

## Changing the Way We Communicate With You This Fall

This fall, we're making changes to the way we communicate news and information to you. We are:

Launching a redesigned website—Provider Central

Publishing all news to our online news center; we will discontinue the printed newsletters (including *Dental Focus*)

Replacing *F.Y.I.* notices with new online News Alerts.

Three easy steps you can take to prepare for our new website

When our redesigned provider website launches later this fall, registered users will be able to log in with their existing BlueLinks for Providers username and password.

To prepare for your first login, we recommend that you take the following steps today to ensure a smooth experience:

1. Make note of your username and password.

In the past, your username and

password may have automatically populated upon log in, depending on your internet browser's settings. When Provider Central launches, your username and password may not automatically populate upon your first login.

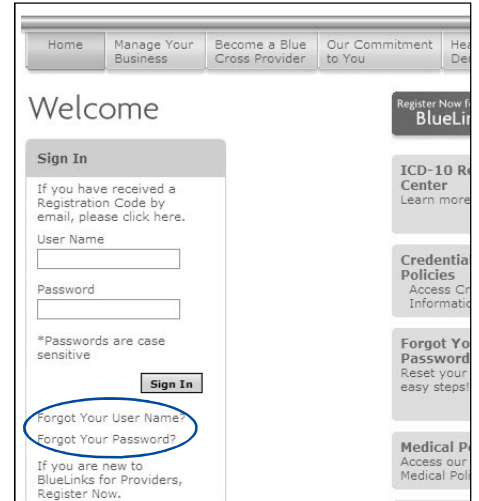
2. You can retrieve lost usernames or passwords online.

Simply visit [bluecrossma.com/provider](http://bluecrossma.com/provider), select **Forgot Your Username** or **Forgot Your Password**, and follow the screen prompts.

3. Verify that we have your current e-mail address on file.

We will send news and important plan information to you via email. To view and update your email address of record, log on to [bluecrossma.com/provider](http://bluecrossma.com/provider) and click on **Edit My Profile**.

If you have questions, please contact Provider Self Service at 1-800-771-4097.



If you are not sure of your username or password, you can retrieve them at [bluecrossma.com/provider](http://bluecrossma.com/provider).

Changes to our *F.Y.I.* notices starting in October

As part of our website improvements this fall, our *F.Y.I.* notices will have a new look and name—**News Alerts**—and will appear along with other news in the **News** section of the site.

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## inthisissue

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## Register for PaySpan®, Inc. Today

Register with our vendor, PaySpan, to start receiving your payment and remittances electronically.

With PaySpan, your office can also:  
Reduce administrative costs by eliminating manual processes  
Increase security by removing the potential for lost checks and advisories

Improve cash flow by receiving quicker access to funds

Access your organization's advisories online anytime (Please note that you'll receive advisories delivered online only—no paper—starting 90 days after registration.)

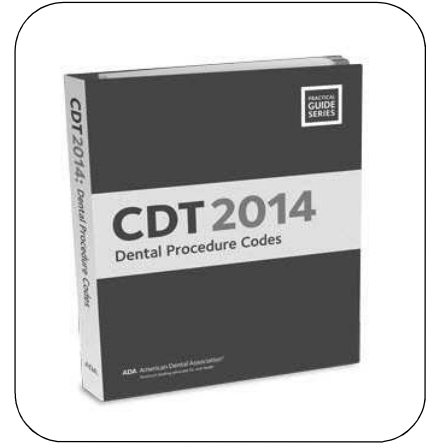
To register, visit [payspanhealth.com](http://payspanhealth.com). ❖

## CDT 2014 Updates Will Take Place on January 1

We will add and delete codes from your fee schedule effective for dates of service on and after January 1, 2014, based on the CDT 2014 code set. The new CDT 2014 code set is designed to help dentists clearly document services, including the latest clinical advances in dentistry. To ensure accurate billing, we encourage you to purchase American Dental Association's (ADA) materials for CDT 2014, which you can find at [ada.org/8832.aspx](http://ada.org/8832.aspx)

Code changes in CDT 2014 include 29 new procedure codes, 18 revised procedure codes, 4 deleted procedure codes, and 7 changes to the subcategories and their descriptors.

Please note that the presence of a code in CDT does not mean that a subscriber has coverage available. We determine member benefits based on our administrative policies and the terms of the subscriber's certificate. ❖



## New Coverage for Pediatric Dental Benefits

As you may know, the next wave of provisions of the Patient Protection and Affordable Care Act (ACA) take effect on January 1, 2014. Under the Affordable Care Act, there are Essential Health Benefits (EHBs) that must be covered by certain medical plans. One of the categories of EHBs includes coverage for pediatric dental benefits for children under age 19. Beginning January 1, 2014 we will include these pediatric dental benefits in our individual and small group medical plans.

Pediatric dental benefits for children under age 19 will include:

Preventive and Diagnostic Services including, oral exams, X-rays, and routine dental care.

Basic Restorative Services, including fillings, root canals, stainless steel crowns, periodontal care, oral surgery, and dental prosthetic maintenance.

Major Restorative Services, including tooth replacement, resin crowns, and occlusal guards.

Orthodontic Services, medically necessary orthodontic care provided by an orthodontist that has been pre-authorized for a qualified member.

A separate dental deductible and out-of-pocket-maximum will apply.

We encourage you to check eligibility and benefits before performing services.

Claims submission for members with pediatric dental benefits should follow your standard practice. We will post policy guidelines for these benefits on our provider website by December 1. Because some of these services will require a new "authorization" process, we urge you to review the policy guidelines before delivering services to the patient. ❖

## Clinical Focus: Oral and Overall Health - How We Support Your Plan of Care

Patients with coronary artery disease, diabetes, oral cancer, and those who are pregnant may need additional dental care to help manage their condition. We know dentists educate their patients about this important connection and encourage their patients to come in more frequently for cleanings, periodontal maintenance, and screenings.

But what does Blue Cross Blue Shield of Massachusetts do to help support your plan of care for members diagnosed with one of these conditions?

We offer enhanced dental benefits as a standard benefit. At no additional cost\*, members can receive one cleaning or periodontal maintenance visit every three months. Depending on the member's condition, they may also receive periodontal scaling and, for those with a history of oral cancer, screening and fluoride treatment.

We use our medical claims data to identify members who may need additional dental care to help manage their condition. Members diagnosed with diabetes and coronary artery disease get information about their enhanced dental benefits to help manage their condition, including a card they can present to your office for additional cleanings and periodontal maintenance.

We educate members through our health & wellness and disease management programs about how oral health impacts overall health.

Pregnant women can get health tips and access to our Enhanced Dental benefit form through our Living Health Babies® website, [livinghealthybabies.com](http://livinghealthybabies.com).

We've also piloted targeted education programs with some of our employer accounts to help educate our members about their enhanced dental benefits and encourage their use.



Robert Lewando, DDS, Executive Director, Dental Blue

To learn more about the link between oral health and overall health, please log on to [bluecrossma.com/provider](http://bluecrossma.com/provider) and click on Total Health Solutions Program. ❖

\* When performed by a Blue Cross Blue Shield of Massachusetts-participating or preferred (PPO) dental provider, when applicable, these services have no deductibles or co-insurance and do not apply to the member's calendar year maximum.

### FEP BlueDental® will be offered in 2014

Federal and postal employees who live in Massachusetts will soon be able to choose comprehensive dental coverage, FEP BlueDental, through our national Blue Cross Blue Shield Association. The FEP BlueDental plan uses the nationwide dental network called the GRID and has a member effective date of January 1, 2014. If you are a Dental Blue provider participating in the GRID, your reimbursement for services provided to these members will be at your Dental Blue contracted rate.

Today, we offer federal and postal employees medical coverage that includes some dental benefits. We currently have approximately

120,000 members in Massachusetts enrolled in these medical plans. With FEP BlueDental, these employees can now choose dental coverage to complement their existing medical coverage.

#### Other Plans with the GRID network

You can see members who are covered by other plans using the GRID network. If you are a Dental Blue provider participating in the GRID network, your reimbursement for dental services you provide to these members will be at your Blue Cross Blue Shield of Massachusetts Dental Blue contracted rate.

In 2014, members of other Blue Cross Blue Shield plans will also be able to use the GRID, in addition to the FEP BlueDental members. This means that members of Blue Cross Blue Shield plans who live in, or travel to, our service area will be able to receive in-network care from Dental Blue providers who participate in the GRID.

Additional information about FEP BlueDental and other plans with the GRID network will be available later this fall. If you have questions, please contact your Dental Network Manager (*see back page for contact information*). ❖

## We Invite You to Join Our Dental Blue® PPO Network of Dentists

Our promise is to always put our members first. This means giving them access to high-quality dental care. PPO plans offer members access to a national network of credentialed dentists. In addition, Dental Blue PPO members with diabetes, coronary artery disease or oral cancer may be eligible to receive additional benefits to make

the connection between oral health and overall health—see our *Clinical Focus* article on page 3 for more information.

As a participating dentist in our Dental Blue network, joining this PPO network can increase your patient population and provide cost-effective care for our members.

Dental Blue PPO features access to more than 151,000 members and growing. If you are interested in the number of potential patients in your area, please contact your Dental Network Manager (*see back page for contact information*). ❖

### Dental Blue PPO Resources:

To learn more about:	Log on to <a href="http://bluecrossma.com/provider">bluecrossma.com/provider</a> and select:
The benefits of joining the Dental Blue PPO Network	Become a Blue Cross Provider, and drop down to Dentist—interested in joining our networks
The current Dental Blue PPO fee schedule	Resource Center>Admin Guidelines & Info>Fee Schedules

## Changing the Way We Communicate With You This Fall

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News Alerts will include notices that will:

- impact your reimbursement—including fee schedule updates, changes to reimbursement methodologies and policies, and payment policies

- impact your office operations—including plan benefit and network changes, billing changes, and medical manage-

- ment initiatives, such as new prior authorization programs

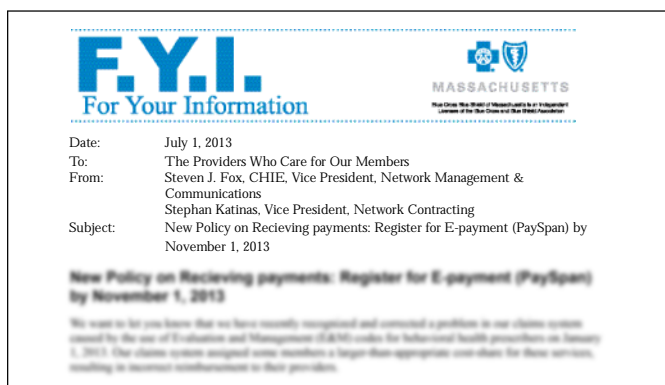
- impact your technology and systems—including claims processing rules

- ensure compliance with state and federal laws and regulations.

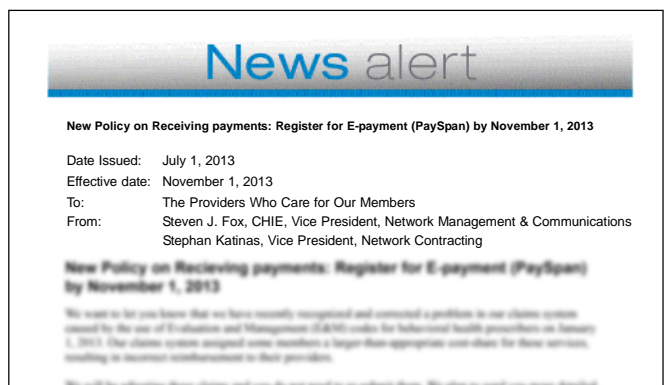
These notices will continue to be delivered within agreed-upon time frames. We hope this change

makes it easier for you to identify important changes in the way you do business with us. See below for a side-by-side comparison of the previous format and what you can expect. We'll start sending News Alerts in October. ❖

### Old Version



### New Version



## Using InfoDial to Check Your Patient's Eligibility

Use InfoDial to determine dental eligibility for our members 24 hours a day, seven days a week. Now you can obtain a Dental Blue member's history for preventive and diagnostic services. To get started:

1. Call 1-800-882-1178
2. Follow the prompts for Benefits & Eligibility
3. Select the applicable procedure code.

Below is a list of all codes currently available on InfoDial.

Code:	Procedure:	Frequency covered:
D0330	Panoramic film	5 years
D0210	Full mouth X-ray	5 years
D0110	Prophylaxis adult 14+	6 months
D1120	Prophylaxis child	6 months
D1204	Fluoride treatment (look for code D1204)	6 months
D1208	Fluoride treatment (look for code D1208 or D1204)	6 months
D1351	Sealants	48 months
D2140	Amalgam: one surface, permanent or primary	12 months
D2391	Resin-based composite: one surface-posterior, permanent or primary	12 months
D4341	Periodontal Scaling	24 months
D4355	Full Mouth Debridement	This is not a covered benefit
D9230	Nitrous Oxide	This is not a covered benefit



### Click and Connect: 2013 Dental Office Staff Training Webinar

If you were unable to attend our 2013 Dental Office Staff Training earlier this year, the course is being offered via webinar on October 9 and December 11.

Learn more by logging on to our website at [bluecrossma.com/](http://bluecrossma.com/) provider and selecting Resource Center>Training & Registration. From the Course List, select Dental Office Staff Training 2013. For questions,

contact your Dental Network Manager (*see back page for contact information*). ❖





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- Dentist
- Office Manager
- Dental Hygienist
- Dental Assistant
- Other: \_\_\_\_\_

Register for PaySpan at [payspanhealth.com](http://payspanhealth.com).

## Scheduling an Office Visit with Your Dental Network Manager

Do you have billing questions you can't resolve over the phone? Or, perhaps you need help with the registration process for our technologies, such as our PaySpan or Emdeon DPS.

answering claims or billing-related questions, receive a technology tool demo, get an explanation of our procedures and policies, and to learn about the benefits of PPO participation. ❖

Your BCBSMA Dental Network Manager is available for onsite education visits. Get help

dentalfocus is published quarterly for BCBSMA dentists and their office staff. Submit letters and suggestions for future articles to:

Provider Education and Communications  
Blue Cross and Blue Shield of MA  
Landmark Center  
401 Park Drive, MS 01/08  
Boston, MA 02215-3326

-or-

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