



More than 29 million Americans have diabetes, or about one out of every 11 people. About eight million of them don't know they have it. Another 86 million people—more than one in three Americans older than 20 years—have prediabetes, a condition in which a person's blood sugar is high, but not yet high enough to trigger diabetes.<sup>1</sup> And, adults with type 2 diabetes are about twice as likely to die from heart disease as adults who do not have diabetes.<sup>2</sup>

As a clinician, you understand the importance of dental care on overall care. Research shows that patients' overall health improves and healthcare savings are possible with proper treatment and maintenance of periodontal disease in patients with chronic conditions. We recognize the important role that dentists play in diagnosing and delivering patient care. Like other specialties, the services you provide to our members on a daily basis help us achieve our goal of improving their health.



As we look to the future of healthcare, we invite you to [contact us](#). We welcome your thoughts on how you envision integrating a whole-health solution into your practice as we work to align the delivery of all specialties of care to our members. Thank you for being an important part of the healthcare team.

Corey McCarty  
Vice President, Consumer Segment

Yvonne Wolny, D.M.D.  
Blue Cross Dental Director

<sup>1</sup> American Diabetes Association. (2016). [Statistics about diabetes](#).

<sup>2</sup> Centers for Disease Control and Prevention. (2014). [National diabetes statistics report: estimates of diabetes and its burden in the United States, 2014](#)

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## We're in your neighborhood: Welcome to Your Blue Store<sup>SM</sup>!

Sometimes your patients just want to talk in person instead of on the phone—especially about important decisions like their health plan. Now that's easier than ever with our convenient retail locations in Lincoln, Warwick, and East Providence! Our Your Blue Stores offer our members, providers, and their staffs a convenient option to get the same great service we're known for face-to-face.

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

- Sales of medical, dental, vision, and travel health insurance
- Customer service, to help answer questions
- Payment of premiums (cash, check, or money orders only)
- Free exercise classes, nutrition classes, educational sessions, and more
- Visits with our on-site nurse for help with ongoing health conditions
- Extended hours for convenience, until 7:00 p.m. on Mondays and Thursdays

For store locations and full hours, see the “Blue Cross Dental contact information” section.

## My Patient's Benefits enhancements

Now you're able to find patient benefit information easier and quicker than ever before with the following recent improvements to the My Patient's Benefits tool:

- Frequently used benefit information all in one place
- Benefits specific to both your office and your patient
- Clearly defined waiting period information (when applicable)
- Patient history displayed by procedure code

These enhancements were tested with several dental offices that were generous enough to donate their time to us, and their feedback was invaluable. We are extremely confident that these changes are intuitive and will save you time.

## Credentialing/recredentialing/practice changes

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. If a provider who already participates with Blue Cross Dental joins your practice, or your practice information is changing, simply return a completed [Practitioner Change Form](#), along with a W-9, indicating the new office location, to (401) 459-2099 (fax) or email it to [provdb@bcbsri.org](mailto:provdb@bcbsri.org). We will process your request enabling you to submit claims for that dentist.

We always welcome new dentists to our network to 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 and fill out the required fields to initiate the credentialing process.

## Dental Direct: 2018

BCBSRI offers [four individual and family dental plans](#) with varying levels of coverage to meet your patients' needs. As in prior years, when enrolling in one of our direct pay plans, we will waive the waiting period(s) for new members who 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 and apply applicable waiting period credits. Please call membership at (401) 459-5550.

If you would like 2018 Dental Direct pamphlets to display in your office, please email [dentalbrochures@bcbsri.org](mailto:dentalbrochures@bcbsri.org) and indicate your office name and address, as well as the quantity you would like to receive, and we will mail these directly to your office.

## CDT 2018: Codes and BCBSRI policy

Effective January 1, 2018, the American Dental Association CDT 2018 codes are in effect. To improve claims processing efficiencies and timeliness, please ensure you are using the most current CDT coding. If you need help or have questions with the coding, the Blue Cross Dental clinical guidelines (complete with 2018 codes) can be referenced on our [Dental Provider Resources page](#).

## 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, as it is here that you will find also contact information conveniently located in one location, at your fingertips.

\*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](#).

## BlueCHiP for Medicare Dental coverage update

Beginning January 1, 2018, BlueCHiP for Medicare members (those members with the ZBM prefix on their subscriber ID) now have coverage for posterior composite fillings. This enables your office to place the filling material that best meets your patients' needs and eliminates their coverage concerns.

As a reminder, when submitting claims for Medicare members, the ZBM prefix for the subscriber ID MUST be used in Box 15 of the 2012 ADA Dental Claim Form.

## BlueCHiP for Medicare provider directory updates

Effective January 1, 2016, the Centers for Medicare & Medicaid Services (CMS) requires all carriers offering a Medicare Advantage network (including our BlueCHiP for Medicare Dental products) to comply with new regulations pertaining to provider directories. As a result, Blue Cross Dental will contact you quarterly, through our partner VIIAD, to verify the information we have on file. Please be aware that a separate letter will be sent to each location on file. Please indicate any necessary corrections to your information for each specific office and return per the directions on the form.

## Blue Cross Dental contact information

### **Blue Cross Dental Director:**

Yvonne Wolny, D.M.D.  
(401) 459-2036

### **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 Store<sup>SM</sup> locations. Hours are Monday and Thursday, 9:00 a.m. – 7:00 p.m., and Tuesday, Wednesday, and Friday, 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 Store main line:** (401) 459-2200



500 Exchange Street, Providence, RI 02903-2699

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