



update

Dental providers participation rate on the increase

Jennifer Solitario
HBF Health Partnerships Manager

Welcome to our new look Participating Dental Provider newsletter, which we have re-designed to incorporate our new logo.

We have great news to report on our Participating Provider Arrangements, with the number of HBF PPA dental providers now approaching 500.

Of the total dental services for which HBF pays benefits, up to 45% are now performed by a Participating Provider. This is fantastic news for HBF members who are increasingly accessing the best value dental treatment available.

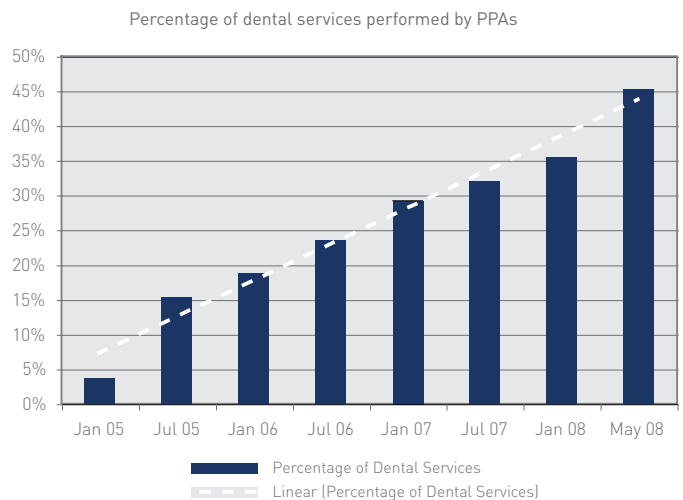
We are pleased to see that more dental providers outside the metropolitan area are recognising the value of these arrangements and are extending the benefits of PPAs to HBF members in rural and regional areas of WA.

This edition includes an article written by one of our participating dentists, Brett Abbott of DB Dental. It provides a thought provoking insight into the provision of dentistry in disadvantaged countries overseas and we thank Brett for his contribution.



We welcome the inclusion of such articles in our newsletters. If you would like to submit a story on an aspect of clinical dentistry for any future issues, please contact us.

We also value your feedback. It helps us improve our service to members and providers and has led to enhancements such as the inclusion of dental item D111 in the annual fully covered scale and clean initiative and the introduction of electronic claiming.



This graph illustrates the effectiveness of HBF's Participating Provider Arrangements

Interesting reading ...

A look at dentistry

overseas **Page 3**



In this issue...



Guest article:
Get more out of dentistry

Get involved:
Dental PPA Consultative Committee

Have your say

HBF's Participating Dental Provider Consultative Committee met recently to discuss a range of issues relevant to PPAs.

Established in 2005, the Committee meets on a regular basis to enable dental providers to raise questions, issues, concerns and ideas about PPAs directly with HBF management.

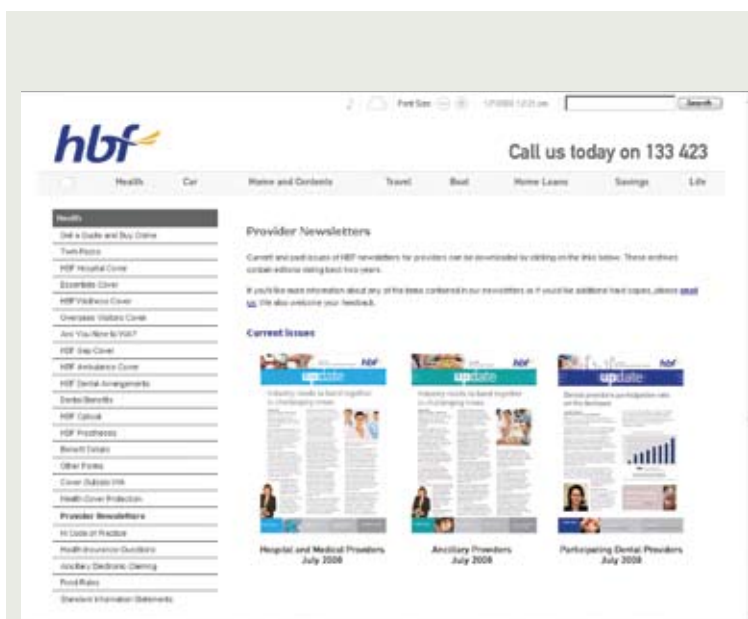
The meetings also provide HBF with valuable feedback on matters such as improving member value, industry news and the latest treatments available.

At the March meeting, topics discussed included electronic claiming, dental benefit reviews, government subsidy patients, group loss and recovery issues and HBF's new branding.

The aim of the Committee is to improve the communication process between HBF and Participating Providers to ensure members have the best possible dental cover and we thank the Committee members for their continued involvement.

The Committee consists of six dental providers - five dentists and one prosthetist. Current committee members include Participating Providers Brett Abbott, Robert Mateljan, Sergio Alfonso, Bruce Palmer, Ben Ong and Alex Negoescu.

If you would like any issues raised on your behalf for discussion at upcoming meetings, you are most welcome to contact HBF Ancillary Liaison Coordinator Sue Unsted on 9265 6421, or one of the Committee members.



Provider newsletters online

Current and past issues of provider newsletters are now available on our website. Please visit hbf.com.au/providers if you would like to access electronic copies.

New ancillary provider helpline

Please note we now have one dedicated phone number for all ancillary provider enquiries. If another provider joins your practice and wishes to become a Participating Provider, please contact us on **1800 620 133**.

This number replaces the individual numbers that previously existed for PPAs, provider registration, general enquiries and electronic claiming.



update

Getting more out of dentistry

By guest writer Dr Brett P Abbott BDS Sc FICD FADI
Dr Abbott practices at DB Dental

Most dentists find clinical dentistry challenging and rewarding, but sometimes also frustrating. There comes a time when we know a holiday is needed – when a day of exams and cleans seems to drag on forever.

Some dentists have found a unique way to take a holiday as well as get reinvigorated about work – by combining the two and volunteering with an aid group overseas.

I have been involved with such an organisation, Equal Health, for some time now. Established in 1999, Equal Health is a Western Australian charity that provides much needed dental, optical and medical care for the underprivileged in a number of countries including India, Indonesia, Zimbabwe, Thailand and South Africa.

My experiences have taken place in Tamil Nadu, India. My most memorable surgery was performed on the bank of a lake sheltered by a huge banyan tree overlooking a magnificent temple - absolutely breathtaking.

While there was an opportunity to perform basic restorations in the orphanages in which we were based using portable dental units, most treatment was performed in the field and was surgical in nature. Our dental team travelled to villages and helped by translators, we treated locals who presented with pathology seldom seen in a suburban Perth practice.

During a two-week stint in India last February, we helped a total of 8500 people, with the dental team seeing 900 of these patients. Our optical counterparts dispensed 3715 pairs of spectacles and performed 40 cataract procedures.

“...we treated locals who presented with pathology seldom seen in a suburban Perth practice.”



The reward of treating people who would otherwise have been in pain for several months is incredibly satisfying. I had an elderly woman attempt to kiss my feet in appreciation after one particularly gruesome extraction.

Another benefit to volunteering in such a capacity is the opportunity to tour places most western people will never be fortunate enough to experience on the usual tourist track. There is ample time to engage in tourist activities and take in the beauty of the host countries.

I am always full of enthusiasm on my return to Perth and eagerly anticipate the next year's trip. I highly recommend you try the experience yourselves. You won't believe how enjoyable dentistry can be.

Equal Health is not the only group that enables dentists to experience exotic locations. Visit the Members Only section of the ADA website at www.ada.org.au/branches/wa, for more information.

update

Join HBF in improving the health of the WA community

As the leading provider of health insurance in WA, HBF has taken an active role in encouraging West Australians to lead healthier lives. As health professionals, we invite you to join us in improving the wellbeing of your patients and our members, by getting involved and helping spread the word about important health issues that affect many members of our community.

HBF supports a number of community activities that promote healthy lifestyles, including the HBF Telethon Toddle and WA Tee-Ball Association to help prevent childhood obesity, and for the first time, we have also partnered with the Heart Foundation WA to educate women about caring for their hearts.

The 'HBF and Heart Foundation Go Red for Women Alliance' was launched last month to draw attention to the fact that heart disease is the number one killer of Australian women. On average, 30 Australian women die from heart disease every day, claiming four times more lives than breast cancer.

This month we have joined the Australian Red Cross Blood Service in their appeal for West Australians to give blood in winter. Winter is a particularly challenging time of the year for blood

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supplies, with many regular donors unable to give due to colds and flu. With 12,000 donations of blood needed in July alone, your donation can help save lives.

Also beginning in July, we'll bring you a range of Cancer Council initiatives, beginning with the Update Series. The Update Series is a five-week series of free lectures that communicate developments in cancer research – to both a public and professional audience.

We will then call on West Australians to support the Cancer Council's signature fundraising event – Daffodil Day, and Pink Ribbon Day – which raises awareness and funds for breast cancer, later in the year.

Another opportunity to get involved exists next month, when you can take part in the 2008 HBF Activ City to Surf on Sunday 31 August. You don't need to be an elite athlete to enter, there are a range of events from a 4km walk through to a half marathon. This event helps

raise funds for Activ – the sole beneficiary of the HBF Activ City to Surf – assisting people with disability.

Further details on the above can be found at hbf.com.au, along with other health information, by clicking on *Health Information* under *Quick Links*.



Daffodil Day



Directory of HBF contacts

Ancillary provider helpline **1800 620 133** Email **askhealth@hbf.com.au**

The above telephone number is for provider use only. Please direct all member enquiries to **13 34 23**.

Change of provider details

Please be sure to contact us in the event that any provider details change, as claims cannot be processed with the percentage benefit if incorrect provider details are presented on an account.

If you'd like more information about any of the items contained in our newsletters, or if you'd like additional copies, please contact us. We also welcome your feedback about the content of our newsletters.