication of:

- “First contact” phone conversations.
- Red flag behaviors.
- Patterns of missed appointments.
- Delayed or pending treatments.
- Patient complaints about billing or treatment.

We try to look at every possible angle when it comes to patient interactions and a lot of issues can be traced back to patient selection,” said Taiba Solaiman, a TDIC risk management analyst who fields calls on a daily basis via TCIS’s Risk Management Advice Line. “Staff is most often the first point of contact for patients, and that person can gain a lot of insight during the initial phone conversation, including the patient’s demeanor, tone and concerns.”

The initial call may yield red flags such as:

- Demanding, rude, impatient or pushy comments.
- Excessive complaining or criticism of former dentists.
- Long, complex dental history.
- Requests for specific prescriptions.

Patient demeanor is important information in patient selection, and it is essential that staff share these experiences. They will know if something does not seem right,” said Solaiman. Legal experts say failure to recognize and respond to problem patients is one of the top mistakes made by dentists.

However, claims representatives say dentists and staff alike may feel pressure to take on patients in spite of red flag behavior or circumstances.

“It can be difficult for a dentist or staff person to turn patients away,” said Melissa Arnold, a TDIC claims representative. “It can be financial or it can be that the dentist thinks he or she can help someone despite previous difficulties. We see this situation repeatedly. They doesn’t (sic) realize the long-term cost of having to redo a procedure three times or having to explain something over and over.”

Solaiman says dentists often have an uneasy feeling about certain patients, but many put their instincts aside in favor of potential income, or simply trying to make patients happy. For example, the general dentist recognizes the level of difficulty he would have performing a root canal on his patient’s tooth. He explains his diagnosis and why he is uncomfortable performing a root canal on the tooth. Then he refers the patient to an endodontist for evaluation and treatment. The patient refuses to go, explaining that she cannot afford the prices a specialist charges. She begs the dentist to reconsider and he succumbs. During the root canal, the dentist perforates the root and the patient becomes upset. If the patient were to file suit, experts and attorneys would hold the general dentist to the treatment standard of an endodontist. He would have to answer questions and be exposed to criticism as to why he did the procedure when he originally identified that it should be performed by a specialist. Solaiman says the dentist should have stayed with his instinct and referred the patient to the specialist. “When your inner voice is telling you not to do something, you should probably listen to it.”

From initial patient interaction to ongoing care and treatment, employee communication with the dentist is essential as staff is likely to be the first to notice a pattern of failed appointments, incomplete...
treatment plans or refusal of recommended treatment. Staff is also often the first to hear a complaint if a patient calls in after a procedure, and these calls deserve the attention of the dentist.

“We have seen situations where patients call in complaining of pain or numbness after a procedure and the front office person answering the phone will say, ‘Oh, that’s normal, don’t worry,’” said Solaiman. “This is a problem. Unless he or she is a dentist, that simple statement means that front office person is practicing dentistry. Oftentimes, the dentist never knows about the complaint. If the situation escalates, the dentist has not properly addressed the situation. If the patient does not hear from the dentist, then in his or her mind, the dentist did not care.”

In the event of a complaint, staff must inform the dentist to allow for effective follow-up. TDIC recommends follow-up calls to patients who have had invasive procedures such as an extraction, implant or referral for a potentially serious condition such as oral cancer. Putting a staff member in charge of compiling the follow-up call list helps keep the team involved and the dentist on task. Also, if the dentist is performing an invasive procedure on a Friday, be prepared to follow-up with the patient over the weekend. Solaiman says follow-up by the dentist sends a strong, positive message to patients and helps build relationships.

TDIC recommends thorough documentation of complaints and descriptions of patient interactions. A chart review and sign-off by the dentist is best right after each patient’s visit, while the memory is still fresh.

A lot of information is in the hands of staff, and a simple “morning huddle” at the beginning of the day can bring impending problems and concerns to the dentist’s attention. The team can review the schedule and discuss any situations in advance, whether it’s a patient who repeatedly refuses X-rays or someone who has been putting off a crown for nine months. This is also a good time for employees to mention any concerns from the previous day. This way, everyone is ready to handle possible situations and plan for necessary patient education, a follow-up letter or simple inquiry from the dentist, all of which reinforce a caring atmosphere.

Both dentists and staff play an important role when it comes to identifying and reacting to potential patient problems. Educating staff on how to react to various issues can be instrumental when addressing an angry patient and building patient loyalty. If you find yourself in an uncertain patient situation or are experiencing difficulty with employee communication, call the Risk Management Advice Line for assistance.

Call TDIC’s Risk Management Advice Line at 800.733.0634.

(reprinted with permission of TDIC)
(Above) The office of Dr. Abeer Hafez welcomes Dr. Jimmy Pham as an associate to her practice. Dr. Pham earned his DDS at USC and received his endodontic training from Boston University.

(Right) Dr. Gerald Schneider announces the addition of Lindsay native, Dr. Nathan Loeffler. Dr. Loeffler graduated from Loma Linda University.

Thank you to the member dentists and their staff and volunteers who participated in the GKAS event held at the Tulare Public Library on Saturday, January 30. Special thanks to Doctors
- Megan Ide
- Alisa Martin
- Ed Urbina
- Ellie Zuiderveld
- And RDH’s Cresta & Fabiola

Pics Include:
You are not a statistic.

You are also not a sales goal or a market segment. You are a dentist.
And we are The Dentists Insurance Company, TDIC.

It’s been 35 years since a small group of dentists founded our company. And, while times may have changed, our promises remain the same: to only protect dentists, to protect them better than any other insurance company and to be there when they need us. At TDIC, we look forward to delivering on these promises as we innovate and grow.

Endorsed by the Tulare-Kings Dental Society

Protecting dentists. It’s all we do.®
800.733.0633 | tdicinsurance.com | CA Insurance Lic. #0652783
Special, Time-Sensitive Dinner Meeting
Tuesday, April 19
Lamp Liter Inn, Visalia

At 5:30 pm: TKDS members are invited to join a new insurance network coming to Tulare and Kings Counties’ employers and their employees: The Kern Foundation for Dental Care (KDC), already a successful self-insured dental plan in the Kern area, will be expanding into the TKDS territory. If you are a TKDS member, you are invited to an informational meeting, wherein packets and enrollment forms will be handed out.

Immediately following: Strategies for Success: How to Buy, Sell, or Expand a Dental Practice the Right Way.

Call Elaine at the TKDS for more info (559) 625-9333