Check ID Cards for Pediatric Dental in Individual and Small Group Plans

The Premera pediatric dental benefit for the new individual and small group plans took effect earlier this year. The pediatric dental benefit can be a stand-alone plan or combined with a medical plan.

The ID card with just the dental benefit says DENTAL ONLY on the card, for example:

```
Member
IMA MEMBER
Profile Identification #: SURNAME  ZIKT 9889999999 01
Group #: 1234567

Date Printed: 08/03/2014

DENTAL ONLY
```

The ID card for combined plans has both dental and medical information noted on the card, for example:

```
Member
IMA MEMBER
Profile Identification #: SURNAME  ZIKT 9889999999 01
Group #: 1234567

Date Printed: 08/03/2014

DENTAL MEDIA ONLY
```

It’s important to remember that:

- Any licensed dental provider, regardless of specialty, can perform services for pediatric dental if the services are within the scope of their license.
- Providers are in-network if they have the Select amendment implemented.
- If the pediatric dental plan is not a stand-alone, the deductible is combined with medical.
- Members who have a dental plan with Premera have a dental line noted on the ID card.

Note: For services that fall under medical benefits, such as maxillary and mandible fractures, the medical network line on the ID card indicates Heritage Signature, which uses the Select Dental Network.

For More Information

If you have questions about the Select Dental Network, call Physician and Provider Relations at 877-342-5258, option 4. For benefit-related questions, call the number on the back of the member’s ID card.
Consultant’s Corner

Gingival Irrigation Following Periodontal Scaling and Root Planing

By Dr. Ronald Cantu, Premera Dental Director

The use of chemical agents with anti-plaque or anti-gingivitis action as adjuncts to oral hygiene seems to be of limited value. This is because mouth rinses do not penetrate appreciably into the gingival crevice. They are, at best, an adjunctive therapy that can aid in treating gingival inflammation in acute situations, after surgery, and during periods of interrupted hygiene.

Based on authoritative dental or scientific literature, chlorhexidine gluconate in such products such as Peridex and PerioGard are the most effective gingival irrigation used for reductions in plaque and gingivitis. Adverse effects reported include staining of teeth, mucositis and reversible epithelial desquamation, alteration of taste, and increased supragingival calculus.

Premera is supportive of dentists who choose to perform gingival irrigation to aid in healing directly after performing periodontal scaling and root planing. However, due to the adjunctive nature, minimal expense, and ease of application, Premera considers gingival irrigation part of the benefit for the primary procedure and not covered by our standard dental plans.

For More Information
If you have any questions, call Physician and Provider Relations at 877-342-5258, option 4.

Company Updates

New and Renewing Groups

Here are some of our new and renewing groups:

- Bergerabam, Inc.
- Cadence Aerospace
- Gesa Credit Union
- Healthcare Resource Group, Inc.
- Housing Authority of the City of Longview
- Insitu, Inc.
- K&L Gates LLP
- Microsoft
- Miles Sand & Gravel Co.
- Pacific Software Publishing, Inc.
- Pactera Technologies
- Parallels Inc.
- Pioneer Human Services
- Port Madison Enterprises Construction Corporation
- Skyline Hospital
- Sound Heating and Air Conditioning, Inc.
- Third Place Company, LLC
- Total Reclaim, Inc.
Practical Sense Approach to Dental Review

What sets Premera dental review above the rest of the insurance industry? The short answer is simply this: practical sense.

Premera’s practical sense approach to dental review allows for a more focused dental review faster claims adjudication and less administrative cost. Our dental review helps manage costs by reviewing professional services for medical necessity and establishing cost-containment practices.

An important part of the review is applying alternative benefits or the use of alternative dental procedures and services that are consistent with community standards of care and supported by authoritative professional literature.

A second component of the review is having a licensed dental director who has an active private practice. Our Dental Director, Ronald D. Cantu, DDS, MPA, has been with Premera for more than two decades. Dr. Cantu has made a positive difference recommending medical and dental policies that help manage healthcare costs while keeping in mind the complexities of a modern dental practice.

Many health plans have overly structured and aggressive strategies to review dental claims to provide savings. These savings come at the expense of limiting auto-adjudication and increasing claims administration. One example is the time devoted to scrutinizing periodontal charting to determine when scaling and root planing is necessary. Premera has concluded that these types of review are unnecessary, time consuming, and not in the best interest of our members and the employer groups we represent.

We firmly believe that our practical sense approach promotes a positive and professional relationship with our dental provider community.

Send Your Attachments Electronically With FastAttach®

Streamline your claims submissions that require attachments by using the FastAttach system, offered by National Electronic Attachments, Inc. (NEA).

With FastAttach, you can transmit x-rays, periodontal charts, explanations of benefits, narratives, and any other documentation required to adjudicate an electronic dental claim. Our customers tell us that using this system means they no longer have to duplicate and mail images, making their claim submissions 100 percent electronic.

FastAttach is compatible with all dental practice management systems and clearinghouses. It streamlines the attachment submission process by accessing a health plan’s x-ray requirements prior to the initial claim submission. It also works with scanners and digital imaging systems.

FastKapture® is a new Android app that uses the camera on your mobile device to capture dental images and documents for HIPAA-compliant storage, retrieval, and transmission. Data captured via FastKapture is not saved on the device, thus eliminating the risk of security breaches.

Special Discount, More Information

NEA is offering Premera dentists free registration and two months of service for those who register online before Oct. 1, 2014, with promotion code PBCRZ2M at nea-fast.com.

For more information about FastAttach, contact NEA at 800-782-5150, option 2; be sure to mention that you received the August 2014 Dental Network News newsletter.

Tips for Submitting Dental Claims

Submitting the necessary dental claims documentation allows for faster and more accurate claims processing.

Here are some helpful tips for submitting dental claims:

▶ D4381, localized delivery of antimicrobial agents: Please submit periodontal charting and the name of the agent such as Arestin, Atridox or Periochip.

▶ D9110, palliative (emergency) treatment of dental pain: It’s important to not only submit why the patient was in pain, but send a description of the actual treatment provided.

▶ D9610/D9612, therapeutic parenteral drugs; D9630, other drugs or medicament; D9910/D9911, application of desensitizing medicament: Submit each of these with a detailed description of drug or medicament provided.

For more information about necessary dental claims documentation, please refer to Premera’s Dental Documentation Guidelines or request a copy from one of our dental provider representatives at 877-342-5258, option 4.
Medical Necessity Criteria for Intra-oral Appliances for Obstructive Sleep Apnea

Effective Oct. 23, 2014, policy 2.01.532 Intraoral Appliances for the Treatment of Obstructive Sleep Apnea (OSA) lists criteria which must be met for oral airway dilators, oral orthotics, oral airway devices, or mandibular advancement devices to be considered medically necessary for OSA:

- The apneic/hypopneic index (AHI) is greater than or equal to 15 events per hour and up to a maximum of 30 events per hour, including a minimum of 30 events documented per sleep study; or
- The AHI is greater than or equal to 5 events per hour and fewer than 15 events per hour, including a minimum of 10 events documented per sleep study, and
  - A physician with additional training in sleep disorders has explained the benefits of a CPAP device, but the patient opts for an intraoral appliance, and there is documentation of at least one of the following:
    1. History of stroke
    2. Hypertension (systolic blood pressure greater than 140 mm Hg and/or diastolic blood pressure greater than 90 mm Hg)
    3. Ischemic heart disease
    4. Symptoms of impaired cognition, mood disorders, or insomnia
    5. Excessive daytime sleepiness (documented by either Epworth greater than 10 or MSLT less than 6)
    6. Greater than 20 episodes of desaturation (i.e., oxygen saturation of less than 85%) during a full night sleep study, or any 1 episode of oxygen desaturation (i.e., oxygen saturation of less than 70%)
    7. Obesity (BMI greater than 35)
- If the AHI is greater than 30 events per hour and meets either of the following:
  - There is documentation that the patient is not able to tolerate a positive airway pressure (PAP) device
  - The use of the PAP device is contraindicated.

A pre-service review is strongly recommended. If a pre-service review is not obtained, we will conduct a retrospective medical necessity review. Services that are not medically necessary will not be covered. These policy revisions were developed with dental and sleep medicine consultation.
Electronic Funds Transfer (EFT) Available

Get faster payments and save trips to the bank! Sign up today for Electronic Funds Transfer (EFT). The online EFT enrollment tool is available under Tools on the left menu on the secure provider website.

What You Need to Know Before You Enroll in EFT

- To enroll, you need an EFT administrator role with OneHealthPort (OHP). Ask your OHP administrator to authorize individuals from your organization to designate bank payments and activities.
- EFT enrollment is by tax ID number (TIN). Every payee associated with the TIN receives EFT. Only one bank account number is allowed for each TIN. If you have more than one bank account associated with your TIN, EFT may not work for you.
- EFT enrollment automatically turns off your paper Explanation of Payments (EOPs) for all Premera business entities and affiliates (except FEP and NASCO). This means that after you enroll, access to your EOPs will be online only.
- You’ll receive direct deposit for all Premera, Premera Medicare Advantage, and Premera affiliate payments (except FEP and NASCO, which are not supported by EFT). Learn more about EFT enrollment on our website under Quick Links or contact Physician and Provider Relations at 877-342-5258, option 4.

Don’t Miss Out! Sign Up Today for Email Alerts for Dental Network News

Dental Network News will soon transition to an online-only format and will no longer be mailed to Premera contracted providers. This new format means a much more efficient, timely, and sustainable way to keep you informed. For the first few issues, you’ll be notified via a postcard mailer that a new issue is online. Once we stop sending postcard notices, you’ll want to make sure you’re getting email notices when a newsletter is published. So be sure to sign up today for an email subscription on our secure website at premera.com/wa/provider. If you don’t have internet access, please notify us by calling Physician and Provider Relations at 877-342-5258, option 4.
Send Provider Updates and Changes 30 days in Advance

Please notify Premera of any updates or changes to your practice information 30 days prior to the change. This allows us to update our payment systems so your payments are sent to the correct address and update the provider directory so that your patients have accurate contact information.

Providers can notify Premera of any new information or changes by email, using the Contracted Provider Information Change Form. The form is located at premera.com/wa/provider, Library, Forms, Miscellaneous.

Providers can also send updates by fax at: 425-918-4937, email at Provider.RelationsWest@Premera.com, or mail to:
Premera Blue Cross
Attn: Provider Relations, MS 453
P.O. Box 327
Seattle, WA 98111-0324

For more information, call Physician and Provider Relations at 877-342-5258, option 4.

Practitioner Credentialing Notifications

Practitioner’s Right To Review Credentialing File

A practitioner has the right to review their credentialing file by notifying the Credentialing Department and requesting an appointment to review their file. Allow up to seven days to coordinate schedules.

Practitioner’s Right To Correct Erroneous Information

A practitioner has the right to correct erroneous information. The Plan will notify the practitioner in writing in the event that credentialing information obtained from other sources varies from that supplied by the practitioner. The practitioner must explain the discrepancy, may correct any erroneous information, and may provide any proof available.

Practitioner’s Right To Be Informed of Application Status

Practitioners have the right upon request to be informed of the status of their credentialing application. Please note that after the initial credentialing process, practitioners who are in the recredentialing cycle are considered approved unless otherwise notified.

For more information about these notifications, contact Physician and Provider Relations at 877-342-5258, option 4.

Your Premera Provider Network Executives

At Premera, our goal is to provide the best possible support and services to our dental providers. Each contracted dental provider has a designated Provider Network Executive, as listed below with accounts and contact information:

Debbie Hopper, Provider Network Executive, Mountlake Terrace, 425-918-5544
- Dental offices in all Western Washington counties (except King County)
- Bright Now! Dental
- Smiles Dental

Heidi Hill, Provider Network Executive, Spokane, 509-252-7473
- Dental offices in all Eastern Washington counties (except Spokane County)
- Our national network providers outside of Washington and Alaska

Teresa Triggs, Provider Network Executive, Spokane, 509-252-7239
- Dental offices in King and Spokane Counties
- Gentle Dental

Our Provider Network Executives look forward to working with you.

2014 Holiday Business Closure Dates

Premera will be closed on the following dates:

Monday, September 1, Labor Day
Thursday, November 27, Thanksgiving Day
Friday, November 28, Day after Thanksgiving
Thursday, December 25, Christmas Day
Friday, December 26, Day after Christmas
For the 13th consecutive year, Premera participated as an exhibitor at the 2014 Inland Northwest Dental Conference on April 17 and 18. We’d like to thank everyone who stopped by our booth. This year’s drawing was for a Premera cooler filled with a beach towel, plates, cups, chips, candy, and a $25 Visa gift card.

Congratulations to our two lucky winners:

- Kelly Reeves, from the office of Dr. Bryan Anderson, South Spokane
- Diana Jeffreys, from the office of Dr. Michael Readel, North Spokane

It’s always wonderful to see so many familiar faces and meet new people. We look forward to seeing everyone again next year on April 16 and 17.

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2014 Pacific Northwest Dental Conference

For the 13th consecutive year, Premera participated as an exhibitor at the 127th annual Pacific Northwest Dental Conference (PNDC) on June 12 and 13, 2014, in Bellevue. With more than 8,000 attendees, the PNDC is the largest gathering of dental professionals, staff, and students in Washington.

Sponsored by the Washington State Dental Association, the conference offered two full days of continuing education with more than 50 nationally renowned speakers and an exhibit hall that featured more than 100 exhibiting companies with the latest in dental technology, materials, and services.

We appreciate everyone who stopped by our booth to say hello to the provider relations team, pick up promotional items, and enter prize giveaways. What a valuable opportunity to meet members of the dental community and see many familiar faces from Washington and Alaska.

Premera held a drawing for two $50 Visa gift cards and picnic coolers. Of the 686 entries, our winners were Kim Hart, dental hygienist for David Hagel, DDS, Redmond; and Lori Jessop, dental hygienist for Peter Agnos, DDS, Everett.

We look forward to seeing you at next year’s conference at the Meydenbauer Center in Bellevue, on June 11 and 12, 2015.
Please post or circulate this newsletter in your office.

**HEALTHY Living**

**Melon Soup**

1 large honeydew melon, peeled, seeded and chopped (about 6 cups)
2 tablespoons fresh lemon juice
¾ cup orange juice
Pinch of salt
1 cantaloupe peeled, seeded and cut into ½ inch cubes (3 to 4 cups)
1 tablespoon chopped fresh mint
½ teaspoon freshly grated nutmeg (optional)
¼ cup rum or Midori liqueur (optional)

In batches in a blender, puree the honeydew melon with the lemon juice, orange juice and salt. Pour into a bowl and stir in the cantaloupe cubes and the mint. If you wish, add the nutmeg and/or rum or melon liqueur. Cover and refrigerate for 30 minutes. Serve cold.

Variation: Replace some of the cantaloupe cubes with red and/or yellow watermelon cubes.

Serving the soup in chilled cups is a nice touch. This soup is good with something a bit hot, such as a Thai salad.

**Network News**

Back issues of *Network News* are on our website at [premera.com/wa/provider](http://premera.com/wa/provider) in the *Library* under *Communications*.