

Dental News

Have you returned your revised Dental Provider Agreement?

Revised Dental Provider Agreements were mailed to participating dental offices last September. The updated agreement standardizes and clarifies the agreement used by Regence and its affiliates.

The revised agreement now covers full participation for all Regence Plans, which include Regence BlueShield, Regence BlueCross BlueShield of Oregon, Regence BlueShield of Idaho, Regence BlueCross BlueShield of Utah, and affiliate companies.

Dental practices that bill Regence using a corporation or partnership's Tax Identification Number (TIN) or Employer Identification Number (EIN) are required to sign only one Regence Dental Group Provider Agreement instead of individual agreements for each provider in the office. The Dental Group Provider Agreement must be signed by an authorized partner or an authorized owner of the professional corporation.

Dental practices that bill Regence for their services using the providers' Social Security numbers will continue to sign a Regence Participating Dental Agreement.

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If you have not yet returned your replacement agreement, please sign and return it to the address shown on the agreement to avoid interruption in your participation status.

If you have questions about the revised agreements or have misplaced your copy, please call your provider dental relations representative. (Refer to the back of the newsletter for names and phone number.)



National Provider Identifier (NPI) update

Continue to submit your electronic claims using only your Regence provider number or your Regence provider number and your National Provider Identifier (NPI). **Do not submit electronic claims with only an NPI at this time. We will update you when this option is available.** We need to have 100% of our electronic submitters' NPIs received and loaded into our claims system before we can accept only an NPI.

As of Aug. 24, 2007, we have received NPIs for 67% of our dentists and other dental professionals. If you haven't already done so, share your NPI with us as soon as possible so we may enter it into our systems. You can submit your NPI using one of the four submission methods below:

- **Online** submission is available on our *Provider Web Site* at www.wa.regence.com/provider. Go to the *Dental Professionals* section, then *Dental Library*, and then *Forms*. Complete the electronic *Provider Information/Provider Directory Update Form* and submit it electronically.
- **Print** the *Provider Information/Provider Directory Update Form*, located in the *Dental Library* section, under *Forms* on the *Dental Professionals* portion of our *Provider Web Site*. Fax the completed form to 1 (888) 289-1313.
- **Call** your dental service representative.
- **Mail** your NPI to:
Regence BlueShield
Provider Network Management
P.O. Box 21267 M/S 916
Seattle, WA 98111-3267

The latest NPI information, including a frequently asked questions document and an online workshop, is available on our *Provider Web Site* at www.wa.regence.com/provider. If you have any questions, please refer to the back of this issue of *Dental News* for your dental service representative.

Meet our new products for small-employer groups

A NEW CLAIMS SYSTEM

This fall, Regence BlueShield began processing claims on a new system. The new claims system will be implemented in phases. Initially, only claims for members enrolled on new small-employer group products and BlueCard® will be processed on this system. While this robust claims system will allow us to improve efficiencies, it is much more than a technological upgrade. Strengthening our processes and systems will improve our ability to respond to your needs, as well as those of your patients.

THREE NEW SMALL-GROUP PRODUCTS

We will use our new system to administer three new dental products as alternatives for smaller businesses with 2 to 99 employees. These three new products, EncoreSM, ExpressionsSM and RadianceSM, focus on personal freedom and cost accountability. We launched them on Nov. 1, 2007.

Encore*

- Annual maximum may be \$500 or \$750.
- Deductible may apply for all benefits.
- Reimbursement levels are 80% for preventive, 50% for restorative and 0% for major services.

Expressions*

- Annual maximum may be \$1,000, \$1,500 or \$2,000.
- Reimbursement levels are 100% for preventive (deductible is waived), 80% for restorative and 50% for major services.
- An orthodontia option is available with this plan. It has a lifetime maximum of \$1,000 or \$1,500, is limited to age 23 and under and has a 50% benefit after a 12-month waiting period.

* *Encore and Expressions are network products, and reimbursement is established based on the provider's network participation. Radiance is not a network product, and there is no hold-harmless for this plan.*

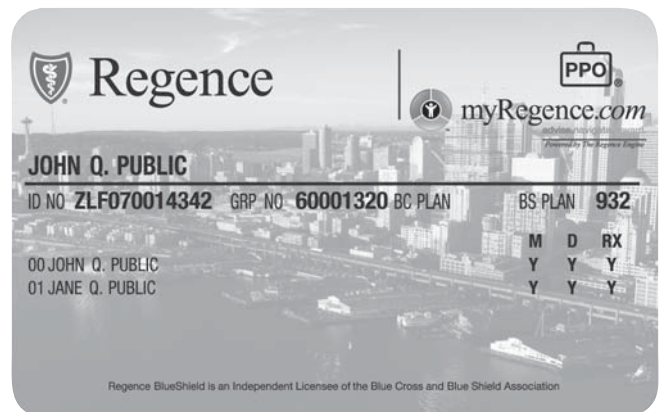
Radiance

- Annual maximum may be \$1,000 or \$1,500.
- Deductible may apply for all benefits.
- Reimbursement levels are 100% for preventive, 80% for restorative and 50% for major services.
- An orthodontia option is available with this plan. It has a lifetime maximum of \$1,000 or \$1,500, is limited to age 23 and under and has a 50% benefit after a 12-month waiting period.

NEW MEMBER CARDS FOR ENCORE, EXPRESSIONS AND RADIANCE MEMBERS

Encore, Expressions and Radiance are options only to those employer groups that have decided on one of our two new medical products, InnovaSM and EngageSM, or to those groups seeking only dental coverage. You can identify Encore, Expressions and Radiance members by their member cards, which are different from our other Regence member cards:

- They are in color.
- They feature one of seven background designs: four cityscapes (Boise, Idaho; Portland, Ore; Salt Lake City, Utah; or Seattle, Wash.), two graphic designs (diamonds or circles), or a snowboarder image.
- They list one member name per card or the entire family on each card.
- The subscriber suffix is '00.'



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Provider: Please submit medical claims to your local Blue Cross and/or Blue Shield Plan. For Blue Card Processing call your local plan for questions on claims. Send all other claims to
PO Box 30271, Salt Lake City, UT 84130-0271



Members: To locate a preferred or participating Blue provider outside your service area, please call **1-800-810-BLUE(2583)**



Regence Rx BIN 610624 PCN 02080000
For Pharmacy questions please call **1 (888) 437-1508**
For all other questions please call **1 (888) 367-2112**

Regence BlueShield is an Independent Licensee of the Blue Cross and Blue Shield Association

This card is not an authorization for service or a guarantee of payment.

Icons on the back of the card indicate various types of benefits available: medical (stethoscope), dental (toothbrush) and pharmacy (Rx) benefit information. Vision is not identified on the member card.

Copay, coinsurance and deductible information will not be included on the member cards. To obtain this information, use Regence Online Services for Providers, available on our *Provider Web Site* at www.wa.regence.com/provider, or contact Regence Provider Customer Service for these patients at 1 (800) 253-0838.

VERIFYING ELIGIBILITY AND BENEFITS

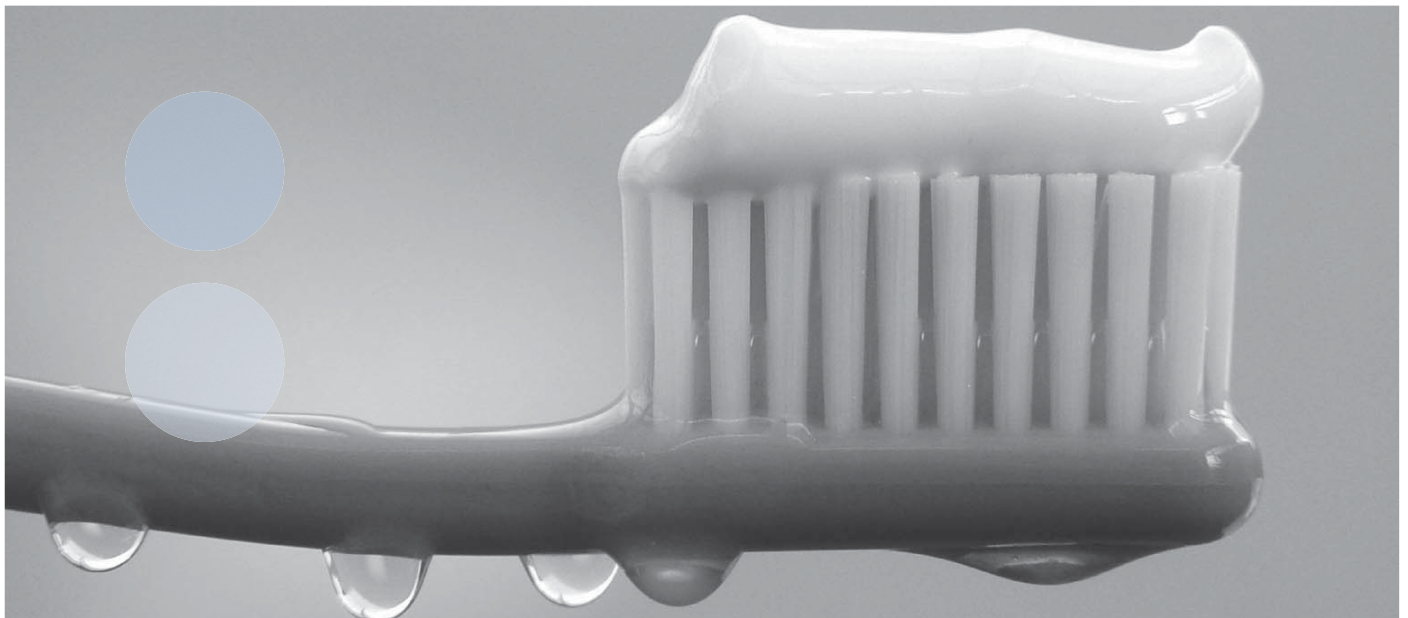
Use Regence Online Services for Providers, available on our *Provider Web Site* at www.wa.regence.com/provider, or contact Regence Provider Customer Service for Encore, Expressions and Radiance at 1 (800) 253-0838.

FILING CLAIMS

Submit claims for Encore, Expressions and Radiance patients electronically along with other Regence BlueShield claims or send paper claims to:

Regence BlueShield
Attention: Claims Services
P.O. Box 30271
Salt Lake City, UT 84130-0272

We will continue to communicate information about these products to you in *Dental News* and on our *Provider Web Site*. If you have any questions, contact Regence Provider Customer Service for these products at 1 (800) 253-0838 or your dental services representative.



Billing for dental accident

If a patient has a dental policy with Regence, please use dental codes when submitting a claim for a dental accident. If a patient has only a medical policy with Regence, then use medical procedure and diagnosis codes. The following are medical diagnosis and procedure codes that you can use to bill for a dental accident. When submitting a claim, please choose a diagnosis code and the corresponding procedure code.

Office visits, new patient (face to face)

- 99201 – Problem-focused (10 min)
- 99202 – Expanded problem-focused (20 min)
- 99203 – Detailed examination, moderate-to-severe problems (30 min)

Office visits, established patient (face to face)

- 99211 – Problem-focused, minimal (5 min)
- 99212 – Problem-focused, minor (10 min)
- 99213 – Expanded problem-focused, low complexity (15 min)

41899 – Unlisted procedure, dentoalveolar structure

Linked Diagnosis Codes

- 521.00 – Dental Caries
- 524.90 – Unspecified dentofacial anomalies
- 525.10 – Unspecified acquired absence of teeth
- 526.89 – Other specified disease of the jaws

Radiology Codes

- 70100 – Radiologic examination, mandible; partial, less than four views
- 70300 – Radiologic examination, teeth; single view
- 70310 – Radiologic examination, teeth; partial examination, less than full mouth
- 70320 – Radiologic examination, teeth, complete full mouth

Linked Diagnosis Codes

- 521.00 – Unspecified dental caries
- 524.60 – Temporomandibular Joint disorders unspecified
- 525.10 – Unspecified acquired absence of teeth
- 525.20 – Atrophy of edentulous alveolar ridge
- 528.90 – Other and unspecified diseases of the oral soft tissues
- 830.00 – Close dislocation of jaw
- 873.63 – Open wound of tooth (broken) uncomplicated
- 873.73 – Open wound of tooth (broken) complicated
- 959.09 – Other and unspecified injury to face and neck

Regence MedAdvantage service area is expanded

Regence is pleased to announce that the service area for Regence MedAdvantage expanded to new counties within the state.

The Regence MedAdvantage service area was expanded to the following counties in October: Columbia, Cowlitz, Island, Klickitat, Lewis, San Juan, Skamania, Wahkiakum and Walla Walla. The product will be effective in the new areas on Jan. 1, 2008.

Regence MedAdvantage is our Medicare Advantage preferred provider organization plan. It includes a preventive dental benefit of \$500 per year. Members can go to any dentist and are covered up to \$500 annually for preventive dental services such as cleanings, X-rays and exams. Dentists will be reimbursed at billed charges up to the benefit maximum. This preventive benefit is an excellent way for your senior patients to maintain their oral health.

The Regence MedAdvantage information on our *Provider Web Site*, www.wa.regence.com/provider, will be updated in January to reflect these changes.

Developing a healthier community at **myRegence.com**

When it comes to exercising, eating healthier, parenting and navigating the health care system, we, as a community, can use all the help we can get. Now Regence members can find even more ways to connect with other members of our community through our member online environment at **myRegence.com**, powered by the Regence Engine.

Using the message boards in the new My Community section, members can reach out and speak with other members online about many compelling health-related topics. Members may also chat with experts on subjects that include healthy cooking, weight training, health benefits and motivational goal-setting.

All message board posts are screened by My Community moderators. Moderators are not only active members of My Community—keeping conversations lively and on topic—they also point members to other areas of the site, provide a professional opinion and answer customer service questions.

In addition to growing the community, **myRegence.com** continues to evolve into a more robust health information resource for members with even more articles, videos and podcasts on a variety of health-related topics. Members can stay connected with myRegence.com Message Center and newsletter.

MESSAGE CENTER

Regence recently launched a Message Center section on **myRegence.com**, allowing members secure email access to our Customer Service and Health Care Services departments. Message Center allows members to communicate directly with Regence to get answers to questions about coverage, receive advice about their health and find resources to better understand and navigate the health care system. All questions and correspondence through the Message Center are addressed within two business days.

NEWSLETTER

Members registered on **myRegence.com** can now receive an online newsletter. This semimonthly HTML newsletter has up-to-date information about health-related topics, as well as information on any new programs or tools available on **myRegence.com**.

A demonstration of **myRegence.com** is available on our *Provider Web Site* at www.wa.regence.com/provider.



myRegence.com

advise.navigate.reward.

Powered by The Regence Engine

Introducing A.D.A.M. QuickSheets

Regence is pleased to introduce a new online tool available on Regence Online Services for Providers. This new tool, A.D.A.M. QuickSheets, is designed to improve communication between dental professionals or health care providers and their patients. A.D.A.M. Quicksheets are illustrated patient education handouts available in English and Spanish. The handouts may be printed and handed to patients during a visit, mailed with lab results or emailed.

Articles used in the handouts are excerpts from A.D.A.M.'s award-winning *Health Illustrated Encyclopedia*, which covers diseases, conditions, surgeries, tests and wellness. Handouts may be searched by keyword or added to a list of favorites. Dental professionals and other health care providers may also add their own patient-specific notes to each handout, tailoring the information to each patient. The provider's name and contact information, once entered into the system, is automatically included on every handout.

More information on Regence Online Services for Providers is available on our *Provider Web Site* at www.wa.regence.com/provider.

Regence participating provider fee schedules

If you have not received your fee schedule for July 1, 2007, to June 31, 2008, please contact your dental relations representative for a copy.

Non-participating provider allowed amounts

To receive the allowed amounts for individual procedure codes, contact your dental relations representative.

Holiday office closure schedule

The following holidays will be observed by the closure of the Regence office:

Christmas

Monday and Tuesday,
Dec. 24-25, 2007

New Year's Day

Tuesday, Jan. 1, 2008

President's Day

Monday, Feb. 18, 2008

Memorial Day

Monday, May 26, 2008

Independence Day

Friday, July 4, 2008

Labor Day

Monday, Sept. 1, 2008

Thanksgiving

Thursday and Friday,
Nov. 27-28, 2008

Christmas

Thursday and Friday,
Dec. 25-26, 2008

New Year's Day

Thursday, Jan. 1, 2009



Provider Customer Service Numbers

| | |
|--------------------------------|--|
| Regence BlueShield | (206) 464-3636 |
| Toll-free | 1 (800) 848-5424 |
| Toll-free, out-of-state | 1 (800) 544-4246 |
| CHECKUP Fraud Hotline | |
| Toll-free | 1 (800) WA-CHECK |
| Federal Employee Program (FEP) | |
| Toll-free, in-state | 1 (800) 552-0733 |
| Regence BlueShield Web site | www.wa.regence.com |

DENTAL REPRESENTATIVES:

Alan Hong (206) 332-3937

Cowlitz, Grays Harbor, Klickitat, Lewis, Mason, Pacific, Pierce, Skamania, Spokane and Wahkiakum counties, and King County cities of Auburn, Bellevue, Black Diamond, Bothell, Brier, Carnation, Clearview, Covington, Duvall, Enumclaw, Fall City, Federal Way, Issaquah, Kent, Kirkland, Maple Valley, Mercer Island, Newcastle, Ravensdale, Redmond, Renton, Seahurst, Seatac, Snoqualmie, Thurston, Tukwila, Vashon and Woodinville. Seattle South Zip codes (98101, 98104).

Jo Marrapodi Allen (206) 587-6372

Chelan, Clallam, Columbia, Clark, Island, Jefferson, Kitsap, Kittitas, San Juan, Skagit, Snohomish, Walla Walla, Whatcom and Yakima counties, and King County cities of Ballard, Burien, Crown Hill, Des Moines, Lake Forrest Park, Georgetown, Harborview, Loyal Heights, Magnolia, Normandy Park, Queen Anne, Seward Park, Tri-Cities, University District, Wallingford, Wedgewood and West Seattle. Seattle Metro Zip codes (98102, 98103, 98105, 98106, 98107, 98108, 98109, 98112, 98114, 98115, 98116, 98117, 98118, 98119, 98121, 98122, 98124, 98125, 98126, 98133, 98136, 98144, 98146, 98148, 98154, 98155, 98166, 98168, 98177, 98178, 98185, 98188, 98195, 98198, 98199).

Dental News is published by the Communications Division of Regence BlueShield, located at 1800 Ninth Avenue, MS S224, Seattle, Washington 98101. It is written with the purpose of keeping our participating dentists aware of our programs, guidelines and policies. The Customer Service numbers listed here are for claims and benefit inquiries only. For information not related to claims or benefits, please contact your dental relations representative or other departments.



Regence

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