

Cultivating a Culture of Compliance



Benevis has been connecting kids and their families in underserved communities to high-quality dental care for **20** years. As an industry leader, we are committed to raising the standard of care through better compliance practices.

Beyond Standards: Benevis Compliance Excellence

We established the **Better Benevis Compliance Program** to promote and improve the quality of the care and service our patients receive, whether from our dentists, caregivers or operational teams. Built on a foundation of two decades of experience, this comprehensive training program ensures every Benevis team member is educated and understands the importance of medical documentation, accurate billing and prompt reporting of compliance concerns.

We take clinical quality to the next level, maintaining the highest standards and accreditations for safety, cleanliness, and treatment established by Medicaid and the agencies that regulate dental offices and care. From sterilizer monitoring to infection prevention, we have rigorous control protocols in place.

Benevis Best Practices for Meeting Medicaid Compliance

- **Policy:**
Established program policies & procedures
- **Oversight:**
Dedicated compliance officer & committee
- **Training:**
Ongoing staff training & education
- **Action:**
Reportable events & response process
- **Audits:**
Third-party & internal reviews
- **Transparency:**
Open communication & continuous process improvement
- **Accountability:**
Shared & enforced disciplinary guidelines

Inspecting What We Expect: Benevis Clinical Audit Program

Our clinical audit program provides Benevis dental professionals multiple layers of oversight. Designated compliance officers – including a chief dental officer and regional dental directors – conduct ongoing reviews of treatment charts to ensure compliance with all quality standards and regulatory criteria. A minimum of two auditors review each of the ten types of audits. Independent expert dentists perform additional chart reviews, while third-party dental consultants and professors of pediatric dentistry conduct focused clinical integrity audits quarterly.

Benevis Dentists Receive **10** Distinct Types of Audits Throughout the Year:

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|--------------------------------|------------------------------------|
| 1 CQT Tracking & Audits | 6 Follow-up Audits |
| 2 New Dentist Audits | 7 Focused Audits |
| 3 Complaint Audits | 8 Outside Audits |
| 4 High Producer Audits | 9 Refund Methodology Audits |
| 5 Annual Dentist Audits | 10 Special Request Audits |

“Our team goes above and beyond in our auditing work at Benevis, and we are proud of the clinical compliance program excellence we deliver. As a doctor, it gives me confidence to know that we’re always doing the right thing for our dentists and our patients.”

Dr. Dale Mayfield, DMD, Chief Dental Officer at Benevis



Supporting Standards with Innovative Standardized Technology

Because Benevis employs an award-winning digital practice management solution across 100% of our practices, our dental professionals can maintain clear, stringent procedural standards. Moreover, using proprietary tools like the DentaPro dental practice management, Benevis dental care professionals are empowered to easily consult on cases across state lines with the **350+ dentists** in our comprehensive network.

InfoWorld Uniting hundreds of practices with a consistent, scalable, easy-to-use platform is no mean feat. The project was named one of the **Top 100** IT projects in the nation by InfoWorld.



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1.2M
PATIENT VISITS
PER YEAR
-82% Medicaid-

750+
DENTISTS
& HYGIENISTS

100+
COMMUNITIES

13
STATES
& D.C.

To learn more, visit www.benevis.com or email solutions@benevis.com.

