



An Anthem Company

Dental Dispatch

FALL 2015 | Vol.4

New Solutions to Help You and Your Office - Dental Portal Updates

How These Updates Can Help Your Office

Doing business with Empire has never been easier. To save your office time, we simplified our portals, streamlined navigation and enhanced data, so you don't have to call in.

For our Dental Prime and Dental Complete members whose claims are submitted to the mailing address in Minnesota, you will notice a new look and enhanced features on www.empireblue.com/dentalproviders.

What is new?

- There will be a new option to look up procedure codes. This function will provide benefits and last used data.
- New functionality, requiring less clicks to get the information you most commonly use (pre-authorizations, claims, pended claim status, etc.)
- Easier navigation when submitting claims and updating EFT/ERA enrollment.

What will stay the same?

- You will use the same URL, www.empireblue.com/dentalproviders. The online portal is available by selecting Empire Dental Prime and Empire Dental Complete Self-Service Tool.
- You will keep the same username and password you already use to log in.
- The same options you had before will remain. You will still be able to look up basic eligibility, summary of benefits, and finalized claim status among other items.

For our members whose claims are submitted to the mailing address in San Antonio, Texas, the Availity Dental Portal is now available online to assist with select Empire product's eligibility, claim and remittance needs.

To register, go to: <https://dental.availity.com/registration/> Click the Registration Help link on this page if you need assistance.

Contact Availity Client Services if you need to:

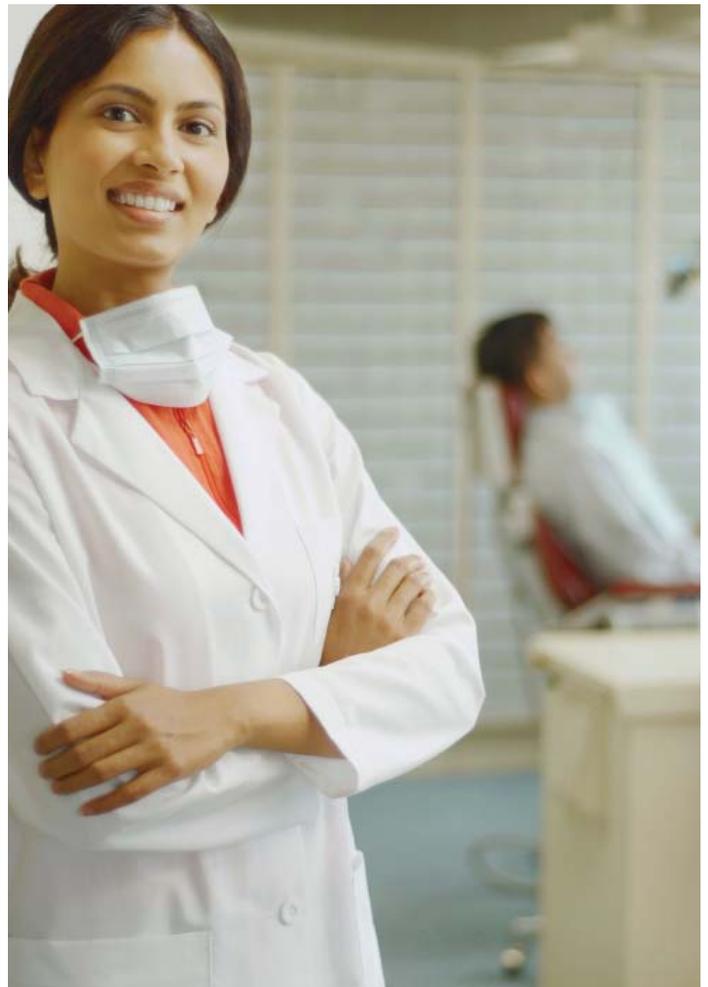
- Add or change your rendering provider information or location information
- Add or modify users
- Reset your password
- Call 1-800-AVAILITY (282-4548), option 4, option 1, option 2.

We will continue to make web enhancements, providing you with a comprehensive and complete solution for your day-to-day needs, saving you time and making it easier for your dental practice to do business.

What's New?

Parent Company Enters into a Definitive Agreement to Acquire Cigna Corporation

You may have heard the recent news that our parent company entered into a definitive agreement to acquire Cigna Corporation. As a participating provider, you may be asking how the pending acquisition may impact your office and more importantly your patients. It is important to note that although an agreement has been reached, the companies will continue to operate separately, with business as usual. We will keep our participating providers apprised of any updates that may impact your practice and patients.



New “Single” ID cards

We are working on a single Identification Card (ID) for Medical, Dental and Vision coverage, which we believe will help simplify our members and your lives and eliminate confusion. You may begin to see our new ID cards in your office soon. To ensure proper handling of dental claims be sure to ask your patients to provide you a copy of their ID cards so that you are submitting claims with the current information (ID number, claims address, etc.)

Helpful Dental Claims Processing Guidelines

Do you have questions about what services a member may have coverage for? When in doubt about member coverage, it is best to pre-authorize planned treatment.

Preauthorization for Periodontal Treatment

Submit the claim form with planned treatment, dates of root planing or periodontal maintenance if appropriate, current full mouth x-rays, and full mouth periodontal pocket charting. If the treatment plan includes gingival grafting procedures, also include the amount of attached keratinized attached gingiva. Frequently offices submit periodontal charts without mucogingival junction measurements which make the evaluation for medical necessity impossible.

Preauthorization for Crowns, Bridges and Endodontics

When adjudication of a claim requires review, as is frequently the case, our licensed dental consultants evaluate the procedure using x-rays and narratives. Please submit diagnostic x-rays, a bitewing and periapical, or a high resolution panoramic x-ray of the tooth in question.

As a reminder, our consultants need a diagnostic bitewing to evaluate caries, fracture, and restorability and an undistorted periapical x-ray to evaluate alveolar bone and the periapical region.



How will ICD-10 codes affect your office?

The way you use codes when you submit claims is changing, and a new set of diagnostic codes should now be used when submitting claims electronically. ICD-10 is now the new diagnostic code set for all claims submitted with a date of service after October 1, 2015. ICD-10 replaces ICD-9, the diagnosis and inpatient procedure codes that have been used for the past 30 years to submit claims and report health data.

ICD-10 codes should be used when submitting claims electronically. ICD-10 codes are not required on paper dental claims, but can still be used. We are not rejecting claims for missing codes nor are we editing claims based on ICD-10 submissions. For dates of service on or after October 1, 2015 if a diagnostic code is submitted it must be the ICD-10 code, claims submitted with other versions will be rejected. ICD-10 code books can be found at www.ama-assn.org/go/icd10.

Highlights of the new ICD-10 code set:

- There are approximately 141,000 codes (68,000 diagnostic codes)
- Codes contain 3-7 characters.
- The first character is alpha.
- Characters 2-7 are alpha or numeric.
- ICD-10 code details improve the accuracy of data used in medical research.
- The update to ICD-10 supports the exchange of health care data between other countries and the United States.

Please Help Us Keep Our Members (Your Patients) Informed

Updating your dental practice information when changes occur will assist us in processing your dental claims accurately and timely. We are able to relay correct information to dental members (your patients), regarding who they should call to make dental appointments, your practice's contact information and where you're located.

As a participating dentist, it is critical that we have the most accurate data about your practice. This information is vital for accurate claims processing and payment. Be sure to contact us if any of the information below has changed to ensure we have all the correct information from your office.

Notify us whenever there is a change in:

- **Location** - A dentist adds, changes or ends a location. (Please double-check that we have your correct billing address and mailing address.)
- **Name** - Clinic name change, dentist name change, legal name change, or the DBA name changes.
- **License** - Include the treating dentist license number as issued rather than a shortened version.

- **Tax Identification Number (TIN)** - Complete and submit a W-9 form along with a note requesting the TIN change, the effective date of the TIN change, and any other office changes. Please provide a list of what networks the change will affect. If you are unsure of your network participation, please feel free to contact Professional Services by calling **866-947-9398**.
- **National Provider Identifier (NPI)** - Please be sure we have your individual NPI as well as the clinic NPI.
- **Ownership Change** - Please provide the clinic name, date of purchase and W9 if the TIN is not currently on file. Please include a list of dentists associated with this TIN and with what networks they currently participate.
- **Adding/Removing Associates** - If an associate retires, leaves, or a new associate is added to your practice.

Call our Professional Services Team at **866-947-9398** to verify the accuracy of your location and providers listed or if you have any questions related to network participation or the required information to make any of the above changes.

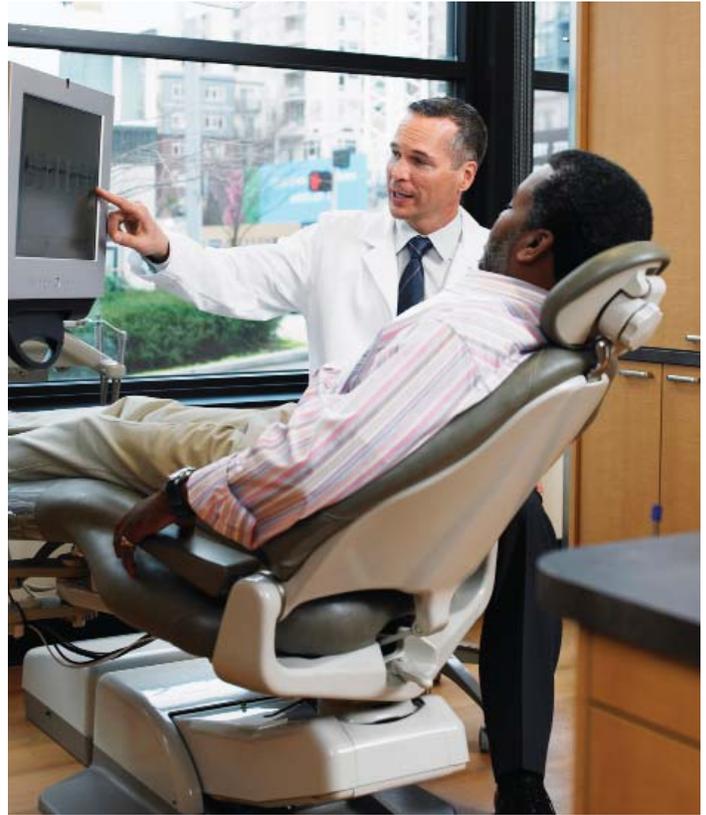


Misrouted PHI

Dental Providers and Facilities are required to review all member's information received from Empire 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.

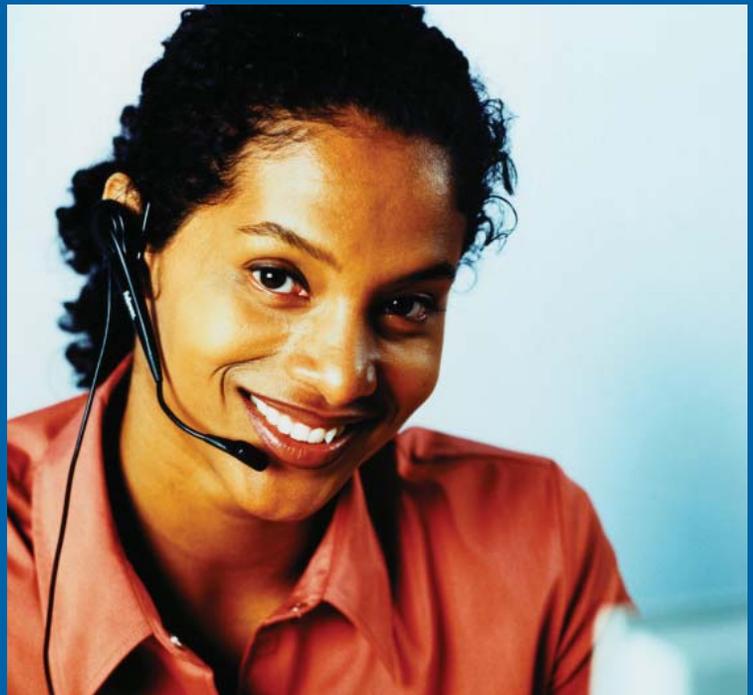
Dental Providers and Facilities are required to immediately destroy and misrouted PHI or safeguard the PHI for as long as it is retained. In no event are Providers or Facilities permitted to misuse or re-disclose misrouted PHI. If Providers or Facilities cannot destroy or safeguard misrouted PHI, Providers 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 from occurring.



It's In the News, Provider Directories Can Confuse!

Have you ever received a call from a patient asking for an appointment with a dentist that left your practice three years ago? The issue of inaccurate provider directories has been a news worthy topic. To ensure that our members can find you, please visit our up to date online provider directory to verify the information that we have listed for your office. If changes are required, please contact our Dental Network Professional Services at **866-947-9398** to update information as necessary.



Dr. K's Corner

Dr. George Koumaras, National Dental Director, has a wealth of clinical and insurance expertise, including network development, contracting and provider relations, clinical policy development and fraud and abuse.



The Value of Fluoride

The use of fluoride has been a major factor in reducing tooth decay in the U.S. over the last three decades. Fluoride is a mineral that is absorbed by the tooth making tooth structures stronger which helps to reduce tooth decay. Fluoride can be found in the drinking water in most communities, in mouthwashes and in toothpastes. Community water supplies are safe and effective in preventing dental decay in both children and adults reducing tooth decay by 25%. Fluoridation is one public health program that actually saves money. An individual can have a lifetime of fluoridated water for less than the cost of one dental filling.

According to the American Dental Association (ADA), "Depending on your oral health status, fluoride treatments may be recommended every three, six or 12 months. Professionally applied fluoride varnishes offer the best protection as the varnish stays in contact longer with the tooth structures allowing more fluoride to be absorbed by the tooth thereby providing longer lasting protection. High-concentration fluoride varnish is painted directly onto the teeth. Fluoride varnish is not intended to adhere permanently to the teeth. This method holds a high concentration of fluoride in a small amount of material in close contact with the teeth for many hours. Fluoride varnish has practical advantages (e.g., ease of application, a non-offensive taste, and use of smaller amounts of fluoride than required for gel applications).

Unfortunately, fluoride is not found in bottled drinking waters which are very popular today. So it is very important to add small amounts of fluoride as part of your daily oral hygiene habit by using fluoridated mouthwashes and toothpastes containing fluoride.

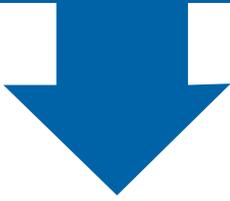


Who Ya Gonna Call?

If you're trying to obtain information about

For Prime and Complete

All Other Dental Products



Paper Claims Address



Empire Dental
Attn: Dental Claims
P.O. Box 810
Minneapolis, MN
55440-0810



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

800-722-8879

Grievance/Appeals

Attn: Dental Claims
Appeals & Grievances
P.O. Box 551
Minneapolis, MN
55440-0551

Appeals – First Level Appeal Review
P.O. Box 551
Minneapolis, MN 55440-0051

Professional Services

866-947-9398

866-947-9398

Dental Dispatch

Are you getting paid accurately? | See Inside For More Information.

CDT 2016 Updates

This serves as notification by Empire that we are posting CDT 16 updates to our website.

To view the CDT 16 updates, and continued annual updates, please visit us at

www.empireblue.com/dentalproviders.

Under Communication/Notifications, click on CDT 16 Updates Effective 1-1-2016. If you do not have access to the internet, or 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, 2016. According to **www.ADA.org**, CDT 2016 includes 19 additions, eight deletions and 12 revisions. The new CDT 2016 code book will include new dental procedure codes and revisions to procedure code nomenclatures or descriptors.

To order the new 2016 CDT code book, contact the ADA Member Service Center at **800-947-4746** or visit **<http://catalog.ada.org>**.

