

DENTAL DISPATCH

NEWS AND INFORMATION FOR NETWORK PROVIDERS

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ARE WE LOST IN YOUR JUNK MAIL FOLDER?

Be on the lookout for emails from UniCare in your inbox. We are sending more frequent electronic communications, including changes to claims, benefits, provider manuals and updated newsletters. We will only send educational communications and will not send you marketing materials. Be sure you don't mark us as spam or send us to your junk folder, or you may be missing important updates!

SIMPLIFYING CREDENTIALING: THE TIME IS NOW!

UniCare's credentialing department is now using the American Dental Association (ADA®) credentialing document retention service – powered by CAQH ProView® – the electronic solution and industry standard trusted by more than 1.4 million providers for capturing and sharing self-reported professional and practice information. This credentialing document retention service is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper forms needed for each healthcare organization with which you are affiliated. Learn more by visiting: www.ADA.org/credentialing.

Getting started

Prior to filling out your profile, prepare by reviewing the dental credentialing application checklist <http://www.ada.org/CredentialingChecklist> and gather all required documentation.

Maintaining your self-reported information

If you have used CAQH ProView before, we recommend you access your profile by visiting www.ADA.org/godigital. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones.
- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate (ex: leave of absence, maternity leave, illness, etc.)
- Ensure that a current copy of your liability insurance is attached to your CAQH profile.
- If you only authorize specific organizations access to your profile, please add UniCare.
- CAQH recommends you attest to your profile every 120 days to ensure other insurers you are contracted with can access your profile to start the credentialing process.

CAQH ProView FAQs

Do I need to be an ADA member to participate?

No, any U.S. practicing dentist can participate. If you are a non-member and would like to get started, learn more by visiting www.ADA.org/credentialing.

Does it cost anything to use CAQH ProView?

There is no cost for dentists to use CAQH ProView.

WHAT'S NEW?

YOUR ONLINE DENTAL CLAIMS, ELIGIBILITY AND BENEFITS WEBSITE CHANGED!

We phased out the websites you previously used to submit claims (UniCare.com and SecureTrack). All the functions from these sites are consolidated into a new dental web portal – powered by Availity – including enhancements and upgrades, making it easier to do business with us. Our goal is to help you reduce administrative time and expense, deliver greater access, better options, and new features, and give you the information you need to serve your patients.

How can the new web portal www.availity.com/dentalproviders make your life easier?

- Use one secure website for all your office needs.
- The majority of your questions about treating and obtaining cost estimates for your patients can now be answered on the new web portal.
- Obtain faster and more complete information about claims and patient eligibility.
- You only need to visit one location to submit your claims and attachments – you no longer have to visit multiple websites.
- All of your patients' records and claims history are in one place, reducing your time spent searching through paper or multiple websites.
- Attachments can be submitted online.
- Register multiple users in your office, making it easy for staff to have all the information they need any day of week.

A new feature called the Patient Health History button will be available later in 2019. This capability offers providers a better view of a patient's overall health:

- It helps you to deliver care in an even more personalized way because you can view relevant patient health information online. This may include prescription medications, recent medical diagnoses, care gap alerts, and lab test results if the patient is enrolled in our care management programs.¹

- UniCare can identify possible gaps in care by connecting the dots between the patients' claims or care management programs and their medical history. For example, a provider can view an online care gap alert about a patient and provide education regarding dental health complications of certain prescriptions or recommend additional preventive dental care such as fluoride or sealants.

To register, visit www.availity.com/dentalproviders. Already registered? If so, now is the time to make sure your tax IDs and other important information are registered on the new web portal. For registration assistance, call Availity Client Services at 1-800-AVAILITY (282-4548). Assistance is available Monday through Friday from 7 a.m. to 6:30 p.m. Central Time (excluding holidays).

Get up to speed quickly with training opportunities on the new portal. Visit www.availity.com/dentalproviders and select the Register button in the upper right corner. Training includes recorded demonstrations and continuing education from national industry experts.

Still have questions? If you have questions about changes to your office information or how your practice is listed in the directory, contact us at 866-947-9398.



¹This collaboration is allowed under the Health Insurance Portability and Accountability Act (HIPAA).

WHAT'S NEW?

ZELIS PAYMENTS NOW AN OPTION FOR DENTAL PROVIDERS

UniCare now uses Zelis Payments as an option for electronic payments. Zelis streamlines the revenue cycle process, eliminates manual tasks, and reduces overhead expenses. A single connection with Zelis gives dentists access to streamlined payments from over 150 payers, including UniCare. If you're already using Zelis, you will now see UniCare listed as a participating payer.

Dentists enrolled with Zelis benefit from:

- Fast receivables with simple electronic payment options
- Choice of payment and remittance options
- Streamlined access to all payments from participating payers
- Easy reconciliation, complete with a full needs assessment
- White-glove, award winning customer service

Virtual Payment Card (Select) - Fast, simple, secure
Easy and immediate enrollment for delivery via fax or download

- Interested in getting paid 10 days faster than paper checks in the mail? Enroll today and get a virtual payment card for use at your merchant terminal
- Zelis can consolidate Virtual Card transmissions to once per day per payer, reducing processing costs
- Access any explanation of payment or electronic remittance advice online 24/7; retained up to 10 years and easily downloaded for record keeping
- Receive data in pdf, excel, csv or even 835
- Remittance delivery options include clearinghouse, secure FTP, secure email or portal
- Award winning 835 customer service team helps resolve payer issues
- With a single connection and enrollment, providers have access to more than 150 payers
- Zelis consolidates and manages all data feeds
- Zelis manages all payer connections, enabling providers to receive their e-payments

- ACH (VRA) - Immediate settlement and direct deposit
Added benefits for Dental Service Organizations (DSO) and any provider organization interested in direct deposit
- Sensitive bank information is securely managed in one place
 - Zelis can aggregate ACH transmissions by payer or across payers by day to settle payments quickly and reduce bank fees
 - Aggregated 835s by payer and across payers by day to match your aggregated ACH transactions
 - Designed for DSOs and other large offices
 - Delivers payments and data to preferred endpoints within the dentist's system
 - Routes by TIN, location or other factors
 - DSOs and other large provider organizations can access funds and data at correct locations within the organization
 - Dedicated implementation
 - Management of custom or rules-based delivery of remittance data
 - Unlimited EDI/835 support to resolve data issues with all our payers on your behalf

There is a fee for providers who are not currently receiving epayments from Zelis. That fee depends on a variety of factors, from the epayment product you choose to the volume of payments. For more information or to register for electronic payments, visit ZelisPayments.com or **877-828-8770 option 2**.



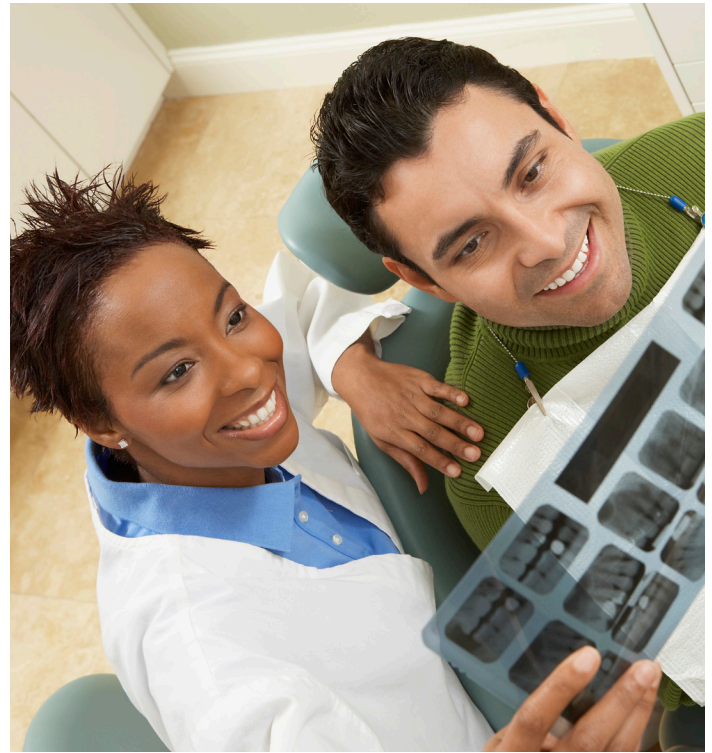
MISROUTED PHI

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.



UNICARE DENTAL LANGUAGE ASSISTANCE PROGRAM FOR YOUR OFFICE

NO INTERPRETER? NO PROBLEM!

UniCare wants you to be able to communicate with your UniCare dental patients clearly and accurately.

- It's easy
- It's free
- No advance notice required
- All languages

To utilize UniCare language assistance services, contact us at the phone number listed on the members' identification card.

When you call, please be prepared to give the representative the UniCare dental patient's identification number for eligibility verification, as well as your dental practice name and tax identification number. Upon verification of eligibility, the appropriate translator will be obtained and you will be connected to the "language line" for telephonic interpretation.

OPIOIDS AND DENTISTRY

Abuse of prescription opioids continues to be a national epidemic and public health issue. Drug overdose is the leading cause of accidental death in the United States.¹

Opioid pain relievers are commonly prescribed following surgery or injury, or for health conditions such as cancer. While opioids can be effective treatment for managing chronic pain and other conditions when properly administered, they carry significant risk when misused or abused. Regular monitoring and Identification of early risk factors is critical to recognizing patients who are most at-risk for prescription drug abuse issues and those who are in need of treatment.

Commitment across the healthcare industry is needed to effectively fight prescription opioid abuse.

What we are doing:

UniCare's pharmacy team is working to minimize the risk of misuse and addiction through:

- Enhanced quantity limits and prior authorization requirements for coverage of prescription opioid drugs
- Identifying members with opioid use patterns of concern and alerting their prescriber(s) through our Controlled Substance Utilization Monitoring program
- Identifying members who meet criteria for possible misuse and requiring them to designate one pharmacy for filling their prescriptions (Pharmacy Home Program)
- Expanding access to medications used to treat substance use disorder

What you can do:

Dentists have a significant role in ensuring appropriate prescription opioids use. In 2017, over 8% of opioid prescriptions filled by UniCare pharmacy members were prescribed by a dentist.

The American Dental Association has adopted two statements addressing opioid prescribing: Statement on the Use of Opioids in the Treatment of Dental Pain² and Statement on Provision of Dental Treatment for Patients with Substance Use Disorders³. These statements outline opioid management considerations including the importance of:

- Registering with and utilizing prescription drug monitoring program (PDMP)
- Discussions with patients regarding their responsibilities for preventing misuse, abuse, storage and disposal of prescription opioids
- Consideration of nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.
- Consideration of coordination with other treating doctors, including pain specialists when prescribing opioids for management of chronic orofacial pain.
- Encouragement to seek consultation with the patient's physician, when the patient has a history of alcoholism or other substance use disorder.

¹ American Society of Addiction Medicine website. Opioid Addiction 2016 Facts & Figures (Available at: asam.org.) (Accessed November 2016)

² American Dental Association. Statement on the use of opioids in the treatment of dental pain. Available at: <http://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/statement-on-opioids-dental-pain> (Accessed March 2017)

³ American Dental Association. Statement on Provision of Dental Treatment for Patients with Substance Use Disorders. (Available at: <http://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/provision-of-dental-treatment-for-patients-with-substance-abuse>) (Accessed March 2017)



LAUNCH OF SMALL GROUP UNICARE DENTAL ESSENTIAL CHOICE PPO

As we continue to improve healthcare for consumers, UniCare is pleased to introduce the launch of a portfolio of dental plans branded as UniCare Dental Essential Choice PPO, for January 1, 2019 effective dates, that will differentiate UniCare in the marketplace and simplify care for both employers and consumers. These new plans continue to offer evidence-based dental coverage with benefit options to compete with multi-line and stand-alone carriers alike.

Our new dental plans are competitively benchmarked with market-leading benefit features including:

- Enhanced preventive care including two routine or four periodontal cleanings
- New cost share options for annual maximums and deductibles
- Updated benefit features including carry-over with a new network “boost” feature

- Implants, composite (white) fillings, and carry-over included in every plan
- Accidental dental injury coverage covered at 100% with no member cost share
- Extension of benefits allowing members to complete care in progress upon losing eligibility

This is included with all plans and expands medical conditions eligible for enhanced dental coverage including additional exams, cleanings, periodontal care, and even fluoride or sealants. All dental services are covered at 100% helping ensure members receive the care when and where they need it to ensure overall wellbeing.

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

COMING UP

*Save the date! We will be at the 2019 Midwinter Meeting in Chicago, IL - Feb 21-23 in **booth #2712**.*

Hope to see you and your staff there. Stop by and say “Hi”.

Our Summer 2019 Dental Dispatch Newsletter will be available in June/July 2019. Our electronic newsletters are available at www.unicare.com/dentalproviders.

PROVIDER DIRECTORY INFORMATION

For information about directory accuracy, please visit our website

www.unicare.com/dentalproviders to review previous articles from past newsletters.





ARE YOU PROPERLY LISTED IN OUR DIRECTORY?

See inside for more information.

CDT 2019 UPDATES

This serves as notification by UniCare that we are posting CDT 2019 updates to our website.

To view the latest CDT 2019 updates, and continued annual updates, please visit us at www.UniCare.com/dentalproviders.

Under Communication/Notifications, click on CDT 2019 Updates Effective 1/1/19. 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, 2019. The new CDT 2019 code book will include dental procedure codes and revisions to procedure code nomenclatures or descriptors.

To order the new 2019 CDT code book, contact the ADA Member Service Center at **800-947-4746** or visit <http://catalog.ada.org>.

