

Federal Plan

Hawaii State General Excise Tax on Dental Services

Frequently-Asked Questions

- 1. I received payment for my patients enrolled in the Federal Plan but it's missing the tax payment. Why is that?**

General Excise tax will now be issued to you on a monthly basis for all approved dental services. Information about this change was shared with providers in mid August 2012.
- 2. Why is the tax payment being paid separately?**

With our new claims platform, tax payment will be paid on a monthly basis.
- 3. What information will I receive with my tax payment?**

You will receive a report that includes the HMSA subscriber ID, patient name, claim number, date of service and the tax payment. Please go to bshi.net for a sample of the report.
- 4. When will I receive my tax payment?**

You will receive your tax payment by the 15th of the next month. For example, your tax payment for September services will be received by October 15th.
- 5. Will I be reimbursed for tax even if the service is not covered?**

No, tax is paid for covered services only.
- 6. What if I need more information to post tax payments to my patient's account?**

Please visit www.bshi.net/dental/provider and select MyDentalCoverage to view sample reports that can help you post tax payments.
- 7. How do I file a patient's claim to a secondary carrier without the tax information?**

Since there is no coordination of tax payment, you should be able to file the Explanation of Benefits without the tax payment to a secondary carrier. If the service is paid by HMSA, we will pay the tax. If the service is not paid by HMSA, the tax can be filed with a secondary plan to determine if it is payable. For more details, please check with the secondary plan.
- 8. What tax information will I see on my Explanation of Benefits?**

If you submit for tax on your claim form, a rejection code U5002A will appear on your Explanation of Benefits which states, "No payment can be made. The patient's coverage does not provide for this Routine Dental Care service." Although there will be a rejection code, tax will be paid by the 15th of the following month as long as the service is paid by HMSA.
- 9. Will I receive my tax payment even if I don't submit for tax on my claim form?**

Yes, it will be calculated automatically and sent monthly. No tax information will appear on your Explanation of Benefits.