

DENTAL DISPATCH

NEWS AND INFORMATION FOR NETWORK PROVIDERS

WHAT'S INSIDE

PPE REIMBURSEMENT FOR DENTAL OFFICES

To keep you up to date on PPE Reimbursement you can find our latest announcements at www.unicare.com/ms/dentalproviders/home.html. Check your email for more details.

PROVIDER DIRECTORY INFORMATION

For information about directory accuracy, please visit www.unicare.com/ms/dentalproviders/home.html to review previous articles from past newsletters.

PRE-ESTIMATES

To enhance visual clarity and speed up access, remember to submit pre-estimates for any service over \$300 and submit clinical x-rays electronically.

PATIENT HEALTH HISTORY IS NOW PATIENT HEALTH RECORD

Our Patient Health History tool is now Patient Health Record. The original features and recent enhancements can help your office become more efficient by delivering critical health information to better prepare for your patients. Using Patient Health Record, you can view recent diagnoses, ER visits, prescribed medications, and lab results. This can be helpful to you and your staff, especially when a patient has a medical condition like diabetes or is recovering from COVID-19.

Positively impact your patient's health by sharing important patient data with other in-network medical, dental, and vision providers. Using Patient Health Record, you can:

- Review clinical findings that relate to systemic conditions like diabetes or heart disease. Patient Health Record can alert you to recent lab results such as A1C levels or COVID-19.
- Update your patients' medical conditions to help close care gaps. Care gaps indicate more information is needed to help patients when they have a condition such as diabetes or heart disease.
- Share patient vitals like blood pressure, height, and weight. The data can identify at-risk patients and reduce severity of systemic disease.

Help your office and your patients. Register at www.Availity.com.

FEP BLUEDENTAL UPDATE

Our name is changing from FEP BlueDental to Blue Cross Blue Shield FEP Dental. We've also updated our website URL to bcbsfepdental.com. Current members will continue to use their existing member ID card, while newly enrolled 2021 members will receive the new ID Cards. For 2021, we're introducing new benefits under our Standard Option plan.

TELEDENTISTRY CLAIMS

Many dental providers already use teledentistry for different types of dental care, including routine preventive services, assessing restorative care like fillings and crowns, and it is especially effective for emergency care and consultations.

- Teledentistry, including online and mobile phone-enabled care, is eligible for coverage.
- Mobile options such as employer-sponsored near-site and onsite visits are also eligible.
- For coverage to apply, services must be covered under the members' dental plan. Members should call the number on the back of their ID card for assistance or access www.unicare.com and select "Contact Us".

An important note: Offices are expected to submit claims as if the services are being performed in the participating dentist office. Offices should continue to list the treating location as their dental office even though the member may be at home. **Even if the dentist is at home, please submit your office location that is participating to ensure claims process as in-network at the contracted rate.**

Teledentistry codes will be denied and are used for reporting purposes only, but all other codes that can be done offsite like "D0140 – Problem focus exam" will pay according to

the contracted rate at the participating treating location's schedule.

Teledentistry claims should include the appropriate procedure codes; i.e. D0140, D0170, D0170, etc., along with the teledentistry codes; i.e. D9995 or D9996. The claim can also include the place of service code (02 - Telehealth - the location where health services and health related services are provided or received, through telecommunication technology) in block 38 (Place of Treatment) of the claim form.

With the use of teledentistry procedure codes, block 56 of the claim form should include **the provider's practice location** and the guidance in the ADA's "D9995 and D9996 – ADA Guide to Understanding and Documenting Teledentistry Events" now makes this clear in the updated direction under question 31 on page 9 as follows:

56. Address, City, State, Zip Code: **For teledentistry encounters the treatment location is the dentist's practice location, not the patient's location.** Must be a street address, not a Post Office Box.

For more guidance, you can review the [ADA policy on teledentistry](#) or the [ADA COVID-19 Coding and Billing Guidance](#).

QUICK REFERENCE GUIDE

If you need help with...	For Prime and Complete	For All Other Products
Paper Claims Address	Please review the back of the member's ID card to determine the appropriate dental claims mailing address. (Address varies by group.) In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim.	Please review the back of the member's ID card to determine the appropriate dental claims mailing address. (Address varies by group.) In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim.
Electronic Claims	Follow current process or contact your clearinghouse	Follow current process or contact your clearinghouse
Customer Service #s	See back of patient's ID card	(800) 627-0004
Grievance/Appeals	Attn: Dental Claims Appeals & Grievances P.O. Box 1122 Minneapolis, MN 55440	Appeals: First Level Appeals Review P.O. Box 659471 San Antonio, TX 78265
Professional Services	(866) 947-9398	(866) 947-9398
Language Assistance Program	See back of patient's ID card	(800) 627-0004

MISROUTED PHI

Dental providers and facilities are required to review all member's information received from UniCare to ensure no misrouted PHI (Protected Health Information) is included. Misrouted PHI includes information about members that a provider or facility is not currently treating. PHI can be misrouted to providers and facilities by mail, fax, email, or electronic remittance.

Dental providers and facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are providers or facilities permitted to misuse or re-disclose misrouted PHI. If providers or facilities cannot destroy or safeguard misrouted PHI, providers and facilities must contact Customer Service or call the number listed on the documentation received to report receipt of misrouted PHI.

Dental providers and facilities should review claims and documents carefully before submitting for payment to ensure that the member ID and name listed on the claim is accurate. Taking these additional steps will help eliminate explanation of benefits being sent to the wrong member and prevent HIPAA violations.

ALWAYS CHECK YOUR PATIENT'S ID CARDS

Your patient's insurance information can change, and the latest patient information is vital for us to process claims in a timely manner. Using your patient's new information will ensure proper and timely claims processing.

What might change on the patient's ID card?

- New group number
- New ID number, which will be printed on their new card.

Delays resulting from using old ID cards:

- Claims will be denied.
- Privacy rules will prevent us from resubmitting claims for your patient.
- Your office will have to resubmit any impacted claims.

Got questions? We've got answers. Just call the Dental Customer Service number on the back of the patient's new ID card. We are here to help.

THE NEW 2018 PERIODONTAL CLASSIFICATION SYSTEM – HAVE YOU CONVERTED?



Dr. Mark Kahn, Dental Director has a wealth of clinical and insurance experience, including provider relations and detecting and preventing medical waste, fraud and abuse.

The proceedings from the 2017 World Workshop on the Classification of Periodontal and Peri-Implant Diseases and Conditions, supported by the American Academy of Periodontology and the European Federal of Periodontology, clarifies periodontal and gingival health and mucogingival conditions as well as peri-implant diseases. The new system defines and aligns with advancements in scientific knowledge, provides a better understanding of disease progression and risk factors, and organizes a classification system that can accommodate future enhancements, and addresses peri-implant disease.

The four main categories are:

- Periodontal Health, Gingival Disease/Conditions
 - Periodontal health and gingival health intact and reduced periodontium
 - Gingivitis – dental biofilm induced
 - Gingival diseases non-dental biofilm induced
- Periodontitis
 - Necrotizing periodontal disease
 - Periodontitis as a manifestation of system disease
 - Periodontitis course of disease determined by host and environmental factors
- Periodontal Manifestations of systemic disease and developmental and acquired conditions
- Peri-Implant Disease and Conditions
 - Peri-Implant Mucositis
 - Peri-Implantitis
 - Peri-Implant soft and hard tissue deficiencies

Periodontal Disease is further categorized based on staging based on attachment and bone loss, probing depths, architecture of bone loss, mobility and tooth loss(I, II, III, and IV) and grading of risk (A, B, and C).

For further information go to www.perio.org/2017wwdc.



The articles *Improve Your Cash Flow*, *Claims Training Available*, *Please Do Not Send UniCare Original Documents*, and *Appropriate Use of Antibiotics* appeared in previous newsletter editions. You can find the full articles at www.unicare.com/ms/dentalproviders/home.html.

NETWORK LEASING CONTRACTUAL UPDATES – EFFECTIVE JANUARY 1, 2021

Your Dental Provider Agreements will contain the following language as required by the following law(s): NEBRASKA - LB774(B).

In accordance with state law, UniCare Dental is informing Dentist that we do lease our (“Networks(s)”). This contract grants third-party access to the provider network. The provider network contracting entity has entered into an agreement with other dental plans or third parties that allows the third party to obtain the contracting entity's rights and responsibilities as if the third party were the contracting entity. The list of all third parties with access to this provider network can be found at www.unicare.com/ms/dentalproviders/home.html. You have the right to choose not to participate in third-party access. To exercise your right to not participate in the third-party access, submit your written or electronic request to UniCare Dental. Dentist agrees to notify each Covered Person who seeks Dentist's services that he/she is not participating in third party access, which may affect Covered Person's coverage and cost share.

Coverage is provided by one of the following companies: UniCare Life & Health Insurance Company.

CDT 2021 UPDATES

This serves as notification by UniCare that we are posting CDT 2021 updates to our website. We've also updated the definition of Alternate Benefits.

To view the latest CDT 2021 updates, and continued annual updates, please visit us at www.unicare.com/ms/dentalproviders/home.html. Under Communication/Notifications, click on CDT 2021 Updates Effective 1/1/2021. If you do not have access to the internet, if you have questions, or would like to request a full listing of the claims processing guidelines, please call Dental Network Professional Services at **866-947-9398**.

Remember to use the new CDT dental codes, effective January 1, 2021. The new CDT 2021 code book will include dental procedure codes and revisions to procedure code nomenclatures or descriptors. To order the new 2021 CDT code book, contact the ADA Member Service Center at **800-947-4746** or visit <http://catalog.ada.org>.