

Dental Connections



Welcome Dr. Wolny!

We're pleased to introduce to you the new Director of Blue Cross Dental, Dr. Yvonne M. Wolny. Dr. Wolny brings many years of clinical experience with her to Blue Cross, most recently at CharterCare Health Partners. You'll learn more about Dr. Wolny below.

Also in this issue, you'll find information about credentialing and recredentialing, CMS opt-in/opt-out updates, and many other Blue Cross Dental updates and initiatives.

As always, please feel free to [contact me](#) with any suggestions you have. We thank you for being an important part of what we do.

Corey McCarty
Vice President, Consumer Segment

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Blue Cross Dental welcomes new director

We're pleased to welcome our new Blue Cross Dental Director, Dr. Yvonne M. Wolny, who joined us in October. A RI native, Dr. Wolny received a B.A. in Biology from Rhode Island College and her D.M.D. degree from the UCONN School of Dental Medicine, then completed a one-year GPR residency at St. Mary's Catholic Medical Center in Waterbury, CT. Dr. Wolny is currently on staff at CharterCare Health Partners where, in addition to treating her own patients, she is an attending dentist in the Advanced Education in General Dentistry and Advanced Education in Pediatric programs.

In her spare time, she teaches spin classes at her gym, volunteers at her church, and, along with her brothers and family friends, runs the Cracovia Soccer Club, which her parents started 37 years ago to teach soccer to children. She looks forward to working closely with the RI dental community to continue developing our existing partnerships. Dr. Wolny can be reached at Yvonne.Wolny@bcbsri.org or (401) 459-2086.

New dentists are welcome!

We are always happy to welcome new dentists to our network to deliver outstanding care to our members. If you know a dentist who would like to join the Blue Cross Dental network, they should visit the [Become a Participating Provider page](#) on bcbsri.com and fill out the required fields to initiate the credentialing process.

If a provider who already participates with Blue Cross Dental joins your practice, simply return a completed [Practitioner Change Form](#), along with a W-9, indicating the new office location, and we will process your request enabling you to submit claims for that dentist.

Credentialing and recredentialing

BCBSRI has partnered with Aperture to perform our credentialing and recredentialing functions. You may receive a notice from Aperture that says you are due for recredentialing. Please complete and return the recredentialing application along with the current cover sheet of your Professional Liability Insurance (PLI) to ensure timely processing and your continued participation in the Blue Cross Dental Network. Please note that current PLI is required and not submitting it will delay the recredentialing process.

Policy review: Single tooth implant

With Blue Cross Dental plans, there are two ways that members can get coverage for dental implants. One option, an implant rider, is available for purchase by our employer groups, has a lifetime dollar maximum applicable only to implant services (usually \$3,500) placed in any area of the mouth, and does not accumulate toward the member's annual maximum. Our second, more common option is the "single tooth implant benefit," which is an enhanced benefit for all members who have prosthodontic coverage. This benefit will allow for an implant where traditionally a three-unit bridge could be placed. The benefit requires that sound, natural teeth are present on either side of the edentulous space, meaning free from major restorative needs or periodontal defects. The benefit detail on "My Patients Benefits" will clearly indicate if an implant rider is present so that you may differentiate what type of implant coverage your patient may have. As with any major service, predetermination is recommended to determine if your patient's case will meet the single tooth implant criteria. You can review this and other clinical dental policies in greater detail [here](#).

Waived waiting period for Dental Direct plans

BCBSRI has four Dental Direct plans for individuals, offering varying levels of coverage to meet your patients' needs. In addition, when new members enroll in one of these plans, we will waive the waiting period(s) if the member can provide proof of prior comparable coverage that was effective within 60 days of the new enrollment. This proof of coverage can be obtained from the prior carrier or the member's employer and provided to our sales team. Although dental customer service does not have the ability to waive the waiting period, our membership department can verify prior coverage. Please call membership at (401) 459-5550.

Online dental provider resources

When we have updates to share with your office, we will send them right to your inbox.* However, to view past updates and previous editions of Dental Connections please visit our [Dental Provider Resources page](#). Bookmark this page to your browser so you can easily find all of our contact information in one location.

*If you would like to add anyone in your office to our email list so they can receive our updates and *Dental Connections* too, you can do that [here](#).

Blue Cross Dental pregnancy coupon

We believe that a healthy mom increases the likelihood of a healthy baby. We also know that a healthy mouth contributes to overall good health, too. That is why your pregnant patients who have Blue Cross Dental coverage are entitled to a free third cleaning during the term of their pregnancy. Simply print the [pregnancy coupon](#) and return it with an ADA claim form to the address on the coupon. (DO NOT submit it using the regular claims submission process.)

Medicare opt-in/opt-out deadline

Last fall, we shared with you that the Centers for Medicare and Medicaid Services (CMS) had implemented a requirement for providers who can prescribe medications to their patients. This requires providers, including dentists, to visit [CMS.gov](#) and either opt in or opt out of Medicare. Taking no action on this mandate may cause issues for patients at the pharmacy when they attempt to fill prescriptions.

To meet this requirement, CMS has once again extended this deadline. Please be aware that if you choose to opt out of Medicare, we are required by CMS to consider you as non-participating for BCBSRI members that have our Medicare Dental Rider (ID numbers beginning with ZBM). Those members do not have coverage for out-of-network services. Once a provider has opted out of Medicare, they must enter into a private reimbursement contract with each Medicare beneficiary for whom they render services. Opt-out affidavits signed on or after June 16, 2015 will be automatically renewed every two years.

Please note that opt-out periods cannot be terminated early unless the provider is opting out for the first time and the affidavit is terminated no later than 90 days after the effective date of the provider's first opt-out period. Opting out of Medicare will not affect the participating status of your Blue Cross Dental commercial members. For more information, please refer to the [FAQs](#) that CMS has developed to help guide their process.

Medical claims submission

As a reminder, all providers, hospitals, and facilities must submit ICD-10 codes when billing BCBSRI medical claims on a CMS 1500 form. Medical claims submitted with ICD-9 codes will be rejected upon request.

Blue Cross Dental contact information

Claims submission address:

Dental Claims Administrator
P.O. Box 69427
Harrisburg, PA 17106-9427

Claims submission address for FEP:

Blue Cross & Blue Shield of Rhode Island
500 Exchange Street
Providence, RI 02903

For claims, eligibility, and benefits:

Monday through Friday, 8:00 a.m. to 8:00 p.m.
For offices calling from within RI: (401) 453-4700
Outside of RI: 1-800-831-2400

For FEP claims, eligibility and benefits:

Monday, Wednesday, Thursday, and Friday: 8:15 a.m. to 4:30 p.m.; Tuesday: 9:15 a.m. – 4:30 p.m.
For offices calling from within RI: (401) 831-0153
Outside of RI: 1-800-377-4418

For provider/network support:

Stephanie Santoro, RDH, Dental Network Manager: (401) 459-5745

For member enrollment: (401) 459-5550 or 1-855-690-2583

You may also direct your patients who need service to our Your Blue StoreSM locations Monday through Friday, from 9:00 a.m. – 5:00 p.m.:

Warwick – Cowesett Corners, 300 Quaker Lane

Lincoln – Lincoln Mall Shopping Center, 622 George Washington Highway

East Providence – Highland Commons, 71 Highland Avenue

Your Blue Stores main line: (401) 459-2200



500 Exchange Street, Providence, RI 02903-2699

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