



Dental Connections



We're here for you!

Hi! I'm Corey McCarty, Vice President of the Consumer Segment at BCBSRI. I've been with BCBSRI for 16 years, serving in various roles including overseeing our Blue Cross Dental, Medicare Advantage, and individual product portfolios. I want to remind you, our valued dentists, that we are committed to delivering a high-quality dental product in partnership with you. Over the last several weeks, we've made a number of improvements to our processes and policies to improve our overall service experience. Some recent enhancements include:

- Creating a dedicated service team so we can provide timely and accurate answers to your questions, which has reduced the average call time by 68%
- Reviewing recent policy changes and making modifications to ensure their appropriateness
- Improvements to the display of our online information to make it easier to navigate

Another important component is enhancing our communication to make sure you're well informed about our progress as we work to make those enhancements. If you have any questions or concerns, please contact me at McCarty-Dental@bcbsri.org. We want to ensure that we're meeting your needs. It takes a team, and you're an important part of ours...we look forward to continuing our partnership.

I also want to personally acknowledge and thank Dr. Diane Monti-Markowski, formerly our dental director, for all of her efforts and contributions over 10 years with us. She has moved on to a position as Dental Director with CIGNA HealthCare. We wish her the best of luck in her new role, and are currently assessing how we will fill her role going forward. We will keep you updated.

Thank you for your continued support!

P.S. This will be the last printed issue of Dental Connections that you'll receive. Going forward, it will be emailed to you, and past issues will be available online. See the "What's new?" section for more information.

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What's new?

To help give you a consolidated place to find important updates, links to resources, and more, we recently launched a [Dental Provider Resources page](#) on bcbsri.com. On this page you'll find:

- Links to our dental provider site for benefits and claims information
- The 2016 Participating Dental Provider Administrative Manual
- Dental coverage policies
- Important Blue Cross Dental news items
- Current and past issues of Dental Connections – we will no longer mail a printed version

Blue Cross Dental policy guidelines

In our fall 2015 issue, we noted that our 2016 dental coverage policies were available for viewing on the bcbsri.com dental provider home page. Going forward, as noted above, you can find our dental policy guidelines on www.bcbsri.com/providers/dental.

PLEASE NOTE: Changes to Amalgam and Composite Policy

The placement of amalgam or composite restorations includes liners, base, pulp cap, bonding adhesive, and polishing. Local anesthesia is considered to be part of the restorative procedure. Most subscriber contracts state that composite (white) restorations on posterior teeth are not a covered benefit; however, the allowance for the corresponding amalgam (silver) restoration (same tooth surfaces) is made for this restoration, with the patient responsible for payment of the difference between the allowance and the dentist's charge. **Please note the policy previously included this language here:** "For bicuspid teeth (only), the benefit for a composite restoration is allowed for the full restoration if the buccal surface is involved as part of the restoration.")

When restorations with multiple surfaces on the same tooth are submitted, it should be processed as follows:

- For anterior and/or posterior teeth, a combination of occlusal (or incisal) surfaces and interproximal surfaces
 - Pay as **one** multi-surfaced restoration with each submitted surface represented (for example, #3 MOB), and each surface considered once for a restoration.

FREQUENCY*

Benefits for the replacement of an existing amalgam/composite restoration are payable after 24 months have passed since the previous placement of the restoration. If a filling (same surfaces) is replaced within 24 months by the same participating dentist/office, it is considered a provider liability.

**We are currently evaluating this frequency guideline, based on clinical feedback. We will notify you in advance of any changes that will occur with this or any of our policies.*

Benefit changes for 2017

Effective January 1, 2017 we will revert back to a calendar year system to determine benefits for certain with frequency limitations. When viewing "My Patient's Benefits" on the provider portal through December 2016, frequencies for routine preventive services may continue to be displayed as allowed per 12 or 18 months. Note: The rolling month frequencies became effective on January 1, 2016, meaning the procedures these apply to (cleanings, exams, and bitewings) do not include the member's 2015 history for these services when calculating the 12 or 18 months.

Federal Employees Program paper claims

Federal Employees Program (FEP) paper claims with ID numbers starting with R (for Example, R12345678) should be mailed to BCBSRI at 500 Exchange Street, Providence, RI 02903. Electronic claims can be submitted to BCBSRI as you would submit all of your Blue Cross Dental claims, and your claims clearinghouse will direct the FEP claims to us.

If your FEP electronic claims are being directed to United Concordia Dental in Harrisburg, PA, please call your claims clearinghouse or software system to confirm that the claims address and additional information are populated correctly.

Provider database updates

Blue Cross & Blue Shield of Rhode Island (BCBSRI) has undertaken an effort to ensure the data displayed in our online provider directory ([Find a Doctor](#)) is accurate and up-to-date. Not only is it important that your patients and our members have access to accurate data, but we have a contractual obligation with CMS that providers give BCBSRI 60-day notification of any provider or practice changes.

As part of our efforts, you may receive a call from someone at BCBSRI or from our new data management partner, VIIAD Systems, to confirm the data we currently include in our online directory. The items you'll be asked to confirm include:

- Provider first and last name
- Practice name
- Practice location(s)
- NPI and TIN
- Specialty
- Practice phone number(s)

If updates are needed, you'll be asked to fill out a Practitioner Change Form, available at <https://www.bcbsri.com/sites/default/files/forms/PractitionerChangeForm-1114.pdf>

If you have any questions during this process, please call the Physician & Provider Service Center at (401) 274-4848 or 1-800-230-9050 (out-of-state only).*

**Please note: This number is for provider database and credentialing inquiries only. Questions regarding claims, member eligibility and benefits should be directed to Dental Customer Service at (401) 453-4700 or 1-800-831-2400.*

Coordination of benefits

When there is evidence that a member may have additional dental coverage besides Blue Cross Dental, it is standard procedure to ask the member for more information to ensure you have their most current benefits information. We send letters to members requesting this information and can settle claims properly upon receiving it back. To ensure timely claims payment, please encourage your patients to return this information.

In addition, 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. 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.

Contact information

Claims submission address:

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

Customer service:

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



500 Exchange Street, Providence, RI 02903-2699

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