

DENTAL DISPATCH

NEWS AND INFORMATION FOR NETWORK PROVIDERS

PATIENT HEALTH HISTORY ENHANCEMENTS FOR CONNECTED CARE

SHARED DATA → INFORMED CARE TEAMS → BETTER PATIENT OUTCOMES

New enhancements coming to our Patient Health History tool will allow your office to share relevant patient information with in-network Medical, Dental, and Vision providers. All in-network providers who are part of your patient's care team will be able to collaborate on their health. Your office can enter the most up-to-date patient information. By sharing important patient data with each other, you can positively impact your patients' health outcomes.

How will it work? Does the patient have our dental benefits and an affiliated medical plan? If so, using www.Availity.com, you are now able to:

1. Update information on your patients' medical conditions to help close care gaps. Care gaps typically indicate more information or action may be needed to help patients when they have a condition such as diabetes or heart disease.
2. Review clinical findings that relate to systemic conditions.
3. Share patient vitals like blood pressure, height, weight, BMI, etc. The data can identify at-risk patients and help reduce severity of systemic disease. This can help when a patient attends routine eye or dental exams – but doesn't schedule regular medical check-ups.

Throughout November and December you will notice new enhancements as we roll out updates to our Patient Health History tool. Look for the new features to Patient Health History and how it will positively affect your patients' care – and your practice! If you haven't started using it yet, you can sign up for an account at www.Availity.com.



STUDY FINDS U.S. DENTISTS PRESCRIBE TOO MANY ANTIBIOTICS

BY TONY EDWARDS, DRBICUSPID.COM / EDITOR IN CHIEF

A new study found that almost 81% of antibiotics prescribed for infection prophylaxis before dental visits were unnecessary.

In the first such study to examine the appropriateness of U.S. dentists' prescriptions of prophylactic antibiotics, the researchers reported that just under 21% of more than 91,000 dental patients had a cardiac condition at highest risk of adverse outcomes from infective endocarditis, yet more than 168,000 prescriptions were written for U.S. dental patients between 2011 and 2015 (JAMA Network Open, May 31, 2019).

"Although prescribing is slowly improving, the high proportion of antibiotics that were found to be unnecessary in our study is worrisome," wrote the authors, led by Katie Suda, PharmD. Suda is an associate professor of pharmacy systems, outcomes, and policy at the University of Illinois at Chicago College of Pharmacy. The full article by DrBicuspid.com is available at <http://bit.ly/AntibioticsStudy>.

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.

NETWORK LEASING CONTRACTUAL UPDATES – EFFECTIVE JANUARY 1, 2020

YOUR DENTAL PROVIDER AGREEMENTS WILL CONTAIN THE FOLLOWING LANGUAGE AS REQUIRED BY THE FOLLOWING LAW(S): NORTH CAROLINA - SB252, AND NEW JERSEY - SB2507.

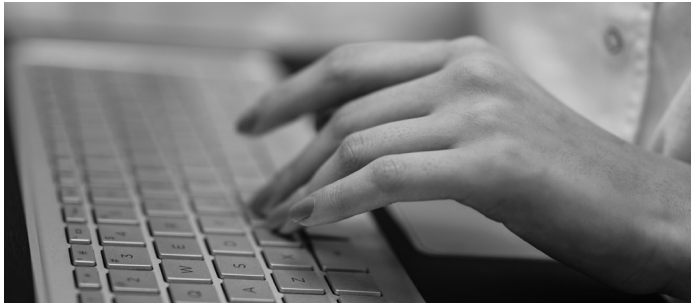
In accordance with state law, UniCare Dental is informing Dentist that we do lease our ("Networks(s)"). This contract grants third-party access to the provider network. The provider network contracting entity has entered into an agreement with other dental plans or third parties that allows the third 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 (<https://www.unicare.com/dentalproviders/>). 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.

CLAIMS SUBMISSION TIPS

Accurate and timely claims payment is a high priority for UniCare Dental. The most frequent reason for delay is missing information on the claim. The most frequently missed items are:

- a. No provider signature
- b. No subscriber authorization signature
- c. Missing provider TIN
- d. Missing provider LIC
- e. Missing procedure codes
- f. Orthodontia claims treatment length (months)
- g. Handwriting is not legible

To ensure prompt and accurate claims payment, be sure to type and review your claims before submission.



ELECTRONIC CLAIMS

It is important to submit complete and accurate provider information to ensure claim messages and payments are directed to the correct provider.

- Send the Servicing/Treating provider's type 1 National Provider Identifier (NPI)
- The clinic or corporate NPI may be included, but the treating provider's NPI is needed
- Claims submitted without a valid NPI may be rejected
- Send the Servicing/Treating provider's full license number as it is shown on their paper copy state-issued dental license
- Include Servicing/Treating provider TIN
- Servicing/Treating provider name
- Billing Address - where the payment should be mailed

PROVIDER DIRECTORY INFO

For information about directory accuracy, please visit our website www.UniCare.com/dentalproviders to review previous articles from past newsletters.

OFFICE QUICK 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



An Anthem Company

Our Summer 2020 Dental Dispatch Newsletter will be available in (in electronic format) June/July 2020. Our electronic newsletters are available at www.UniCare.com/dentalproviders

CDT 2020 UPDATES

This serves as notification by UniCare that we are posting CDT 2020 updates to our website. To view the latest CDT 2020 updates, and continued annual updates, please visit us at www.UniCare.com/dentalproviders.

Under Communication/Notifications, click on CDT 2020 Updates Effective 1/1/20. 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, 2020. The new CDT 2020 code book will include dental procedure codes and revisions to procedure code nomenclatures or descriptors. To order the new 2020 CDT code book, contact the ADA Member Service Center at **800-947-4746** or visit <http://catalog.ada.org>.

SAVE THE DATE!

We will be at the following dental conventions:

- Greater NY Dental Convention in New York, NY – Dec 1-4 in booth #3930. ***Additional representatives are attending the convention to assist with Availity registration and to answer your questions regarding Availity and Patient Health History.**
- The Midwinter Meeting in Chicago, IL - Feb 20-22 in booth #3404

Stop by and say “Hi”. We hope to see you and your staff there!