



Dental Connections

It's hard to believe, but it's been almost 4 years since we added the Blue RI for Duals – D-SNP to our Medicare Advantage product suite. By now, you may have encountered one of the thousands of Rhode Islanders with this plan, or you may still be wondering how members receive coverage and how you fit in as a dental care provider.

So, what is D-SNP and BlueRI for Duals? D-SNP stands for Duals Special Needs Plan. Members qualify for D-SNP if they are eligible for both Medicare and Medicaid. BlueRI for Duals is a Medicare Advantage product offered by Blue Cross Blue Shield of Rhode Island, specifically designed for individuals who qualify for both Medicare and Medicaid. Besides having \$0 premium, this plan is uniquely designed to meet the needs of the diverse and complex dual eligible population in Rhode Island by providing services like:

- Comprehensive healthcare coordination and navigation
- Help with household chores
- Vision hardware benefits
- Rides to or from medical or dental appointments*
- Meals after hospital stays
- Hearing aids and many other ancillary health and wellness services

There's also a Flexible Benefit Card that makes it easy to pay for products and services members need the most. It is one card that can be spent multiple ways:

- Groceries and over-the-counter (OTC) items*
- \$1,500/year to pay for dental and hearing services and copays, in addition to standard benefits

However, most notable to our participating dentists, this plan provides a rich supplemental dental benefit package which includes coverage for everything from preventive services to implants, and many services in between, all with a \$3000 calendar year maximum.

What's best is that since these dental benefits are included as supplemental benefits to the Medicare Advantage plan you do not have to participate with Medicare or Medicaid to see these members and all existing Blue Cross Dental allowances and administrative policies remain the same.

*Members must receive Low-Income Subsidy (LIS) or Extra Help to receive the grocery and over-the-counter (OTC) allowance. Rides are available within our service area. Any trip over 20 miles will count as additional trips and will be subtracted from the 72 trip total.

If you want to know more about BlueRI for Duals and how it may help your most vulnerable patients, please email dsnquestions@bcbsri.org or call Provider Relations at 1-844-707-5627.

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Medicare Advantage & Your Blue Cross Dental Network Participation

You already know that all our Medicare Advantage products include dental coverage, but did you know that over 70,000 Rhode Islanders have one of our Medicare Advantage products? As a reminder, these dental benefits are *supplemental* to the Medicare Advantage plan and are not covered by traditional Medicare. This means that you do not need to participate with Medicare to provide services to these members, even if you've "opted-out" of federal Medicare.

Additionally, Medicare Advantage members must receive dental services from one of our participating dental providers to receive coverage. As a participating dentist with Blue Cross & Blue Shield of RI, this means you are an integral part of the dental care these members receive, giving you the advantage of exclusivity for these members.

If you have questions about the Medicare Advantage products we offer, or you need more information about your participation status with Blue Cross Dental, please contact Provider Relations at providerrelations@BCBSRI.org, or at 1-844-707-5627.

Blue Cross Dental Direct

Speaking of our dental products, don't forget about our attractive Blue Cross Dental Direct plans! Our Basic, Standard, Plus & Elite Dental Direct plans offer patients varying levels of quality dental coverage at affordable rates.

New members can enroll in these plans at any time during the year and coverage becomes effective the first of the month following enrollment. As always, we will waive any waiting period(s) for members who can provide proof of prior comparable coverage that was effective within 60 days of the new enrollment. This proof of coverage should 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 team can verify prior coverage.

This is another example of our mission to provide affordable, high-quality overall healthcare to the Rhode Island community. Best of all, there is no associated memberships necessary for members to access these plans.

If you would like 2024 Dental Direct brochures to display in your office, please email ProviderRelations@BCBSRI.org with your office name and address, as well as the quantity and we will mail these directly to you. We thank you for your commitment to providing Blue Cross Dental members with the highest quality, safest dental care in Rhode Island!

Total Health Solutions Program

Last fall we told you about the expansion of our Total Health Solutions program effective January 1, 2024, but we wanted to remind you about the extra dental benefits our Blue Cross & Blue Shield of Rhode Island (BCBSRI) members* receive when they are diagnosed with the following conditions:

- Diabetes
- Coronary artery disease
- Cardiovascular disease
- Stroke
- Oral, head & neck cancer
- Rheumatoid Arthritis
- Lupus
- Sjogren's disease
- Organ transplant

Members with these conditions receive the following services at no cost:

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

Not sure if your patient qualifies? No problem! Non-surgical periodontal and periodontal maintenance benefits will automatically show up in the member's online benefit summaries when they qualify to receive those benefits. If you encounter any issues or have a question about a member who may qualify, please reach out to United Concordia Dental at **1-800-307-8519** for assistance.

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

the Total Health Solutions benefit if they are diagnosed with diabetes or coronary artery disease.

Live Chat Feature!

Did you know that you can resolve claims questions and ask benefit questions without even picking up the phone? Last year we rolled out a live chat feature which enables our providers to chat in real-time with 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. Since then, more than 20% of provider customer service interactions are completely and successfully resolved through this convenient feature.

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.

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. – 6:00 p.m. EST.

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

- Look up benefits 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

IN EVERY ISSUE

Provider Data & Credentialing Reminder

Having accurate provider data, which includes demographic information and patient panel information, is a requirement of the Consolidated Appropriations Act, which became effective on January 1, 2022. Blue Cross & Blue Shield of Rhode Island (BCBSRI) requires all 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.

Providers who fail to comply with the quarterly attestation are removed from the find a dentist directory even if they are a participating dentist with BCBSRI, and members using our find a dentist tool will be unable to find that dentist in their search.

As a reminder, BCBSRI maintains the Rhode Island participating provider database. All provider and practice updates, as well as credentialing and recredentialing events, are coordinated directly with BCBSRI. To notify us of any practice changes, or new dentists to your practice, please visit the Dental Provider page at BCBSRI.com.

You can also contact the BCBSRI Provider Relations team for assistance with our attestation, credentialing and practice update processes. They can also help if you have difficulty accessing your BCBSRI.com provider account or need help navigating the ‘update practice info’ functionality. You can reach our Provider Relations team at ProviderRelations@bcbsri.org.

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

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, dental treatment guidelines, and previous editions of *Dental Connections*, please visit our [Dental Provider Resources](#) page.

Bookmark this page in your browser. You will also 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 Connection* newsletters too, please send an email request to ProviderRelations@BCBSRI.org. Be sure to include your practice name and the email you'd like us to update.

Your Blue StoreSM

Last fall we opened our 5th Your Blue Store in Narragansett! Since then, it has quickly become our highest visited store, soaring to the top as our flagship store. Thank you, South County! The exact location is in the Salt Pond Shopping Center, just off Point Judith Road (and Route 1). This is our largest store, with 7,200 square feet of space that includes a very large community/participation space to accommodate larger community meetings, classes and other events.

Since opening our first Your Blue Store in 2014, we've redefined the member/health insurer experience in Rhode Island. From exceptional face-to-face service to fitness classes to community programs, our stores give Rhode Islanders a friendly, local place to come and learn more about their coverage and benefits, as well as to learn how to get and stay healthier. And yes, our members can visit the store to get answers about their dental plan and dental benefits.

With the opening of our Narragansett location, we'll be offering service from the Blackstone Valley all the way down to South County. Like our other locations in East Providence, Lincoln, Warwick, and Cranston, this new store will feature:

- One-on-one consultations to review plans and benefits (including dental)
- Bill payment for Medicare Advantage and individual plan members
- Fitness classes and well-being workshops
- Immunizations and screenings
- Onsite nurse case managers and dietitians to help manage ongoing medical challenges
- Connections to local resources for housing, transportation, and food insecurity
- Friendship, support, and a sense of community

You can direct BCBSRI patients who need service on their BCBSRI coverage to our stores. All Your Blue StoreSM locations are open Monday through Friday, from 9:00 a.m. to 5:00 p.m. For a complete listing of events, visit the [Your Blue Store](#) page to learn more.

New! Narragansett – Salt Pond Plaza, 91 Point Judith Road

East Providence – Highland Commons, 71 Highland Avenue

Lincoln – Lincoln Commons, 622 George Washington Highway

Warwick – Cowesett Corners, 300 Quaker Lane

Cranston - Marshalls Plaza, 1400 Oaklawn Avenue

Your Blue Store main 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 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. (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



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