



Dental Connections

Did you know that Blue Cross & Blue Shield of Rhode Island (BCBSRI) members with certain chronic health conditions can receive additional dental benefits at no additional cost?

As a dental oral health provider, you already know that patients who seek regular oral health care are also taking a healthy step towards managing their overall health. As a health benefit provider, we recognize that oral health conditions left untreated can negatively impact overall health and complicate certain chronic conditions. That's why we offer a Total Health Solutions benefit to all our members*.

Here are the details about this free enhanced dental benefit, including who is eligible and what benefits are included:

Total Health Solutions Program Description:

- Members who are diagnosed with diabetes or coronary artery disease (CAD) are eligible to receive the following services:
 - *Non-Surgical Periodontal Services (D4341, D4342, D4346): 1 service per quadrant, every 36 months*
 - *Periodontal Maintenance (D4910): 2 visits per calendar year with evidence of periodontal treatment*
- Members who are pregnant are eligible to receive the follow service:
 - *Cleaning (Prophylaxis): 1 cleaning in addition to the 2 cleanings per calendar year that are already provided*

Members who qualify receive these services at no cost and benefits are not deducted from their calendar year maximum.

Non-surgical periodontal and periodontal maintenance benefits will appear in the member's online benefit summary when they qualify to receive these benefits. If you have questions about this program, or who qualifies, please contact us at (401) 453-4700, or 1-800-831-2400 (outside Rhode Island), Monday – Friday; 8:00 a.m. – 8:00 p.m.

*some self-funded group plans may opt out of the Total Health Solutions benefit.

In this issue:

- Live Chat – Now Available!
- 2023 Medicare Advantage Flex Card Dental Update
- Coordination of Benefits Reminder
- Provider Data and Credentialing

In every issue:

- Clinical Corner
- Dental Provider Resources
- Your Blue Store
- Blue Cross Dental Contact Information

Live Chat – Now Available!

You can now chat live with our customer service representatives while logged into your **MyPatients'Benefits** account. Live chat allows you to quickly resolve issues and obtain answers to your questions online via chat conversations.

Chats can be transitioned at any time to live web sessions, where our representatives can guide you through **MyPatients'Benefits** in real time. Live web sessions enable our representatives to provide on-screen guidance for faster resolution. Chats can also be upgraded to phone calls with the same representative for more complex discussions. Also, chat transcripts are available for download. For the best live chat experience, we recommend limiting each chat to one member. There is no limit to the number of chats submitted.

By adding this new customer service feature for dental offices, we can support you at your time of need by using your preferred method of communication.

Live chat is offered from 8:00 a.m. – 8:00 p.m. EST.

In addition to our live chat feature, you can also use **MyPatients'Benefits** to:

- Look up benefit specific to your office and your patient
- Check claim status
- View maximums and deductibles
- Access procedure codes and view patients history
- View expanded procedure category details
- Identify clearly defined waiting period information
- Print benefits and service history
- Change an approved predetermination to payment

2023 Medicare Advantage Flex Card Dental Update

New in 2023, Medicare Advantage members have an annual Flexible Benefit “Flex” card to help assist with dental, hearing and vision out of pocket expenses like co-pays. Members can swipe the Flex card at the point of service to help pay for these services. We want to ensure you have the information necessary to help these members get the most from their Flex card and to help avoid any transactional issues, or to direct members who have questions about the balances on their Flex card.

If you've already been presented with a BCBSRI Medicare Advantage Flex card and the transaction was successful, there is no further action needed. However, if you haven't been presented with the Flex card, or you've had difficulty completing a transaction, here are some tips:

1. Check to ensure your card payment solution company is using the correct Merchant Category Codes (MCC) for the services being billed (Ex., Dental services should be using a dental MCC). Accepted MCCs are listed below.
 - a. If you are not using one of the approved MCC's, please contact the Flex card proprietor, Nations Benefits, at flexcardsupport@nationsbenefits.com to get your office added to the approved provider listing. You can also contact flexcardsupport@nationsbenefits.com to find out if your system is configured to accept the flex card.
2. Some card payment solutions can only accept payment for the exact amount charged and will decline the transaction if the funds remaining are less than the amount charged. If your card payment solutions company cannot accept a partial payment, the member can search for their remaining balance on the Nations app, or by contacting Nations Benefits directly at 866-304-2138.

Accepted Dental MCCs

5047 - MOTO: Laboratory/Medical/Dental/Ophthalmic Hospital Equipment and Supplies
8021 - Other Merchants: Dentists, Orthodontists
8071 - Other Merchants: Medical and Dental Laboratories

Coordination of Benefits Reminder

When you are submitting a claim to us for secondary benefits, here are some important reminders to ensure benefits are coordinated in accordance with the member's plan.

Claims for secondary payments can be submitted as follows:

- Electronically with a detailed primary explanation of benefits (EOB) attached using an approved electronic claim clearinghouse
- Paper claim with the detailed primary EOB attached

While electronic claim forms include a "COB PD AMT" field where lump sum primary payments can be populated, we strongly recommend attaching the detailed primary EOB using one of the suggested methods. This ensures that claims are coordinated efficiently and accurately, while keeping the integrity of the line item calculation.

If you have questions about the coordination of benefits process, please contact us at (401) 453-4700, or 1-800-831-2400 (outside Rhode Island), Monday – Friday; 8:00 a.m. – 8:00 p.m.

Provider Data and Credentialing

Having accurate provider data, which includes demographic information and patient panel information, is a requirement of the Consolidated Appropriation Act, that became effective on January 1, 2022. In fact, Blue Cross & Blue Shield of Rhode Island (BCBSRI) must be able to confirm the accuracy of information posted in our provider directory each quarter. As such, we require our participating providers to attest to their provider level and practice location information each quarter using the "update practice info" feature on the BCBSRI.com provider account.

Effective April 1, 2022, providers who fail to comply with the quarterly attestation are removed from the Find a Dentist directory. This means BCBSRI dental plan members using the Find a Dentist tool won't be able to find a participating dentist that has not complied with the ongoing attestation.

As a reminder, BCBSRI maintains the Rhode Island participating provider database. Our claims processing and customer service partner, United Concordia Dental, does not update Rhode Island provider practice information. Therefore, all provider and practice updates, as well as credentialing and recredentialing events, are coordinated directly with BCBSRI. This includes quarterly attestation of provider and practice information necessary to remain compliant and active in our provider directory. To notify us that an existing participating provider with Blue Cross Dental joins your practice, or your practice information is changing, simply provide us with a completed Practitioner Change Form, along with a W-9, indicating the new office location. Fax the information to (401) 459-2099 or email provdb@bcbsri.org.

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

Please contact the BCBSRI Provider Relations team if you have questions about this process. They can also help if you have difficulty accessing your bcbsri.com provider account or need help navigating the 'update practice info' functionality. Please email us at ProviderRelations@bcbsri.org.

Thank you for your continued partnership with Blue Cross & Blue Shield of Rhode Island.



Clinical Corner with Dr. Yvonne Wolny

I often treat special needs children and adults as well as adults getting ready to undergo a bone marrow transplant (BMT). Some recent articles I've reviewed have brought the importance of our roles as dentists to the front of mind.

Patients undergoing a BMT need dental clearance prior to their procedures. With continual advancements in technology and medicine, BMTs are becoming increasingly successful. The treatment process, however, can come with many complications. The Oral Health in America report from the surgeon general estimates that every year about 30-35% of patients undergoing cancer treatments will experience oral complications.

Our initial oral exam is of utmost importance prior to the patient receiving a BMT. A thorough examination can identify treatment that is crucial prior to the patient undergoing medical treatment as well as what can be completed after medical treatment. Communication with the patient's oncology/transplant team is equally necessary to gain insight of the patient's medical treatment plan, lending valuable information of how and when to proceed with dental treatment.

Emergent dental treatment should be performed at least one week prior to the BMT to allow for proper healing. Additionally, any orthodontics should be removed so that the brackets and/or wires do not cause gingival trauma or irritation. Consider products like Silver Diamine Fluoride on teeth that will not be restored until post-transplant. A subacute bacterial endocarditis prophylaxis may be necessary and dependent upon the patient's immune status at the time of dental treatment.

Counsel your patients about maintaining optimal oral health and avoiding unnecessary irritation during their medical treatment by following these tips:

- Avoid strongly flavored and abrasive toothpastes such as tartar control or whitening
- Gently brush twice a day with a soft or extra soft toothbrush
- Continue flossing (if they do so regularly)
- Rinse with a mix of baking soda, salt, and room temperature water as an alternative to alcohol-based rinses
- Keep dentures clean and reduce wear whenever possible

While the patient's medical team will determine the best time to resume regular dental care as well as whether antibiotic prophylaxis will be necessary, most patients are able to receive dental care 6-12 months post-transplant.

Proper planning and corroboration with the medical team can help produce the best health outcomes for the patient before, during and after their BMT. Educating the patient about optimal home care and helping them understand the important role they play in their oral health will help arm them with the best tools to avoid as many oral complications as possible.

Dr. Yvonne M. Wolny

References:

U.S. Department of Health and Human Services. Oral Health in America: A Report of the Surgeon General, Executive Summary (2000) Rockville. U.S. Department of Health and Human Services, National Institute of Dental and Craniofacial Research, National Institutes of Health, MD

Dental management of the oral transplant patient. National Institute of Dental and Craniofacial Research. <http://www.nidcr.nih.gov>

Brennan MT, Spiikervet FK, Elting LS. Systematic reviews and guidelines for oral complications of cancer therapies: current challenges and future opportunities. Support Care Cancer. 2010 Aug;18(8):977. doi: 10.1007/s00520-010-0855-4. Epub 2010 Mar 10. PMID: 20217147.
International Society of Oral Oncology <http://isoo.world>

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, our dental treatment guidelines, and previous editions of *Dental Connections*, please visit our [Dental Provider Resources](#) page. Bookmark this page in your browser. You also will find contact information in one convenient 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](#).

Your Blue StoreSM Events

All four Your Blue Store locations offer our members a convenient, face-to-face way to get the same great service we're known for. That includes helping members when they have questions about their dental coverage.

Our local teams are happy to help in English, Spanish, or (at our East Providence store) Portuguese. Available services include:

- Popular! Free exercise & health cooking classes, as well as many other wellness education sessions
- Sales of medical, dental, vision, and travel health insurance
- Customer service to help answer questions for all members
- Visits with our on-site nurse for help with ongoing health conditions

For a complete listing of event, visit the [Your Blue Store](#) page.

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

East Providence – Highland Commons, 71 Highland Ave

Lincoln - Lincoln Commons, 622 George Washington Hwy

Warwick – Cowesett Corners, 300 Quaker Ln

Cranston – Marshalls Plaza, 1400 Oaklawn Ave

Your Blue Store main phone line: (401) 459-2200

Your Blue Store website: www.bcbsri.com/yourbluestore

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 RI
500 Exchange Street
Providence, RI 02903

Dental Clinical Consultant: Yvonne M. Wolny, DMD, (401) 459-1246, or Yvonne.Wolny@BCBSRI.org

For claims, eligibility, and benefits:

Monday through Friday, 8:00 a.m. to 8:00 p.m. (401) 453-4700; Outside of Rhode

Island: 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. to 4:30 p.m. (401) 831-0153; Outside of RI: 1-800-377-4418

For provider/network support:

BCBSRI Provider Relations: 1-844-707-5627 or ProviderRelations@bcbsri.org

For member enrollment:

(401) 459-5550 or 1-855-690-2583



Blue Cross & Blue Shield of Rhode Island is an independent licensee
of the Blue Cross and Blue Shield Association
8/19 BCD-348651