



# Dental Bulletin

October 2024

## Changes Coming to Medicare Advantage Plan Benefits in 2025

### Increase in Calendar Year Maximums for BlueMedicare Plans

Effective Jan. 1, 2025, the Medicare Advantage plans listed below will have higher calendar year maximums.

- The following BlueMedicare plans will change from a \$2,000 dental calendar year maximum to \$3,000:
  - Saver Choice (PPO)
  - Value (PFFS)
  - Preferred (PFFS)
  - Premier Choice (PPO)
  - Freedom Giveback (PPO)
  - Premier (HMO)
  - Independence (HMO)
- The Classic Plus (HMO) plan will change from a \$2,000 dental calendar year maximum to \$3,500

### Dental Xtra No Longer Included in Medicare Advantage Plans

Also, effective Jan. 1, 2025, Dental Xtra<sup>SM</sup> benefits will no longer be covered in Medicare Advantage (MA) plans. Beginning in January, members who enrolled in the program prior to Jan. 1 will no longer have access to the program's benefits. Please update your practice management systems to reflect this change for patients enrolled in the program through their MA plans.

Please refer to the table on the next page for an overview of dental services covered in BlueMedicare plans. For a *complete* list, please visit [MyDentalCoverage](#).

Product	H3554-002 - BlueMedicare Saver Choice (PPO)	H3554-007 - BlueMedicare Premier Choice (PPO)	H6158-001 - BlueMedicare Premier (HMO)	H9699-007 - BlueMedicare Classic Plus (HMO)
	H4213-019 - BlueMedicare Value (PFFS)	H3554-011 - BlueMedicare Freedom Giveback (PPO)	H6158-003 - BlueMedicare Independence (HMO)	
	H4213-017-001 H4213-017-005 H4213-017-006 BlueMedicare Preferred (PFFS)			
Member Cost	Preventive = \$0 Comprehensive = 20% INN / 50% OON			
Deductible	\$0			
CYM	\$3,000		\$3,500	
<b>Preventive</b>				
Exam	2 per calendar year			
Cleaning	2 per calendar year			
X-Ray	1 set per calendar year			
Fluoride Treatment	--	2 per calendar year		
<b>Comprehensive</b>				
Extraction	Unlimited			
Crown	--	1 per calendar year	--	
Filling	1 per calendar year	2 per calendar year	1 per calendar year	
Root Canal	--	1 per calendar year	--	
Denture (complete or partial)	--	1 set every 5 years		
Denture Adjustment	2 per calendar year	1 per calendar year		
Denture Repair	2 per calendar year			--
Deep Cleaning / Root Planing	1 per quadrant per 24-month period			
Full Mouth Debridement	1 every 3 calendar years			

## Arkansas Blue Cross and Blue Shield Federal

Availity is the medical clearing house for Arkansas Blue Cross and Blue Shield. Federal Blue Cross is a medical payer that allows a small embedded dental benefit paid by the medical plan. If at any point you need assistance with the setup or navigation of the Availity portal, you can access the training tools, including several helpful demo videos, on their website site under *Help and Training*. For additional assistance, please refer to the [Availity Support](#) document, or you can create a help ticket by calling Availity at 800-282-4548. You will be asked to provide the document case number.

### If you are new to Availity:

You will need to allow a few days for Availity to authenticate your account before you can complete setting up your account. You will need to do the following:

1. Ensure your portal is set up correctly with the following:
  - a. Assign roles needed for - 837D and 837P claims, 835 electronic remittances, 276/277 claim status. (without taking action, you already have access to 270/271 eligibility).
  - b. Register your *organization* in Availity.
  - c. Set up your provider under Manage My Organization.
  - d. Set up your clinic as a provider under the *organization*. This step is required to enroll your practice as the *billing provider*. Please note that when filing a dental claim in Availity, you will NOT use the individual provider as the billing provider; this will cause routing errors.

Arkansas Blue Cross no longer accepts the ADA claim form. On the electronic claim, 827d, providers should bill using their Type 2 NPI in the *Billing (dentist) Provider* section of the claim if your provider has registered for one. You should have a Type 2 if you have more than one provider in the practice. If you don't have more than one provider

and still choose to use a Type 2 and experience claims issues, email us at [providernetwork@arkbluecross.com](mailto:providernetwork@arkbluecross.com) to ensure that the Type 2 NPI is set up properly in the system. If you do not have a Type 2 NPI, use the Type 1 NPI in the *Billing (dentist) Provider* section and the *Rendering/Treating (dentist) Provider* section of the claim.

## 2025 Dental Fee Schedules Are Now Available

The 2025 [dental fee schedules](#) are now available on our website. Please note that not all codes are covered benefits. We recommend visiting [MyDentalCoverage](#) to verify patient eligibility and benefits.

## Medical and Federal (FEP) Representatives



### Network Development Representatives and support staff

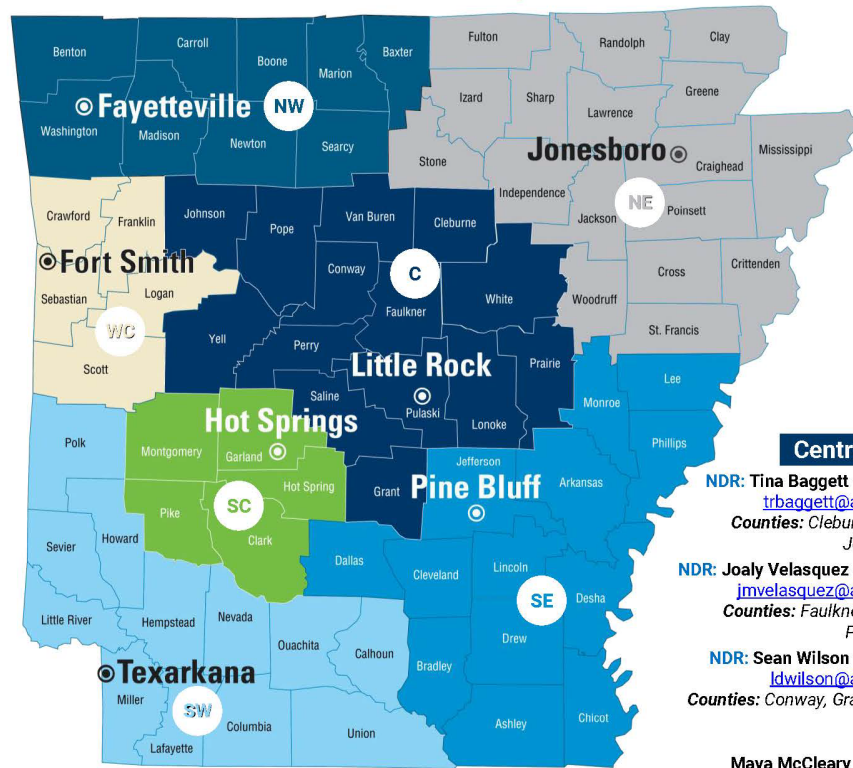
#### Northwest Region

**NDR:** Dawn Roberts – (479) 527-2359  
[diroberts@arkbluecross.com](mailto:diroberts@arkbluecross.com)  
**Support staff:**  
 Kim Carpenter – (479) 527-2389  
[kacarpenter@arkbluecross.com](mailto:kacarpenter@arkbluecross.com)  
 Sheila Tally – (479) 527-2320  
[sltally@arkbluecross.com](mailto:sltally@arkbluecross.com)

#### West Central Region

#### Northeast Region

**NDR:** Alison Morrison – (870) 974-5740  
[apmorrison@arkbluecross.com](mailto:apmorrison@arkbluecross.com)  
**Support staff:**  
 Pam Moore – (870) 974-5754  
[providerrrelationsNE@arkbluecross.com](mailto:providerrrelationsNE@arkbluecross.com)



#### Central Region

**NDR:** Tina Baggett – (501) 378-3036  
[trbaggett@arkbluecross.com](mailto:trbaggett@arkbluecross.com)  
**Counties:** Cleburne, Pope, Pulaski, Johnson and White  
**NDR:** Joaly Velasquez – (501) 378-3049  
[jmvelasquez@arkbluecross.com](mailto:jmvelasquez@arkbluecross.com)  
**Counties:** Faulkner, Lonoke, Prairie, Pulaski\* and Saline  
**NDR:** Sean Wilson – (501) 393-0520  
[ldwilson@arkbluecross.com](mailto:ldwilson@arkbluecross.com)  
**Counties:** Conway, Grant, Perry, Pulaski\* and Yell  
**Support staff:**  
 Maya McCleary – (501) 378-3035  
[centralregionnetworkmanagement@arkbluecross.com](mailto:centralregionnetworkmanagement@arkbluecross.com)

#### Southwest Region + South Central Region

**NDR:** Renay Turner – (870) 779-9109  
[prturner@arkbluecross.com](mailto:prturner@arkbluecross.com)  
**Support staff:** Diana Wolfe – (501) 620-2644  
[dlwolfe@arkbluecross.com](mailto:dlwolfe@arkbluecross.com)

#### Southeast Region

**Behavioral health rep for all regions**  
**NDR:** Jason Aud – (870) 543-2945  
[jsaud@arkbluecross.com](mailto:jsaud@arkbluecross.com)  
**Support staff:** Bambi Wilson – (870) 543-2910  
[SEarkproviders@arkbluecross.com](mailto:SEarkproviders@arkbluecross.com)

# Quick Reference Guide



## Quarterly Provider Audits

- Audits are conducted quarterly to ensure the accuracy of provider/practice data for the online provider directory and to help eliminate delays in claim processing.
- Providers will receive an email notification with instructions on how to verify their data is correct on the website.

## NCQA Credentialing and Re-credentialing Standards

USABLE Life follows NCQA Credentialing Standards for all new applicants and existing providers.

- Initial Credentialing for new applicants: Allow 60-90 days for processing.
- **Re-credentialing is done through Verifpoint and is required every 36 months to meet the required NCQA standards.**

Website	Provider Portal Tools/Resources
Please visit our website at <a href="http://arkansasbluecross.com">arkansasbluecross.com</a> ■ Provider Resource Center - Provider Manual - CDT Code Manual - Medicare Advantage - Claims and Benefit Information - Provider Application - My Dental Coverage - Provider Details - Dental Bulletin - Fee Schedules	Eligibility, Benefits and Claim Status ■ Arkansas Blue Cross Blue Shield Plans (ABCBS) - My Dental Coverage/My Patient's Benefits: <a href="http://MyDentalCoverage.com">MyDentalCoverage.com</a> - FEP Dental and the GRID (FEDVIP): <a href="http://bcbsfeddental.com">bcbsfeddental.com</a> - Federal Employee Plans: <a href="http://fepblue.org">fepblue.org</a>

### Dental Xtra

Enhanced Dental Benefits program information

- **Dental Xtra** – A program that provides at-risk members with additional dental benefits at no additional cost.
  - **Qualifying conditions:** Diabetes, Stroke, Coronary Artery Disease, Sjogren's Syndrome, Oral Cancer, Head and Neck Cancers, Pregnancy, End Stage Renal Disease, Chronic Obstructive Pulmonary Disease, or Metabolic Syndrome
  - **Benefits:** Do not count toward annual max, No deductible, co-payment or coinsurance is required.
  - **Auto-Enrolled** – ABCBS plans with qualifying condition other than Pregnant are auto-enrolled.
  - **Self-Enroll** – [arkansasbluecross.com/members/dental-xtra/enroll](http://arkansasbluecross.com/members/dental-xtra/enroll)

**To confirm if your patient is enrolled in the program, call Customer Service at 1-888-223-4999 or verify on My Dental Coverage.**

### Customer Service Phone Number

Claims Administrator (Includes Medicare Advantage)	888-224-5213
Federal Employee Program (FEP)	800-482-6655
FEP Dental	855-504-2583
Electronic Claims	800-633-5430
ECHO Health for Electronic Funds Transfer (EFT)	800-886-5913
GRID Member Plans	Phone # on Member ID Card
Availity	800-282-4548
Availity Support (Escalated Calls. Must have ticket #)	855-822-2446
EDI	501-378-2336

### Claims

Direct claim questions and issues to the phone number on the back of the Member's ID card or listed on the EOB. If customer service is unable to provide assistance, email us at [dentalproviderrelations@usablelife.com](mailto:dentalproviderrelations@usablelife.com) with the reference number, claim, EOB, provider's NPI and any additional information that would help us identify the problem and provide a solution.

### Medical Dental

Medical Dental Oral Surgery, Accidents, TMJ, Transplant Patients, Heart Valve Surgery Patients, Other Medical Conditions that Require Dental Treatments, Federal (FEP): Contact your local medical rep.

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# Our Dental Network Managers Are Here to Help

Your dental network manager is available to help dental providers. Members may contact customer service by calling the phone number on the back of their member ID card. Please don't share your dental network manager's contact information with your patients. If customer service is unable to assist them, make sure to have a reference number available before contacting your dental network manager.

## Contact Information

**Sheila Ward**

[sheila.ward@usablelife.com](mailto:sheila.ward@usablelife.com)

**Steven J. Seymour**

[steven.seymour@usablelife.com](mailto:steven.seymour@usablelife.com)

**General email**

[dentalproviderrelations@usablelife.com](mailto:dentalproviderrelations@usablelife.com)

**Provider website**

[arkansasbluecross.com/providers/dental-providers](https://arkansasbluecross.com/providers/dental-providers)

**USABLE Life**

Attn: Dental Provider Relations

P.O. Box 1650

Little Rock, AR 72203

[dentalproviderrelations@usablelife.com](mailto:dentalproviderrelations@usablelife.com)

Fax: 501-208-8302

