UNICARE®

An Anthem Company

DENTAL DISPATCH

NEWS AND INFORMATION FOR NETWORK PROVIDERS

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

NEW PATIENT HEALTH HISTORY BUTTON NOW AVAILABLE

ONE CLICK IS ALL IT TAKES TO ACCESS YOUR PATIENT'S OVERALL HEALTH HISTORIES FOR MORE CONNECTED, HOLISTIC CARE

A new tool for in-network dental providers, called the Patient Health History button, is now available on the Availity web portal. We're making the patient's health history available so that all participating network doctors can collaborate on our member's care. You'll see when medications have been prescribed by other doctors, or if the patient is being treated for a health condition that may affect his/her oral health. This kind of virtual collaboration can also help identify potential gaps in care so those gaps can be closed faster.

You and your team should find the Patient Health History information helpful in a number of ways:

- Alerts to any current gaps in care that we have identified will be brought to your attention.
- You will be able to view certain medications that may have an effect on your patient's dental health. For example, a patient with hypertension may be taking diuretics or antihypertensive medication, which can cause dry mouth.
- The Patient Health History button can help confirm any information provided by the patient and could even aid you in diagnosing medical conditions the patient and other care doctors have not identified, because many medical conditions display specific oral manifestations in the mouth.
- You'll be more informed about the patient's state of health when performing the dental exam, which can help you play a more active role in the patient's care.

To learn more about the features and benefits, and to learn more about how the Patient Health History tool works, visit **www.unicare.com/dentalproviders** or if you're ready to start using the Patient Health History button, visit **www.availity.com**. Call **800-AVAILITY** for assistance with getting registered or with questions regarding how to use the Patient Health History button.

WHAT'S NEW?

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 new portfolio of dental plans branded as UniCare Dental Essential Choice PPO, for January 1, 2019 effective dates, that differentiate us 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 percent, helping ensure members receive the care when and where they need it to ensure overall wellbeing.

EFT/ERA ENHANCEMENTS

UniCare has some great news for dental providers. We have been focused on improving the process to make it easier for provider offices to enroll in, receive, and reconcile the electronic transactions that dental providers receive from UniCare. These changes will be going live in July and will impact both EFT (electronic fund transfer) and ERA (electronic remittance advice) transactions.

If you have tried our UniCare dental EFT and ERA process in the past and were disappointed, we believe our efforts to improve your experience will be demonstrated through these enhancements. If you have not tried electronic transactions before, now is the perfect time to see what UniCare can do to support your office in this exciting area.

Get access through the Availity web portal to view benefits and eligibility. To register, visit **www.availity.com**. For registration assistance, call Availity Client Services at **800-AVAILITY (282-4548)**.
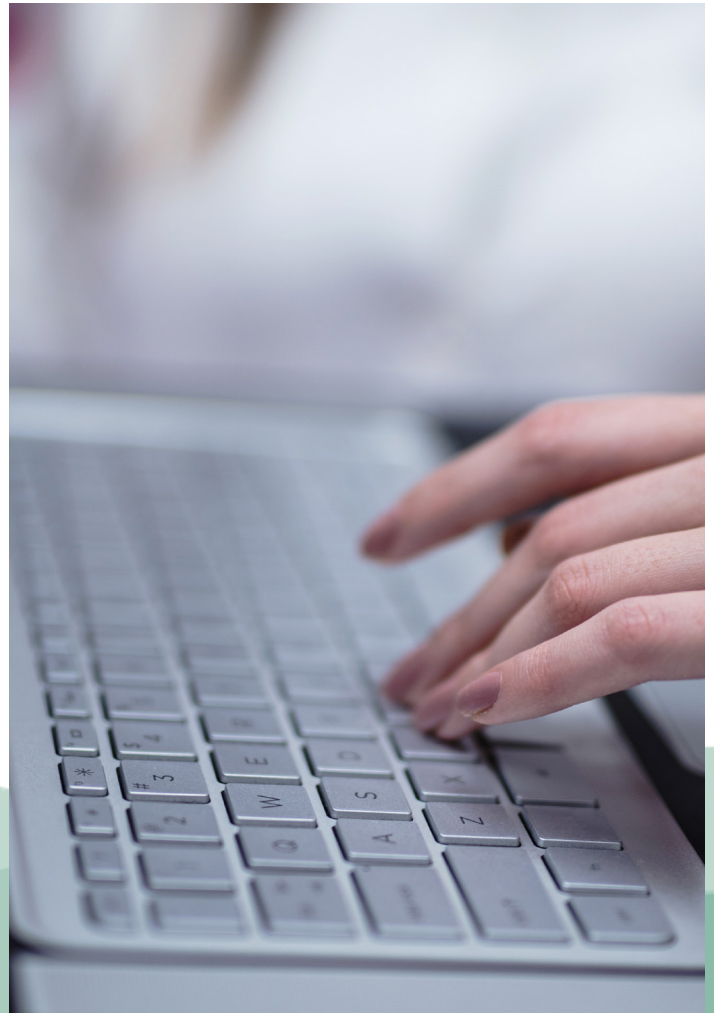
DR. K'S CORNER

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.

DENTAL POLICY UPDATE: UTILIZATION MANAGEMENT

Where to Find the Review Policy

The Dental Policy committee is pleased to announce the creation and posting of our clinical and administrative policies. Where appropriate, dental directors utilized these polices during the utilization review decision-making process. Relevant policies can be found on our dental provider website, **www.UniCare.com/dentalproviders**.

The current clinical dental policy guidelines are now found on the Availity website. After you log into the Availity portal, you will find them within Payer Spaces, under the Education and Reference Center. Click the Browse Clinical Resources and Dental Policy link.

Providers should periodically check **www.UniCare.com/dentalproviders** or **www.availity.com** for updates as dental policies may be revised from time to time. Should you have general questions relating to dental policies, please feel free to contact Professional Services at **866-947-9398** or Customer Service (contact the number on the back of the member's ID card).

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.

OPIOID PRESCRIPTION UPDATE

Over the past two years, opioid prescribing by network dentists is down over 20 percent while NSAID prescribing is up 19 percent. However, there is still work to do with national overdose rates yet to decline. The CDC reports that while overdose death rates from prescription opioids were stable from 2016 to 2017, overall fatal opioid overdose rates, driven by illicit synthetic opioids, increased 12 percent.[1]

Minimizing prescription opioid exposure continues to be a key strategy for prevention of addiction and overdose. Dentists have a significant role in ensuring appropriate prescription opioids use, particularly in adolescents. Opioid prescribing for adolescents age 16-25 by dental clinicians has been associated with a future risk of an opioid abuse-related diagnosis.[2] In 2018, more than 30 percent of opioid prescriptions filled by adolescent UniCare pharmacy members were prescribed by a dental clinician.

The ADA recommends dentists consider nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.[3] If opioids are clinically warranted, start with the lowest dose and shortest duration needed.

To provide perspective on opioid prescribing—including how it aligns with peers in similar specialties—UniCare is sending an Opioid Prescribing Profile to identified prescribers in our dental network. The profile will include a summary of their opioid prescription volume and performance on prescribing metrics. Individual results will not be shared. The profile is informational only and will not affect provider participation or reimbursement.

(1) Scholl L, Seth P, Kariisa M, Wilson N, Baldwin G. Drug and Opioid-Involved Overdose Deaths — United States, 2013–2017. MMWR Morb Mortal Wkly Rep 2019;67:1419–1427. DOI: http://dx.doi.org/10.15585/mmwr.mm675152e1.

(2) Schroeder AR, et al. Association of Opioid Prescriptions From Dental Clinicians for US Adolescents and Young Adults With Subsequent Opioid Use and Abuse. JAMA Intern Med. 2019;179(2):145-152.

(3) American Dental Association. Statement on the Use of Opioids in the Treatment of Dental Pain(2016). (Available at https://www.ada.org/en/advocacy/current-policies/substance-use-disorders) (Accessed March 2019)

ZELIS PAYMENTS 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

Virtual Payment Card (Select) - Fast, simple, secure

Easy and immediate enrollment for delivery via fax or download

- Providers can get paid 10 days faster than paper checks in the mail

- 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

- Receive data in pdf, excel, csv or even 835

- Remittance delivery options include clearinghouse, secure FTP, secure email or portal

- 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

- 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

There is a fee for receiving ePayments from Zelis Payments. 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**.

DID YOU KNOW?

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.

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

UPDATED ONLINE DENTAL CLAIMS, ELIGIBILITY AND BENEFITS WEBSITE

Last year, we launched a new website to submit claims, and check eligibility and benefits! All the functions from the previous sites are available in the Availity web portal – including enhancements and upgrades, making it easier to do business with us. How does **www.availity.com** make it easier for you and your staff?

- Use one secure website for all your office needs

- The majority of your questions about treating and obtaining cost estimates for your patients can be answered online

- Obtain faster and more complete information about claims and patient eligibility

- You only need to visit one location to submit your claims and attachments

- 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

NEW this summer: A new feature called the Patient Health History button is now available in the Availity portal. (See full article on front page.) This new tool offers dental providers a better view of your patients' overall health, including:

- Helping you deliver care in an even more personalized way because you can view complete 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]

- Identifying possible gaps in care by connecting the dots between the patients' claims or care management programs and their medical history. For example, a dental provider can view a patient's online care gap alert–like diabetes–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**. 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 **800-AVAILITY** or **800-282-4548**. Assistance is available Monday through Friday from 7 a.m. to 6:30 p.m. Central Time (excluding holidays).

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

SIMPLIFY CREDENTIALING: YOU HAVE OPTIONS!

In addition to the application sent to you, 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 dental organization with which you are affiliated. Learn more by visiting: www.ada.org/credentialing. There is no cost for dentists to use CAQH ProView. 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**.

What are the benefits to your office?
- Increase efficiencies - A complete application on CAQH ProView eliminates the clarification from carriers that create a time-consuming process for you and your office staff, which takes away from patient time.
- You only need to submit your credentialing information one time for multiple carriers.
- Decrease paper use, fax use, and phone time.

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.

Items necessary to complete your application on CAQH ProView:
- A copy of your state dental license
- A copy of your Professional Liability/Malpractice Insurance Declaration Page
- NPI number
- DEA (Drug Enforcement Administration) license
- Add new documents and replace expired ones

If you only authorize specific organizations access to your profile, **please add UniCare**.

If you receive a packet from UniCare, your credentialing application is complete when:
- The Credentialing Application has been updated in its entirety, signed and dated
- You answer all Disclosure Questions and document information regarding any "yes" responses
- Current Copies of the following have been attached:
  - State dental license for every state you are licensed
  - DEA (Drug Enforcement Administration) license for every state the DDS is participating in, documentation advising that DEA is pending, or who will be prescribing on provider's behalf
  - American Board Certificate (if applicable)
  - Institution Specialty Certificate (if applicable)
  - Professional Liability/Malpractice Insurance Declaration Page – showing minimum malpractice insurance coverage of $1 million/$3 million, dentist's name, policy #, effective and expiration dates

If you have additional questions regarding what is required when submitting a credentialing application, contact us at **866-947-9398**.

ARE YOU PROPERLY LISTED IN OUR DIRECTORY?

See inside for more information.

COMING UP

- **Save the date!** We will be at the 2019 ADA FDI World Dental Congress in San Francisco, CA – Sept 5-7 in booth #3319.

HOPE TO SEE YOU AND YOUR STAFF THERE. STOP BY AND SAY "HI".

- Our Fall/Winter 2019 Dental Dispatch Newsletter will be mailed to your office and available online in October/November 2019. Our electronic newsletters are available at **www.UniCare.com/dentalproviders**.

A SATISFIED CUSTOMER IS THE BEST BUSINESS STRATEGY OF ALL