



# Dental Bulletin

November 2022

## Medicare Advantage Can Grow Your Practice



Each day 10,000 people in the U.S. turn 65. The population of adults 65 years of age and older is growing and will likely be a larger part of your dental practice in the years ahead. Learn more about how you can grow your practice with our [Medicare Advantage network](#).

For more information, visit the [Medicare Advantage page](#) in the Dental Provider section of our website.

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## Re-credentialing with VerifPoint

Arkansas Blue Cross and Blue Shield, Arkansas Blue Medicare and Health Advantage Medicare Advantage HMO (Health Plans) are compliant with all applicable federal and state regulations and National Committee for Quality Assurance (NCQA) guidelines. This process will continue every 36 months to meet compliance requirements.

Eligible providers will receive a re-credentialing form via email, fax or mail from VerifPoint/Credentialing Solutions, a credentialing verification organization (CVO). Please complete the form and return it to Verifpoint, along with a copy of your Professional Liability Certificate, as soon as possible to avoid termination of your dental network participation. Once re-credentialing has been approved by our Dental Credentialing Committee, you'll receive a letter advising you that the process is complete.

If you have any questions, please reach out to your assigned dental network manager, or email us at [dentalproviderrelations@usablelife.com](mailto:dentalproviderrelations@usablelife.com). Please notify us right away if you need to update your email address or fax number to ensure you receive this important request.

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## Dental Xtra<sup>SM</sup> Expands to Include More Eligible Conditions

Our Dental Xtra program is making a meaningful difference in the lives of those who live with medical conditions impacted by oral health. So, to help more members take advantage of this uniquely beneficial program, effective Jan. 1, 2023, we're adding three more conditions to the program: chronic obstructive pulmonary disease, end-stage renal disease and metabolic syndrome. All eligible conditions are listed on the next page.

Eligible medical conditions	Two additional cleanings or periodontal maintenance visits, plus:	
	Scaling covered 100%	Cancer screenings; fluoride treatments
Chronic obstructive pulmonary disease*	✓	
Coronary artery disease	✓	
Diabetes	✓	
End-stage renal disease*	✓	
Metabolic syndrome*	✓	
Oral, head and neck cancers		✓
Pregnancy	✓	
Sjögren's syndrome		✓
Stroke	✓	

\*Starting Jan. 1, 2023

### The Mayo Clinic confirms the benefits of Dental Xtra

A recent study by the Mayo Clinic found that people with diabetes and/or heart disease enrolled in Dental Xtra achieved better health outcomes when they followed the program's preventive dental care protocols. Our ability to identify high-risk members based on medical claims and proactively engage them to understand and use the additional dental services available through the program makes all the difference.

### How do my patients enroll?

Members who have medical and dental plans through Arkansas Blue Cross and a qualifying medical condition are automatically enrolled. Members who have only a dental policy with Arkansas Blue Cross or are pregnant can self-enroll at [arkansasbluecross.com/members/dental-xtra/enroll](https://arkansasbluecross.com/members/dental-xtra/enroll). To confirm if your patients are enrolled in Dental Xtra, log in to the [My Patients' Benefits](#) website and select "Medical Conditions" in the "Member Eligibility" section. Once you identify members who are enrolled, we encourage setting up their four prophylaxis recalls.

For more information about the impact oral health has on these eligible conditions, please visit [arkansasbluecross.com/members/dental-xtra](https://arkansasbluecross.com/members/dental-xtra).

## Provider Resources and Support

Our dental provider page has a number of helpful tools and features. You'll find important contact information as well as links to claims and benefit information, the fee schedule, dental change request forms and more. Check it out at [arkansasbluecross.com/providers/dental-providers](https://arkansasbluecross.com/providers/dental-providers)!

Please respond to all returned applications, change of data, or termination requests by emailing us at [dentalproviderrelations@usablelife.com](mailto:dentalproviderrelations@usablelife.com). Our fax number is 501-208-8302.

If you have questions about claims, benefits or member information, please call our customer service team at 1-888-224-5213. You can also find helpful numbers at [dental provider page](#). Be sure to download the [Quick Reference Guide](#) to your desktop for quick access! **REMINDER: you MUST have a reference number available before contacting the dental provider relations team.**

# Arkansas Blue Cross Dental Fee Schedules 2023

The 2023 [Dental Fee Schedules](#) are now available for review. Not all codes are covered benefits. Please check the member's plan for verification and limitations.

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## Remittance Advices and Electronic Funds Transfers

**Arkansas Blue Cross Dental** remittance advices (RAs) and electronic fund transfers (EFTs) are managed through Dental Electronic services. You can contact them at 1-800-633-5430.

**Arkansas Blue Cross Medical and Federal Blue Cross and Blue Shield** RAs and EFTs are now managed through Availity at 1-800-282-4548.

- If you currently have access to AHIN to download the paper RA, please set up an account with Availity to do the same download process.
- If you are currently receiving your payment via EFT, you are required to download the RAs via Availity or download the 835 electronic RA through your clearinghouse. **Paper remits are not printed and mailed if the provider is receiving an EFT electronic check.**
- If you are receiving a physical check, you do have the option to download the RAs from Availity, or download the 835 electronic RA through your clearinghouse. Providers who have been receiving mailed remittance advices will continue to receive them **through December 31, 2022**, but not thereafter.

**FEP Dental** RAs and EFTs are now managed through EnrollSafe at 1-877-882-0384.

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## Federal Blue Cross and Blue Shield Dental Claims

An Arkansas Blue Cross-issued submitter ID (E####) is required for providers submitting electronic claims through a clearinghouse, direct data entry on Availity or through secure file upload.

***Providers using AHIN will no longer have access to that portal or the AHIN support email as of Oct. 1, 2022. You're encouraged to enroll through Availity for portal access to claims, eligibility and remittance advices.***

Learn more at [arkansasbluecross.com/providers/dental-providers/news-and-announcements](https://arkansasbluecross.com/providers/dental-providers/news-and-announcements).

***NOTE: We are aware that providers currently using Change HealthCare as their clearing house are experiencing claim rejections. Until the issue is resolved by FEP, timely filing requirements are being waived. You can manually enter claims until further notice through the Availity portal or mail claims to:***

Arkansas Blue Cross Blue Shield  
ATTN: FEP DENTAL CLAIMS FOR CHC  
P. O. Box 2181  
Little Rock Ark. 72203

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## Start Using Availity Claims Management Today

As a participating provider, you can manage all your Arkansas Blue Cross claims electronically using Claims Management and Messaging on Availity Essentials. Depending on the response from Arkansas Blue Cross, you can:

- Search for all claims submitted within 90 days (including results) in a color-coded, easy-to-navigate list
- View X12 claims sent to Availity
- Verify high-level eligibility information, including coverage dates
- Access remittance information and explanation of benefits (EOB)
- Correct claims with a reject status
- Message Arkansas Blue Cross in real time to resolve specified claim issues

**Coming soon:** The ability to export an Excel report that contains 90 days of your claims history.

The Availity Essentials portal allows users to watch a demo or access full training demos. “Watch a Demo” is available at the top right of your screen in the Availity portal or you can go to “Help & Training,” then select “Get Trained” and type in “Arkansas” in the search bar to find all Arkansas training opportunities. Training demos can be very helpful in learning how to use available functions in the Availity Essentials portal. If you need additional assistance, please contact Availity Client Services, or open a support ticket on the portal. [<Log in to Availity>](#)

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## My Patients’ Benefits Live Chat Now Available

You can now chat live with our customer service representatives while logged into your [My Patients’ Benefits](#) account. Live chat allows you to quickly resolve issues and obtain answers to your questions.

Chats can be transitioned at any time to live web sessions, where our representatives can guide you through My Patients’ Benefits in real time and provide faster resolution in real time. For more complex discussions, chats can also be upgraded to phone calls with the same representative.

**Live chat is available from 8 a.m.- 5 p.m. ET.**

My Patients’ Benefits also allows you to:

- Look up benefits specific to your office and your patient
- Check claim status
- View maximums and deductibles
- See maximum allowable charge schedules
- View patient history
- Identify clearly defined waiting period information
- Change an approved predetermination to payment

For more information or to start using live chat, visit [My Patients' Benefits](#).

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# Our Dental Network Managers Are Here to Help

Your dental network manager is available to help their dental providers. Members may contact Customer Service by calling the phone number on the back of their member ID cards. Please don't share your dental network manager's contact information with your patients. If Customer Service is unable to assist them, make sure to have a reference number available before contacting your dental network manager.

## Contact Information

**Sheila Ward**

[sheila.ward@usablelife.com](mailto:sheila.ward@usablelife.com)

**Steven J. Seymour**

[steven.seymour@usablelife.com](mailto:steven.seymour@usablelife.com)

**General email**

[dentalproviderrelations@usablelife.com](mailto:dentalproviderrelations@usablelife.com)

**Provider website**

[arkansasbluecross.com/providers/dental-providers](http://arkansasbluecross.com/providers/dental-providers)

**USAbLe Life**

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