



Dental Connections



Welcome to a new and improved Blue Cross Dental!

Beginning January 1, 2016, you will start to see many new improvements and efficiencies that we're implementing for you and your Blue Cross Dental patients. This issue of *Dental Connections* will highlight many of these enhancements, which were designed to help make Blue Cross Dental the best business partner for your office. As always, Dental Program Administrator Stephanie Santoro and I are here to assist you with any questions you may have. Please continue to let us know how we can best support your needs.

Diane Monti-Markowski



Director, Blue Cross Dental

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Electronic Claims: Your Choice!

Effective January 1, 2016, we will be using both NEA and Tesia to accept electronic attachments. That means when you have claims that require additional documentation, you can now upload your attachments to your choice of these two attachment warehouses and submit your claim electronically. There is no longer a need to submit paper claims. Here are some helpful reminders:

Electronic Claims

- Please continue to use your BCBSRI payer ID when submitting claims.
- If you choose to submit your claims on paper, please note our new mailing address
EFFECTIVE DECEMBER 15, 2015:

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

PaperClaims

- When submitting on paper, effective December 15, 2015, we will only accept 2006 or 2012 ADA forms.
- Handwritten claim forms can still be accepted; however the claim form version must be 2006 or later.

Enhanced Website- Coming Soon!

Our provider portal is being enhanced to give you the features you've been asking for, such as the ability to check benefits by procedure code, view eligibility in a clear and concise format, and submit claims using our Web-based claims submission system if you choose.

Please note our new web address is:

<https://www.unitedconcordia.com/dental-insurance/dentist/>

This will be accessible on January 1, 2016. The new portal will require a one-time registration, per user, to bring you on your way to more self service capabilities in your office.

Provider Service Center

If you would like to speak with a representative, we are available Monday through Friday, from 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

Orthodontic Payments

Payments for orthodontics will continue to be issued quarterly. The great news is that they will be automatic per your patient's quarterly payment schedule. You will no longer need to submit the request for payment using the pre-authorization form.

Claims Adjustments and Retractions

You will soon have two options for adjusting and retracting claims, for example when a claim has been processed incorrectly and an adjustment with a payment retraction needs to be made. Once the adjustment is processed, a letter notifying your office of the reason for the adjustment will be sent giving you the option of mailing us a payment to offset the claim adjustment within 60 days. Or, if you prefer to have it taken out of a future settlement (if payment has not been remitted after 60 days), we will automatically retract the adjustment from the next settlement following the 60-day period. You can choose the method that works best for your record-keeping needs.

Update Your Direct Deposit Information Online

You will soon be able to update your bank account information online. All dental offices will need to re-register for Direct Deposit on our new website, which will give you a chance to update your banking information at the start of 2016. You'll also be able to designate your office's Blue Cross Dental website portal administrator and give that person access to log in and change your deposit preferences.

If you choose to receive your check via direct deposit, your Remittance Advice (RA) will be available weekly on the web and you will no longer receive a copy in the mail. Simply log in and view your RA or print a hard copy for your files. In addition to accessing your RA on our website, you may sign up to receive electronic RA's by contacting your claims clearinghouse. We can then issue the electronic RA, through your clearinghouse, to your office.

Coordination for Pediatric Dental Benefits

As part of the Affordable Care Act (federal healthcare reform), dental coverage for patients up to age 19 is often included with a medical plan. This coverage may be in addition to a traditional (or "standalone") dental plan. Effective January 1, 2016, for patients who may have coverage under both types of plans, we will consider their standalone dental plan the primary coverage. You may then coordinate benefits with the medical plan for any additional coverage that may be available.

Clinical Dental Policy Updates

Blue Cross Dental's clinical policies promote conservative dentistry at the time it is needed. We have made some small changes that will be effective January 1, 2016. To view our dental policies, including the highlighted changes, go to the Blue Cross Dental Provider home page on BCBSRI.com and click on the link in the newsbox.

Administration for Federal Employees

Administration for FEP and FedVIP/FEP BlueDental members remains unchanged. Refer to your patient's most current identification card to find the appropriate claims submission address and customer service contact information. Please log into www.fepbluedental.org and register or sign in as a provider to see federal employees' benefits, frequencies, and remaining maximums.

Reminder: Include ID Card Prefix for Medicare Members

Blue Cross Dental member identification numbers often contain a three-letter prefix. While it is not necessary to submit the alpha prefix for most members, please remember to include the prefix ZBM when submitting claims for Medicare Advantage members.

Free Cleaning for Expectant Mothers

We want expectant mothers to be as healthy as possible! That's why we offer any of our dental members who are pregnant an extra cleaning during their pregnancy. We have enclosed a coupon for this program in this mailing. Please feel free to make copies as needed. Instructions for submission are on the back of the coupon.

Going Green(er)

In the future, we will send *Dental Connections* to the email address that we currently have on file for your office, and will no longer mail it to you. If you would like to update your email address or prefer to continue receiving it in the mail, please send a request to dentalconnections@bcbsri.org including your name, practice address, and communication preference.



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