New and Renewing Groups

Following is a small sampling of some of the new and renewing groups with a Premera Blue Cross dental plan:

- Advanced H2O LLC
- Advantage Manufacturing Technologies, Inc.
- Association of Washington Business
- Axio Research, LLC
- B.E. Meyers & Co., Inc.
- Ben Bridge Jeweler
- Brooks Rand Labs LLC
- CCS Printing
- Cochran & Company
- Community Health Center of Snohomish County
- DTI of Washington, LLC
- Elite Home Care
- Gray & Osborne, Inc.
- Green Diamond Resource Company
- HAPO Community Credit Union
- Hewes Marine Co., Inc.
- Johnson Int'l Industries DBA Continental Hardwood
- Kaye Smith
- Kelley Imaging Systems
- KXLY Broadcast Group
- Liberty Dialysis
- McBride Construction Resources, Inc.
- McKillican American, Inc.
- Metia Solutions, Inc.
- National Food Corporation
- Northwest Technologies Employee Benefits Program
- Omax Corporation
- Outdoor Research
- Pace International, LLC
- Projectline Services, Inc.
- Quarry Tile Company
- Red Lion Hotels Corporation
- SEIU Healthcare NW Health Benefits Trust
- Silver Cloud Inns & Hotels
- Simpson Investment Company
- Space Needle LLC
- Span Alaska Transportation, Inc.
- Steve Klein, Inc. DBA Klein Honda
- Sunfair Chevrolet
- Trident Seafoods Corporation
- UC4 Software
- Unisea, Inc.
- Visible Technologies Inc.
- Walla Walla Union Bulletin
- Washington Alliance For Healthcare Insurance Trust
- Washington State Auto Dealers Insurance Trust
- Yakima Herald Republic

Company Closure Dates for 2011

Premera will be closed on the following dates:

- Friday, Sept. 2 and Monday, Sept. 5
- Thursday, Nov. 24 and Friday, Nov. 25
- Friday, Dec. 23 and Monday, Dec. 26

Please remember that premera.com/provider is the most efficient and accurate resource for eligibility and claims status information, and it is available when Premera is closed. On the provider portal you have easy access to our Real-Time Estimates/Claims tool, forms, and provider communications.
**Corrected Claims Clarified**

**Corrected Claims**

A corrected claim is any claim that has changes or corrections to one of the following:
- Date of service/date span
- Procedure code
- Total charges or units billed
- Member/patient or provider

**Electronic Claims**

If you have the capability, please submit a corrected claim electronically using the HIPAA 837 standard claims transaction, as follows:
- Frequency code 7: Use to submit a corrected replacement claim, indicating what needs to be changed or corrected. Contact your billing system vendor to add this frequency code.
  - Include the payer’s initial claim number if known
  - Bill all services from the original claim, including the corrected services.
  - Use Loop 2300, NTE02 segment to submit a claim level note remark electronically.

**Paper Claims**

If you are not an electronic biller, use the Corrected Claim Cover Sheet, available online at [premera.com/provider](http://premera.com/provider), in the Library, under Forms, Miscellaneous.
- Complete all required fields
- Provide the original claim number
- Attach the corrected ADA claim form
- Give specific correction instructions. Do not use highlighter or red ink.

**Rebilling and Other Items**

If a claim is missing critical claim information and we are unable to process it, we will return it requesting what information is needed. These are not considered corrected claims and should be resubmitted as new claims to ensure proper processing.
- Name of the subscriber
- Name of the enrollee (patient) who incurred the expense
- Member ID number
- Provider name
- Provider address
- Provider Tax ID number
- Date of service
- Procedure code and description (nomenclature) for each service
- Itemized billed charges for each service rendered

The following items also should not be sent as corrected claims:
- Accident investigation forms
- Submissions with additional information (e.g., periodontal chart, EOB, etc.)

**Electronic Claims, Coordination of Benefits (COB) when Premera is the Secondary Payer**

Once the primary payer has processed a claim, it can be submitted electronically to Premera. For a successful submission, please include the following information:
- Primary payer name
- Primary payer member ID for the patient
- Primary payer allowed amount
- Primary payer payment amount
- Primary payer reason for non-payment (e.g., non-covered service, benefit max)
- Primary payer process date for the claim

Premera does not currently have an electronic claims attachment transaction available. However, if Premera is the secondary payer, you can send those claims electronically — after the primary payer has processed the claim — no paper version or image of the primary payer EOB is required.

If you have questions, please call the EDI Team at 800-435-2715, or email edi@premera.com.

### Change in Calculation of Anesthesia Units for Medical Claims

Premera is phasing in a system change that provides a more accurate calculation of anesthesia units on medical claims.

For all anesthesia procedures that are based on time units, the total anesthesia minutes are calculated and any remainder is rounded to the nearest whole unit using standard rounding methodology (i.e., 0.4999 units or less rounded down to the next whole unit and 0.5 units or more rounded up to the next whole unit).

Beginning no earlier than November 2011, Premera will phase in a new calculation method which computes anesthesia units to the hundredth decimal point (example 4.33).

This modification to our rounding technology will be phased in throughout 2012. You may see both rounding methods used for calculating base units during this time.

If you require additional information, please call Physician and Provider Relations at 877-342-5258, option 4.
Crows, Inlays, Onlays, and Labial Veneers

During the recent Western Washington Dental Advisory Board meeting held at Premera Blue Cross, Charlotte Ramey, Dental Operations team lead of the Dental Utilization Review team was asked questions regarding the dental review process. She was also asked to provide tips for when a dental office submits a crown, inlay, onlay or labial veneer.

She explained the Dental Utilization Review team reviews dental claims and predeterminations for single or multiple crowns, inlays, onlays and labial veneers using primarily the following four criteria:

**Dental Necessity** – Services must be dentally necessary based on generally accepted standards of dental practice and clinically appropriate for the patient illness, injury or disease. For example, labial veneers that are reviewed and determined to be placed solely for cosmetic reasons are not dentally necessary and are not covered.

**Alternative treatment** – Most Premera dental plans will consider an alternative procedure or service that is consistent with acceptable standards of dental care. In all cases where there is an alternative course of treatment, the plan will only provide benefits for the treatment with the lesser fee. Most inlays will be reduced to the corresponding composite or amalgam allowance as a filling is a less costly course of treatment that is consistent with acceptable standards of dental care.

**Prognosis** – The condition of the immediate and surrounding area where dental treatment is going to be performed can have a significant impact on the future prognosis of that dental treatment. If the treatment recommended by the dentist is a full coverage crown, but the preoperative x-ray clearly shows that the entire tooth needs to be extracted, Premera may deny the necessity of the crown.

**Plan benefits, limits and exclusions** – 
The Dental Utilization Review and Dental Claims Processing teams are required to administer dental benefits based on the specific plan benefits, limits, and exclusions. Dental plan benefits can vary greatly. It is important to remember that plan benefits, limits, and exclusions apply regardless of whether the services are dentally necessary. For instance, a dental plan may exclude coverage for major services such as crowns.

However, a Dental Utilization Review does not result in a reduction or denial of a dental treatment, unless it is reviewed and approved by one of our licensed dental consultants.

**Helpful Tips for Crowns, Inlays, Onlays, and Labial Veneers:**

- Know the patient’s dental calendar or plan year maximum and keep track of the amount that the patient has used during the benefit period. This will help you schedule dental treatment. Depending upon the urgency of the treatment and the financial status of your patient, you may want to schedule dental treatment over more than one calendar or plan year to help maximize the patient’s dental benefit and lower the patient’s out-of-pocket cost.

- Although most inlays will be reduced to the corresponding composite or amalgam filling allowance due the dental plan’s alternative benefit provision, it is important to know that if a dentist places an inlay, onlay or labial veneer and then later decides to place a full coverage crown, the previous inlay, onlay or labial veneer will count toward the five or seven year replacement limitation (if applicable) of the full coverage crown.

- To expedite review and processing of your dental claim or dental predetermination:
  - Please include preoperative x-rays, a narrative describing existing restorations and areas of decay, and the preparation and seat date for **initial** crowns, inlays, onlays, and labial veneers.
  - Please include prior placement date and the preparation and seat date for **replacement** crowns, inlays, onlays, and labial veneers. An **preoperative x-ray is not required when submitting a replacement crown, inlay, onlay or labial veneer.**

**Tips for Submitting Claims:**

- Include name and type of material used when submitting D4265 – biologic materials to aid in soft tissue regeneration.

- A preoperative x-ray is no longer required when submitting D7230 – removal of impacted tooth – partial bony.

- Documentation such as periodontal charting is not required when submitting D4341 – periodontal scaling and root planing.

- Use D0140 – limited oral evaluation – problem focused when submitting claims for patients who present with a dental emergency.

**Real-Time Estimates**

Calculate an estimate of patient share of costs for dental services using Premera’s Real-Time Estimates/Claims tool. To get started select Submit Estimate/Claim from the left navigation menu of the provider portal at [premera.com/provider](http://premera.com/provider).
Consultant’s Corner

Consideration of Benefits for Inlays, Onlays, and Crowns

Dr. Ronald Cantu

More conservative than a crown, inlays and onlays are two indirect methods of restoring a tooth with decay or structural damage.

An inlay resembles a direct filling in that it fills the space remaining after the decayed or damaged portion of a tooth has been removed and lies within the cusps of the chewing surface of the tooth. The difference is that an inlay is prepared outside the patient’s mouth and then cemented into place. The cost of inlays is generally higher due to longer first and second appointments as well as the additional laboratory expenses. Although there is new technology now available that allows a dentist to have inlays made in the dental office and cemented at the same appointment, an inlay is still considerably more expensive than a direct filling.

Most Premera dental plans will consider an alternative procedure or service that is consistent with acceptable standards of dental care. In all cases where there is an alternative course of treatment, the plan will only provide benefits for the treatment with the lesser fee. As Dental Director, I consider a direct filling an alternative and less costly course of treatment than an inlay. Most dental claims submitted by a dentist for an inlay will be reduced to the corresponding composite or amalgam allowance.

An onlay is dentally necessary when the decay or cuspal damage is more extensive and the new restoration covers the entire chewing surface including the tooth cusps. If the prognosis of either a direct or indirect filling is not favorable, then a full coverage restoration is dentally necessary. Onlays and full coverage restorations are covered subject to review of dental necessity and the member’s Premera dental plan benefits and contract limitations.

COMPANY Updates (continued)

HIPAA 5010 Update: Complete Address Ensures Provider Payment

When submitting version 5010-compliant transactions, the billing provider address must be a complete, physical street address and can no longer be a P.O. Box or lock-box.

If you need payments directed to a different address, use the pay-to address fields.

Billing Provider Address (Loop2010AA)

◗ Must be a street address.
◗ P.O. Box or lock-box addresses is to be sent in the Pay-To Address Loop (Loop ID-2010AB), if needed.

Pay-To Address (Loop ID-2010AB)

◗ Required when the address for payment is different than that of the Billing Provider.

Premera encourages providers to check with their clearinghouse or system vendor to request assistance with ensuring these changes and avoid warning messages or rejection errors for incorrect street address fields.

If you have questions about these changes, contact EDI at 800-435-2715.
Use Email to Update Your Provider Information

Did you know you can now email updates and changes to your provider information directly to us? The updated Contracted Provider Information Change Form is more concise and easy to complete. In addition to the new format, you can now send your changes by email, eliminating the need to fax or “snail mail.” This results in faster processing and reduced postage costs.

You can find the form at premera.com/provider, in the Library under Forms, Miscellaneous.

Premera Begins Downloading ProviderSource™ Credentialing Data

ProviderSource is now Premera’s preferred method for receiving provider credentialing and recredentialing information. Effective May 1, 2011, Premera will begin downloading attested* provider credentialing data from ProviderSource.

ProviderSource is an easy-to-use online portal to a statewide system for centralized collection, verification and distribution of all provider credentialing data. This service is hosted by OneHealthPort (OHP), and paid for by health plans and hospitals that use the data.

There is no fee for providers to input their credentialing data. With ProviderSource, you simply enter provider data, review it, and then attest to its accuracy. Throughout the year, the service will prompt you to keep your information current and complete the attestation process. You can streamline your practice by avoiding the hassle of completing multiple hard-copy applications each year. You may use the data to complete other standard forms, and to print or download records at no cost.

Please note: ProviderSource uses the Washington Practitioner Application not the Dental Provider Credentialing Application you are use to receiving from us.

We thank the providers who have completed loading their credentialing data and the attestation process. Please note: OHP has informed us that many providers have loaded their data, but have not yet completed the attestation process. If you have begun the process, please confirm that you have completed the attestation so that Premera, other payers, and hospitals can access your records electronically.

You will find information, tools and tips on how to use ProviderSource using this link http://www.onehealthport.com/services/providersource_live.php.

*Premera cannot access provider credentialing data until the provider has attested the information in the application.

Credentialing Notification

Following the initial credentialing process, providers who are in the recredentialing cycle are considered approved unless the provider is otherwise notified.

If you have specific questions regarding credentialing, please call Physician and Provider Relations at 877-342-5258, option 4.
Dental Managers Hear How Premera is “Changing the Game”

Bill Akers, vice president for Health Care Delivery Systems and general manager, Eastern Washington Operations, spoke at the Dental Manager’s Advisory Board Meeting in Western Washington on May 26. The Eastern Washington Dental Manager’s Board heard Staici West, regional contracting manager, on June 2. The topic for both speakers was how Premera is working with medical groups to collaborate in efforts to build a sustainable healthcare system that gives our members peace of mind. Charlotte Ramey, Dental Management team leader, addressed both groups in about how some of these concepts have been put into action internally in Dental Operations.

Charlotte explained that Premera is using Lean methods to streamline our processes and achieve greater efficiency and cost savings. In Dental this is demonstrated by a measured success in auto adjudicated claims processing. After implementing some Lean practices, we have seen almost a 10 percent increase in auto adjudication of claims from January to April. That is a significant increase in efficiency considering the number of claims Premera adjudicates every day.

In addition, we welcomed several new board members to each board:
◗ Tracy Meachem with Drs Higuchi and Skinner located in the Spokane Valley
◗ Karen Davis with Kool Smiles with offices in Spokane, Vancouver and Everett
◗ Mickey McCann of the Highland Dental Centers located in Edmonds
◗ Susan Llufrio from Dr. Thomas Seal’s practice in Bellevue

We extend our thanks to all the Advisory Board members who participated and made the spring Advisory Board Meetings a success.

Healthy Tips for Your Labor Day BBQ

It’s Labor Day, the end of summer and probably the last time you’re going to get the grill out until next year. Barbecue food can often be unhealthy depending upon how the food is prepared, but with these tips you can keep your cookout good for your body and delicious for your palate.

Kebabs are a great and easy way to grill meat and veggies. You can make shrimp kebabs, chicken kebabs, and beef kebabs. Always stick to using lean cuts of meat and let your kebab items marinate for rich bold flavors without adding extra fat, sugar and calories.

Grill corn, asparagus, eggplant, zucchini, and other veggies. Veggies are ideal for grilling because they are quick to prepare and when brushing on a light balsamic vinaigrette dressing toward the end of grilling, they will taste extra delicious and keep you full while cutting down on calories and fat.

For dessert skip the high calorie ice cream and create layered fruit parfaits mixing fresh summer berries with non-fat flavored yogurt and topping with crunchy toasted slivered almonds. This is a much healthier alternative to ice cream. Hope you all enjoy the last BBQ of the season with your family and friends!

Marinated Grilled Shrimp

Ingredients:

| 3 cloves garlic, minced | 1/2 teaspoon salt |
| 1/3 cup olive oil | 1/4 teaspoon cayenne pepper |
| 1/4 cup tomato sauce | 2 pounds fresh shrimp, peeled and deveined |
| 2 tablespoons red wine vinegar | Wooden skewers |
| 2 tablespoons chopped fresh basil | |

1. In large bowl, stir together the garlic, olive oil, tomato sauce, and red wine vinegar. Season with basil, salt and cayenne pepper. Add shrimp to the bowl, and stir until evenly coated.
2. Cover and refrigerate for 30 minutes to 1 hour, stirring once or twice.
3. Preheat grill for medium heat. Thread shrimp onto skewers, piercing once near the tail and once near the head. Discard marinade.
4. Lightly oil grill grate. Cook shrimp on preheated grill for 2 to 3 minutes per side, or until opaque.
2011 Inland Northwest Dental Conference

This is the eighth consecutive year Premera Blue Cross has participated as an exhibitor at the Inland Northwest Dental Conference. This year’s conference was held in Spokane April 14-15. We appreciate everyone stopping by our booth to say hello and sign up for our drawing for a gift card.

This year’s lucky winners were:
- Christine Villarrubia from Airway Heights Dental Center
- Nerissa Adams Pullman Family Dentistry

It is always wonderful to see so many familiar faces and meet several new people each year. We at Premera look forward to seeing you next year April 19-20.

2011 Pacific Northwest Dental Conference

Premera Blue Cross was pleased to participate as an exhibitor at the June 16-17 Pacific Northwest Dental Conference (PNDC) for the 10th consecutive year! Nearly 7,500 dental professionals and staff attended the 124th annual conference, which is the largest gathering of dental professionals in Washington. Sponsored by the Washington State Dental Association, the conference offered two days of continuing dental education with over 50 nationally-renowned speakers and an exhibit hall that featured more than 300 exhibiting companies with the latest in dental technology, materials and services.

We appreciate everyone who stopped by our booth to say hello, pick up Premera promotion gift items and enter to win our giveaway. What a terrific opportunity to meet members of the dental community, and it was a pleasure to see so many familiar faces from Washington and Alaska.

This year Premera held a drawing for two gift cards. Congratulations to our lucky winners:
- Traci Ray RDH is a Dental Hygienist for Stuart Rich DDS in Auburn WA
- Matthew Qualls, is attending Charter College’s dental assistant program in Bellingham, WA

We look forward to seeing you next year at the 125th annual PNDC held in Seattle June 14-15, 2012.
Please post or circulate this newsletter in your office

**Summer / Fall Fun**

**Word Search**

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**Network News**

Back issues of Network News are on our web site at premera.com/provider in the Library under Communications.