

DENTAL BULLETIN

APRIL 2017



Introducing our new assistant

Arkansas Blue Cross and Blue Shield’s dental representatives are pleased to announce our new support staff member, Steven Seymour. Steven transferred to this position from his previous role in Provider Network Operations. This allows Debbie Jines and Sheila Ward to spend more time in the field visiting provider offices.

Customer service will remain your first contact for benefit information and claims issues. You may call Steven at 501-210-7006 or email at pnodental@arkbluecross.com for dental provider enrollment and to update information.

The contact information below provides additional phone numbers for your convenience.

CUSTOMER SERVICE LINES	PHONE NUMBERS
ABCBS Claims Administrator (United Concordia)	1-888-224-5213
Customer Service (main line)	1-800-238-8379
Exchange Metallic Plans	1-800-800-4298
Dental Xtra Benefits	1-888-223-4999
Federal Employees	1-800-482-6655
BlueCard	1-800-880-0918
BlueAdvantage Administrators of Arkansas	1-888-872-2531
Health Advantage	1-800-843-1329
Arkansas State/Public School Employees	1-800-482-8416



Arkansas Blue Cross and Blue Shield Dental

Reimbursement Guide

In 2016, Arkansas Blue Cross and Blue Shield launched the Dental Select PPO and Dental Select PPO Plus dental insurance plans. The PPO products were built on a new Arkansas Blue Cross PPO network, which includes the United Concordia Advantage Plus dental network to help achieve scale across Arkansas.

When billing patients with the Dental Select PPO or PPO Plus plans, here's a guide on how the plans pay by fee schedule:

Dental Select PPO Patient

	YOUR NETWORK PARTICIPATION	FEE SCHEDULE
1	UCD Advantage Plus	UCD Advantage Plus
2	UCD Advantage Plus and Arkansas Blue Cross PPO	UCD Advantage Plus
3	Arkansas Blue Cross PPO	Arkansas Blue Cross PPO
4	Arkansas Blue Cross PPP Only	Out of network*

DenteMax is the national network that is available to out-of-state members.

Tip: Remember, if you're in both United Concordia Advantage Plus and Arkansas Blue Cross PPO networks, you'll be paid according to the United Concordia Advantage Plus fee schedule.

Dental Select PPO Plus Patient

	YOUR NETWORK PARTICIPATION	FEE SCHEDULE
1	UCD Advantage Plus	UCD Advantage Plus
2	UCD Advantage Plus and Arkansas Blue Cross PPO	UCD Advantage Plus
3	Arkansas Blue Cross PPO	Arkansas Blue Cross PPO
4	Arkansas Blue Cross PPP	Arkansas Blue Cross PPP

DenteMax is the national network that is available to out-of-state members.

Tip: Providers in both United Concordia Advantage Plus and Arkansas Blue Cross PPO networks are paid according to United Concordia Advantage Plus fee schedule. If you're not in UCD Advantage or Arkansas Blue Cross PPO network, then you're paid according to the standard Arkansas Blue Cross PPP fee schedule.

Arkansas Blue Cross DentalBlue PPP Patient

	YOUR NETWORK(S) PARTICIPATION	FEE SCHEDULE
1	Arkansas Blue Cross PPP	Arkansas Blue Cross PPP

DenteMax is the national network that is available to out-of-state members.

Tip: You're used to the Arkansas Blue Cross DentalBlue PPP fee schedule. This is the same arrangement for private option members.

The new Arkansas Blue Cross dental PPO products are an important way that we're helping our employers (and our members) achieve affordable group dental coverage.

We appreciate your participation, and should you have any questions or concerns contact your dental network representative:

Debbie Jines
501-378-3296
dgjines@arkbluecross.com

Sheila Ward
501-378-6628
smward@arkbluecross.com



Arkansas
BlueCross BlueShield

An Independent Licensee of the Blue Cross and Blue Shield Association

MPI 6163 3/17 *Out of network payments will go directly to the patient.

Welcome to all our NEW PROVIDERS!

GENERAL DENTISTRY

Heather V Adams DDS — *Bentonville*
Alan M Nguyen DDS — *Bryant*
Jennifer T Daniel DDS — *Hardy*
Sandra N Nuoghalu DDS — *Hot Springs*
Andrea Feather DDS — *Little Rock*
George B Platt DDS — *Little Rock*

SPECIALISTS

ORTHODONTIST

David E Bell DDS — *Batesville*
Mark L Drake DDS — *Hot Springs*

PERIODONTIST

Patrick E Driver DDS — *Little Rock*
Charles A White DDS — *Rogers*
Jonathan A Blansett DDS — *Rogers*

PROSTHODONTIST

R Dean McNeel DDS — *Fayetteville*

*General dentists - please refer to in-network specialists in order to save your patients money.

Arkansas Prescription Drug Monitoring Program Registration

Any new provider coming into the Arkansas Blue Cross and Blue Shield networks must be registered with the Arkansas Prescription Drug Monitoring Program if that provider holds a DEA certificate for prescribing controlled substances.

The registration deadline for all current network providers was April 1, 2017. Registration is free, and it only takes a few minutes to complete the registration. Under the law, a prescriber may designate someone in the facility to be that prescriber's delegate for checking the Prescription Drug Monitoring Program database, once that delegate has



also registered. The registration page can be found at: arkansaspmp.com/practitioner/-/pharmacist/

When a prescriber checks the Prescription Drug Monitoring Program, they become aware of patient issues and can begin discussions leading to safer drug use, better pain management, and treatment for addictions, when appropriate.

Arkansas Blue Cross requires contracted providers in Arkansas to register and encourages use of the Arkansas Prescription Drug Monitoring Program.

New ID cards for Arkansas Blue Cross and Blue Shield group members with pediatric dental coverage

In response to a newer claims system to improve productivity and processes, Arkansas Blue Cross and Blue Shield Metallic group members will receive new ID cards beginning in April. The new ID cards will be issued to members during renewal, which means you may have patients receiving new ID cards over the next 14 months. Pediatric members with dental coverage will receive a new member ID. Please ask your patients if they have received a new ID card to ensure the patient's claims are processed efficiently. Claims must be filed with the correct ID number, including the alpha prefix.

 Arkansas BlueCross BlueShield	True BLUE PPO
Member Name: Child Blue	Member DOB: 01/01/2017
Member ID: MOV999999999999	Group #: 999999999999
RxBin: 999999	Deductible: \$250
RxPCN: ADV	CoPay: \$20/\$40
RxGRP: RX9999	Pediatric Dental
Rx CoPay: \$0/\$10/\$40/\$60	Dental benefits end at age 19
	

Dental benefits are available for members under the age of 19. Please review the coverage policy or call customer service at the number on the back of the ID card for specific benefit information.

Verifying dental benefits through Dental Claims Administrator (United Concordia)

Plans covering multiple family members may only have dental benefits for members UNDER the age of 19. You will see all family members loaded on the enrollment screen; but you need to verify dental coverage in the benefits section to view the "under age 19" restriction. Adult members do NOT have dental coverage on these particular plans.

Dental Xtra: How it benefits your practice and your patients

Dental Xtra enhances benefits for Arkansas Blue Cross and Blue Shield dental members who have a qualifying dental plan. The program offers two additional cleanings per year to members who have diabetes, coronary artery disease (CAD), oral cancer or who are pregnant, and may include periodontal scaling and root planing if it is part of their dental plan. There are no additional costs for these benefits, no deductible, and they do not count toward the member's calendar year maximum when visiting a participating dentist.

There is a growing body of evidence that oral inflammation can play a role in the management of diabetes, coronary artery disease, or the likelihood of a woman having a pre-term, low birth-weight baby. Patients with diabetes are more susceptible to periodontal disease, and periodontal disease typically affects their glycemic control. Patients with periodontal disease also are up to twice as likely to have a heart attack. Research suggests that people with these conditions may significantly improve their health when they receive dental prophylaxis or other periodontal services to reduce oral inflammation.

Dental Xtra also provides benefits specific for members with a history of oral cancer.

The treatment of oral cancer can lead to diminished salivary flow. Dental Xtra provides the same preventive benefits along with regular fluoride treatment and pre-diagnostic oral cancer screenings to help you identify new primary oral cancers at an early stage.

As a dental provider, you may have patients who qualify for Dental Xtra benefits. You can encourage them to take advantage of these benefits and improve not only their oral health but also their overall health. Suggesting to patients that they pay for additional cleanings and periodontal services not covered by their dental plan can be an uncomfortable conversation. Arkansas Blue Cross realizes this and, through the Dental Xtra program, removes the 'out-of-pocket' obstacle for both patients and dental providers.

Dental Xtra allows you to be a co-therapist in the management of your patients' overall health. We appreciate the care you give our members and hope you will promote these additional services to your eligible members.

For more information please visit: <https://secure.arkansasbluecross.com/members/dental/dentalxtra.aspx>



DID YOU KNOW?

The Dental Bulletin library is available online at <http://www.arkansasbluecross.com/providers/> under the "DENTAL PROVIDERS" heading.

The link http://www.arkansasbluecross.com/providers/dental_bulletin/default.aspx provides direct access to the index of current and previous editions. Articles can be searched by published date or article title.

Selecting <http://www.arkansasbluecross.com/providers/> will take you to the location below:

MEDICAL PROVIDERS

- **Provider Manual - Arkansas Blue Cross and Blue Shield**
Policies and procedures to assist providers in filing claims, referral requests and other services.
- **Providers' News**
Quarterly publication.
- **Medical Policy and Pre-certification/Pre-authorization**
Policy and pre-certification/pre-authorization information for out-of-area members.
- **Electronic Data Interchange (EDI)**
Resource for the Health Insurance Portability and Accountability Act (HIPAA) requirements and testing.
- **Coverage Policy**
Policy information for in-area members.

DENTAL PROVIDERS

- **MyDentalCoverage for Dentists**
Determine dental eligibility, check claim status, correct errant claims and submit new claims. [Need to register?](#)
- **MyDentalCoverage Manual** [pdf]
- **Arkansas CDT Code Manual** [pdf]
- **Claims and Benefits Information**
- **Dental Application** [pdf]
- **Provider Manual - Dental**
Policies and procedures to assist providers in filing dental claims, referral requests and other services.
- **Dental Bulletin**

For the bulletin archives, select the link http://www.arkansasbluecross.com/providers/dental_bulletin/default.aspx

PROVIDERS

DENTAL BULLETIN

A publication for Arkansas Blue Cross and Blue Shield dental providers.

- **Index of Articles**
- 2016
- 2015
- 2014
- 2013
- 2012
- 2011
- 2010
- 2009
- 2008

Subscribe
TO THE EMAIL VERSION OF THE
Dental Bulletin

Did you know you can receive correspondence, including the *Dental Bulletin*, by email? It's faster, saves trees and is easy to share with other staff members.

As we transition to an electronic communications platform, we invite you to email us at pnodental@arkbluecross.com. Please use the subject heading: Dental Bulletin.

Please include: **PROVIDER NAME**
NPI
EMAIL ADDRESSES FOR ADDITIONAL STAFF TO RECEIVE A COPY



LIVE FEARLESSSM

WITH THE NAME TRUSTED FOR 65 YEARS



An Independent Licensee of the Blue Cross and Blue Shield Association

Contact Information:

Debbie Jines RDH, BS

501-378-3296

501-210-7005 fax

Sheila Ward, RDH, BS

501-378-6628

501-210-7005 fax

Dental Provider Network Operations

501-210-7006

501-210-7005 fax

pnodental@arkbluecross.com

*** New Process: Please use the Dental Provider Network Operations contact information for applications, changes, additions, and inquiries regarding status.**