

Dental News



Regence selects new national dental director to ramp up market growth



Jeff Sulitzer, D.M.D., will help guide roll-out of new options for individuals and groups

Regence has named Jeff Sulitzer, D.M.D., as its new director of dental programs. His mission: to help the company expand its focus and competencies in its dental programs. Regence serves more than 800,000 dental members in Oregon, Idaho, Washington and Utah.

Dr. Sulitzer brings an established track record of helping other major carriers expand their dental business. He is expected to drive similar growth at Regence as the company prepares to enlarge its dental portfolio with the launch of new products, such as voluntary dental coverage.

“We conducted a lengthy and robust search for a dental programs expert and leader. As a dentist and a health care industry leader, Jeff recognizes both the importance of creating greater access to dental benefits and the connection of oral health with a holistic approach to wellness and prevention. Jeff will be working in the Health Care Services Division with a team of professionals and clinicians who are focused on an integrated approach to serving our members,” said John Wagner, vice president of Network Strategy and Performance at Regence.

continued on page 2

CONTENTS

Regence selects new national dental director to ramp up market growth	1	Injury to teeth	3
Deadline extended – National Provider Identifier (NPI)	2	Reminder for orthodontic offices	4
Replacement provider agreements are coming	3	How to make overpayment refunds	4
Pacific Northwest Dental Conference	3	Claims Submission Tips	5
Reminder: Keep your provider information current	3	Billing quadrant treatment	5
		Billing for Temporomandibular Joint Dysfunction (TMD)	5
		Provider Customer Service numbers	6

continued from page 1

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Dr. Sulitzer most recently served as the CEO of Atlantic Dental, Inc., located in Coral Gables, Florida. As CEO, he was responsible for increasing business by enhancing the government contracting/private label channel and creating a commercial sales channel, penetrating the small-sized and middle-sized group dental benefits market. During his tenure, the plan's membership grew by about 100,000 members to a total dental membership of approximately 700,000 lives.

Dr. Sulitzer also served as the dental head of Anthem Blue Cross Blue Shield, where he was responsible for the stabilization and growth of that company's dental business. In addition, Dr. Sulitzer once served as general manager for WellPoint Dental. At WellPoint, he led the increase in dental profit and made the dental side of the business a true "value-added" benefit.

Please join us in welcoming Dr. Sulitzer to the Regence community.

Deadline extended – National Provider Identifier (NPI)

The Centers for Medicare & Medicaid Services (CMS) released National Provider Identifier (NPI) contingency guidance in May, allowing health plans to deploy contingency planning. The Regence NPI contingency plan is to continue in the dual-use transition period until May 23, 2008.

What does this mean to you? As part of this contingency effort, continue to submit claims using only your Regence provider number or both your Regence provider number and your NPI. **Do not submit electronic claims with only an NPI during this continued transition period.** We will alert you when this option becomes available.

It is extremely important that we receive NPIs from all providers who submit claims electronically. As of May 23, 2007, we have received NPIs for 63% of our dental providers. We have made good progress but still have a ways to go. We encourage you to share your NPI with us as soon as possible so we may enter it into our systems. Please submit your NPI using one of the two methods below:

- **Call** your dental services representative.
- **Mail** your NPI to:
Regence BlueShield
Attn: Provider Services NPI
P.O. Box 21267, M/S S916
Seattle, WA 98111-3267

The latest NPI information, including frequently asked questions and an online workshop, is available on our provider Web site at **www.wa.regence.com/provider**. If you have any questions please call your dental services representative.



Replacement provider agreements are coming

We will begin mailing updated provider agreements to all participating dental providers in the next few months. We are revising the agreement to clarify and standardize the language used by all Regence affiliates in Washington, Oregon, Utah and Idaho.

The agreement will need to be signed by the provider who owns the tax ID # and returned to our office.

Pacific Northwest Dental Conference

Thank you all who stopped by our booth at the Pacific Northwest Dental Conference in July. The lucky winners of the Nordstrom gift cards are:

- Heather Huber, from the office of Kit A Singh, D.D.S., in Redmond
- Cheryl Trafford, from the office of Todd V Miesel, D.D.S., and Janet M Miesel, D.D.S., in Everett

Reminder: Keep your provider information current

It is very important that you notify us when your address, phone number or other information changes. We make it easy and convenient for you to update your information. Simply contact your dental relations representative online through the *Dental Professionals* section of our provider Web site at www.wa.regence.com/provider or fax the information to (206) 287-5415.

Injury to teeth

The injury to teeth benefit is a supplement to dental coverage. Therefore, it does not apply until a dental plan has made a determination. Please fax a copy of the Explanation of Benefits (EOB), along with the claim being submitted for the dental injury benefit, to (206) 287-5415 to the attention of "Dental Relations Representative."

The supplemental coverage provides the services of a recognized dentist (D.D.S. or D.M.D.) or a recognized dentist under Title 18 RCW. Benefits will be provided for repair of accidental injury (trauma) to natural teeth that are whole and structurally sound or have been restored to a sound functional condition, subject to the following provisions:

- Benefits will be provided for the treatment of the injury for a period of 12 consecutive months from the date of the injury.
- Services for the treatment must begin within 30 days from the date of injury.
- This benefit is supplemental to any other dental plan the member may have.
- Payment level and maximum benefit. Benefits will be provided at 80% of the allowed amount to a maximum of \$1,000 per occurrence (unless otherwise specified) and are not subject to the coinsurance maximum.
- The member will be responsible to pay any additional charges not paid by Regence.
- Benefits are not provided for dental implants or for injury caused by biting.

Reminder for orthodontic offices

Regence's policy for orthodontic billing has changed due to HIPAA mandate. Starting immediately, please use the actual codes for orthodontic records, banding, monthly visits and retention based on the current CDT® procedure codes. When submitting orthodontic claims, include the following: treatment start date, estimated length of treatment, total charge, initial down payment and monthly payment. Procedure codes and fees must be listed in the proper columns—not in the "Remarks" section—of the claim form in order to be processed. The patient's treatment plan must be listed with proper codes. We will not change procedure codes submitted by dental offices.

Section 1.01 Initial banding/down payment

D8010	Limited orthodontic treatment of the primary dentition
D8020	Limited orthodontic treatment of the transitional dentition
D8030	Limited orthodontic treatment of the adolescent dentition
D8040	Limited orthodontic treatment of the adult dentition
D8050	Interceptive orthodontic treatment of the primary dentition
D8060	Interceptive orthodontic treatment of the transitional dentition
D8070	Comprehensive orthodontic treatment of the transitional dentition
D8080	Comprehensive orthodontic treatment of the adolescent dentition
D8090	Comprehensive orthodontic treatment of the adult dentition

Section 1.02 Appliances

D8220	Fixed appliance therapy
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Section 1.03 Orthodontic records

D8660	Pre-orthodontic treatment visit (as part of contract) (This code should include exam, X-rays, models, photos)
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Section 1.04 Monthly/quarterly payments

D8670	Periodic orthodontic treatment visit (as part of contract)
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Section 1.05 Other orthodontic services

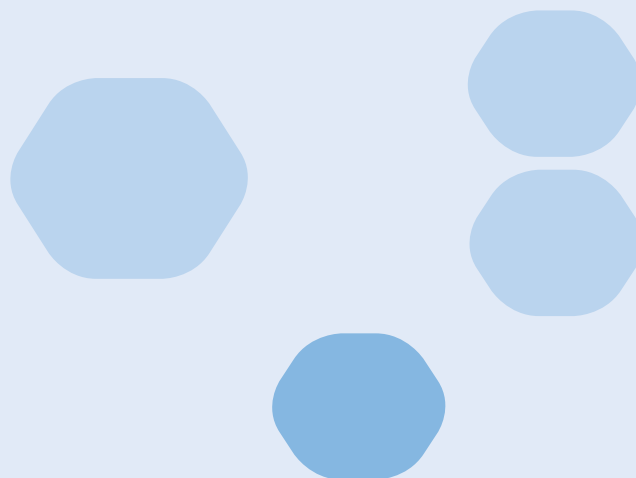
D8680	Orthodontic retention (removal of appliances, construction and placement of retainer(s))
D8690	Orthodontic treatment (alternative billing to a contract fee)
D8691	Repair of orthodontic appliance
D8692	Replacement of lost or broken retainer
D8999	Unspecified orthodontic procedure, by report

How to make overpayment refunds

Requests for refunds due to an overpayment are made on a pend report, which is an additional page to your payment voucher, not a separate letter. Follow the steps listed below to avoid a voucher deduction of the amount being requested:

- Call Provider Customer Service at 1 (800) 848-5424 or email a note to regencerecovery@regence.com to let them know you are sending the refund.
- Return the refund check within 30 days, along with a copy of the pend report that identifies who the refund should be applied to.

A voucher deduction will occur after 30 days if notification is not received.



Claims Submission Tips

Coding of claims

Claims must be submitted with the ADA® procedure codes listed in the CDT 2007-2008 User Manual. We will deny for correct procedure code all claims submitted with a code with a leading “0” (01110) instead of a leading “D” (D1110). Message code NC8 will be listed for an incorrectly submitted procedure.

Implants

Not all employee groups have chosen to add implant coverage. When implants are a benefit, pre-approval is recommended, along with supporting documentation, full mouth X-rays or panorex film. We suggest that you contact Provider Customer Service at 1 (800) 848-5424 to verify coverage.

Billing quadrant treatment

In order to be HIPPA-compliant when submitting claims electronically for quadrant treatment, use a numeric identifier of 10, 20, 30 or 40 to indicate the quadrant billed. Also, make sure the numbers are billed in column 25 under “Area of Oral Cavity” on the ADA claim form. If the numeric identifier is listed in any other area, it will not be recognized. Paper claims can be submitted with quadrant or numeric identifier.



Billing for Temporomandibular Joint Dysfunction (TMD)

If you are submitting claims for payment under your patient's dental benefits, use dental codes:

- D7880 - Occlusal device
- 524.60 - Diagnosis code temporomandibular joint disorders

If you are submitting claims for payment under your patient's medical benefits, use medical codes:

- 524.60 - Diagnosis code temporomandibular joint disorders
- 524.62 - Temporomandibular joint disorders, arthralgia of temporal
- 524.63 - Temporomandibular joint disorders, articular disc disorder
- 21085 - Impression and custom preparation; oral surgical splint

Reminder: Whether billed under medical or dental, yearly and lifetime maximums will apply as a combined benefit, not as separate benefits.

To verify whether a patient's coverage is under the dental or the medical plan, please contact Dental Provider Customer Service at 1 (800) 848-5424.

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, Wahkiakum and Yakima 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, Spokane, Walla Walla and Whatcom 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).

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