

DENTAL BULLETIN

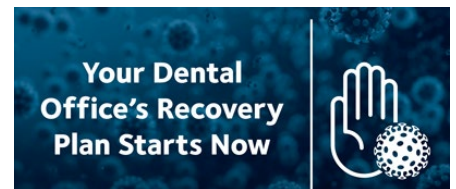


A Year of Change

2020 has been a year like no other. We want to thank all of you for your patience and support as we work through the challenges we all continue to face due to the COVID-19 pandemic.

We miss visiting your offices, and we hope to resume visits in 2021. Of course, if you prefer to stay connected virtually, we will be more than happy to communicate with you and your staff by phone or Zoom.

Please stay safe, and we look forward to seeing you again soon!



Teledentistry and PPE

In response to the COVID-19 crisis, Arkansas Blue Cross and Blue Shield will continue to cover codes D9995 and D1999 through the end of the year

FEP Dental

There are no changes to the 2021 Standard and Basic Federal Dental Plans.

Medicare Advantage Dental Network

Beginning in 2021, Arkansas Blue Cross and Blue Shield will offer Medicare Advantage Dental Benefits to members who opt into the program. The Medicare Advantage Dental Network will utilize our Dental PPO Network. If you have an active PPO contract, you will participate for members who subscribe to this plan, unless you have opted out of Medicare. Please keep the following in mind:

- The dental benefits are embedded in member medical plans. You can verify member benefits at mypatientsbenefits.com.
- There will be no change to claims processing; our claims administrator will process claims.
- You will need to complete the general compliance and training for Medicare Fraud Waste and Abuse.

2021 CDT Code Changes

THE FOLLOWING TABLE CONTAINS CODES THAT WILL BE **DELETED**.

DELETE D CODE	NOMENCLATURE	COMMENTS
D3427	Periradicular surgery without apicoectomy	Report new codes D3501, D3502, or D3503, which are area-specific.
D7960	frenulectomy – also known as frenectomy or frenotomy – a separate procedure not incidental to another procedure	Report new codes D7961 or D7962, which are area-specific.

THE FOLLOWING TABLE CONTAINS **NEW CODES** FOR 2021

NEW CODE	NOMENCLATURE & DESCRIPTOR	BENEFIT CATEGORY	STANDARD PPO POLICY (NFFS)
D3471	surgical repair of root resorption – anterior For surgery on the root of the anterior tooth. Does not include placement of restoration.	D GENL	Covered under standard business, same as D3427, but denied integral if reported with an apicoectomy by the same dentist on the same date or any time after. Eligible for review on appeal.
D3472	surgical repair of root resorption – premolar For surgery on the root of the premolar tooth. Does not include placement of restoration.	D GENL	Same as above
NEW CODE	NOMENCLATURE & DESCRIPTOR	BENEFIT CATEGORY	STANDARD PPO POLICY (NFFS)
D3473	surgical repair of root resorption – molar For surgery on the root of the molar tooth. Does not include placement of restoration.	D GENL	Same as above
D3501	surgical exposure of the root surface without apicoectomy or repair of root resorption – anterior Exposure of the root surface, followed by observation and surgical closure of the exposed area. Not to be used for or in conjunction with apicoectomy or repair of root resorption.	D GENL	Covered under standard business same as D3427, but denied integral if reported with an apicoectomy by the same dentist, on the same date or any time after. Eligible for review on appeal.
D3502	surgical exposure of the root surface without apicoectomy or repair of root resorption – premolar Exposure of the root surface, followed by observation and surgical closure of the exposed area. Not to be used for or in conjunction with apicoectomy or repair of root resorption.	D GENL	Same as above
D3503	surgical exposure of the root surface without apicoectomy or repair of root resorption – molar Exposure of the root surface, followed by observation and surgical closure of the exposed area. Not to be used for or in conjunction with apicoectomy or repair of root resorption.	D GENL	Same as above
D7961	buccal/labial frenectomy (frenulectomy)	D ORAL	Same benefits and limitations as deleted code D7960
D7962	lingual frenectomy (frenulectomy)	D ORAL	Same benefits and limitations as deleted code D7960

Dental XtraSM

Our Dental Xtra program allows us to combine expertise in all disciplines of comprehensive care. By partnering with Arkansas Blue Cross, you can help your patients who have medical conditions that might benefit the most from preventive dental care. Through Dental Xtra, you can:

- Help your patients achieve better overall health
- Easily identify patients eligible to enroll, or already enrolled, in the program, so they can take advantage of enhanced dental benefits
- Increase your revenue by providing additional covered services

Covered Medical Conditions and Enhanced Dental Benefits	Automatic Program Enrollment	Two Additional Cleanings or Periodontal Maintenance Visits per Year	Oral Cancer Screenings Once Every 6 Months & Fluoride Treatments Once Every 3 Months	Periodontal Scaling* Covered 100% with No Out-of-Pocket Expense
Diabetes	✓	✓		✓
Coronary Artery Disease	✓	✓		✓
Stroke	✓	✓		✓
Pregnancy		✓		✓
Oral Cancer	✓	✓	✓	
Head & Neck Cancers	✓	✓	✓	
Sjögren's Syndrome	✓	✓	✓	

*A member's plan must include periodontal coverage to receive this benefit.

Cone Beam Imaging Services

Cone Beam Imaging Services are not covered under Medical/Dental service unless your office has been approved as an Imaging Center by Arkansas Blue Cross and Blue Shield Provider Network Operations. If you need to have this process completed, please contact the Medical Network Development Representative for your area.

Provider Updates and Credentialing

Arkansas Dental network management transitioned to USABLE Life this year. As part of our commitment to providing excellent service to our participating providers, we have improved our credentialing and updates process. A few reminders include new mailing and email addresses for new application submissions, or updates and changes to your practice or providers.

All updates should be emailed to dentalproviderrelations@usablelife.com or mailed to:

USABLE Life
Attn: Dental Provider Relations
PO Box 1650, Little Rock, AR 72203

- **Credentialing**

A new application and checklist that provides details on the documents required with submission can be found on the provider forms page on our [website](#).

Please complete all applications and attach all required documentation before submitting them. Incomplete applications or submissions missing required documents will delay the credentialing process.

The credentialing process takes approximately 30-90 days. Once a completed application is received, we conduct primary source verification and our Dental Director reviews the application for approval.

The provider's in-network effective date will be the date approved by the Dental Director.

- **Updates and Changes**

Please ensure all required documentation is submitted promptly to prevent delays in processing. All changes are quickly processed once received.

You can find the forms on the provider forms page on our [website](#).

The effective date of the changes will be the date the changes or updates are received in our office. Please be sure to notify us of any changes as soon as possible so that we can make the changes in a timely manner.

For questions or other information, please contact your Network Manager.

Availity coming for FEP and Medical

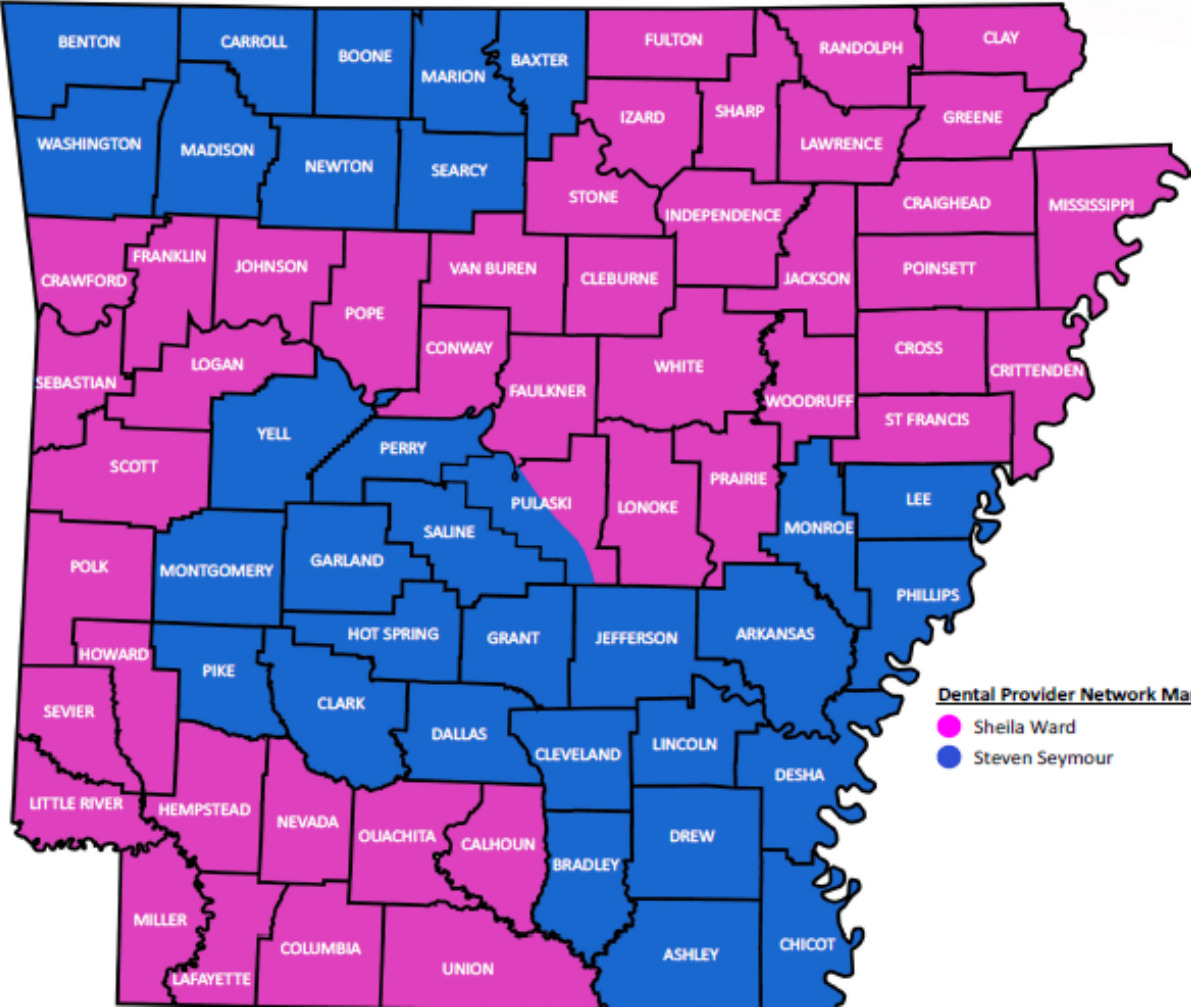
Arkansas Blue Cross Blue Shield has been working with Availity, an online provider tool, which will replace AHIN in the near future. Arkansas Blue Cross is currently in the testing phase and an implementation date hasn't been set. In the interim, we ask that you please continue to monitor AHIN for provider news and updates regarding access to Medical benefits and claims, and Federal Employee Basic and Standard Benefits, Eligibility, and claim status.

REMINDER: Dental provider updates should not be made through AHIN; they must be emailed or mailed to Dental Provider Relations. Verification of dental benefits, eligibility, and claims status can be accessed at mydentalcoverage.com.

2021 Fee schedule updates

The 2021 PPP, PPO, and Grid fee schedules are now available on our [website](#).

Dental Network Manager Territory Map



Contact Information

Sheila Ward Sheila.Ward@usablelife.com

Phone number: 501-235-8485

Steven J. Seymour

Steven.Seymour@usablelife.com

Phone number: 501-235-8486

General Email

Dentalproviderrelations@usablelife.com

USABLE Life

Attn: Dental Provider Relations

PO Box 1650

Little Rock, AR 72203

Dentalproviderrelations@usablelife.com

Fax: 501-2089-8302

Office closures

Thursday, November 26 and Friday, November 27

Thursday, December 24 and Friday, December 25

Friday, January 1