New and Renewing Groups

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

- PSEA - Public Safety Employees
- Hope Community Resources, Inc.
- R&M Consultants Inc.
- Unique Machine LLC
- Akeela, Inc.
- Oasis Environmental, Inc.
- Davis Constructors & Engineers - AGC
- Alaska Constructors & Engineers - AGC
- RSA Engineering Inc.
- Katmai Government Services LLC
- Northrim Bank
- Northern Construction & Maintenance
  LLC - AGC
- Nordic Well Servicing/Nordic
  Calista Svs - AHP
- Tagiugmiullu Nunamiullu H.A. - APS
- Bethel Native Corporation
- City of Cordova - APS
- City of Craig - APS
- Magone Marine Service Inc.
- ABR, Inc. - AGC
- Presbyterian Hospitality House
- Classic Alaska Trading/Big Ray’s
  Alaska, Inc.
- Bettisworth North Architects
  and Planners
- Yukon Flats School District - APS
- Hoonah City Schools - APS
- Juneau Alliance for Mental Health Inc.
- Southeast Regional Resources
  Center - APS
- City of Ketchikan - APS
- Klawock City School District - APS
- City of Kotzebue - APS
- Metlakatla Indian Community - APS
- Annette Island School District - APS
- Cook Inlet Spill Prevention &
  Response Inc.
- Norton Sound Econ Dev Corp (NSEDC)
- Ray Electric Inc.
- Cruz Construction Inc.
- Alaska Family Services
- Aleutians East Borough S.D. - APS
- Sitka Counseling & Prevention
  Services Inc.
- Municipality of Skagway - APS
- Skagway School District - APS
- Alaska Roteq Corporation
- Mat-Su Services For Children &
  Adults, Inc.
- City And Borough Of Wrangell - APS
- Wrangell Public Schools - APS
- Yakutat School - APS
- City & Borough of Yakutat - APS

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.
- Verify filing guidelines in your provider contract. Contact EDI with questions: 800-435-2715 or edi@premera.com.

Paper Claims

If you are not an electronic biller, use the Corrected Claim Cover Sheet, available online at 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.

These critical claims data elements are:

- 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.
Crowns, Inlays, Onlays, and Labial Veneers

During the recent Western Washington Dental Advisory Board meeting held at Premera, 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. A 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.
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.
FEP Dental Copays

For the 2011 benefit year, FEP increased the Basic Option dental copay for covered dental services from $20 to $25. As part of the MyBlue Wellness incentive card program, members can use their earned funds on covered dental services. Members do not have to provide additional documentation, such as a receipt or explanation of benefits (EOB) if the value of the dental transaction is equal to the dental plans current copay amount.

Since FEP increased the Basic Option dental copay, the majority of dental service transactions tied to a MyBlue Wellness incentive purchase continue to come in with the previous dental copay of $20 which does not equal the current dental plan design copay of $25. As a result, members have to provide additional documentation for verification that it is an appropriate qualified medical expense.

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.
Alaska Dental Society Conference held May 12-14

Teresa Triggs, the newest member of our Provider Liaison team for Alaska was in charge of the Premera exhibit at the Alaska Dental Society Conference this year and what a great job she did. Sylvia Aksdal and Teresa expressed Premera’s appreciation to the Alaska dental community. “We have always been warmly received and are especially grateful for being included in all social events.”

This year Teresa and Sylvia were kept busy visiting with many of our contracted dentists and staff. Our drawing for the gift card was a success. Congratulations to the winner: Brittany Valdivia, who works for Dr. Jon Woller and his wife in Fairbanks. Brittany was not present at the President’s dinner so Heather Woller accepted it on her behalf. Fortunately Brittany was able to stop by our exhibit on Saturday so Teresa Triggs could give her the gift in person. Dr. and Mrs. Woller were extremely happy to see Brittany win as she is a nursing student and as with all students they are sure she will find a good use for this gift.

Also, exchanging gifts at the President’s dinner were some of the dignitaries at the conference. Dr. Christine Moleski of Juneau, President of the ADS, accepts a beautiful piece of glass art from Dr. Doug Walsh, President of the Washington Dental Association. Dr. Moleski gave Dr. Doug Walsh and Dr. Kathleen O’Loughlin, Executive Director of the American Dental Association, some unique Alaskan Native works of art.

Spring Alaska Visits

Debbe Hopper made her annual visit to Alaska at the end of April. Debbe visited contracted providers in Fairbanks, North Pole, Delta Junction, Anchorage, Wasilla, Homer, Kenai, and Soldotna. Sylvia Aksdal and Teresa Triggs made their visits May 9-20. Sylvia visited contracted providers in Fairbanks, Kodiak, Homer, Kenai, and Soldotna, while Teresa visited contracted providers in Juneau, Anchorage, Eagle River, Wasilla, and Palmer. During this visit Sylvia and Teresa also attended the Alaska Dental Society meeting that was held at the Captain Cook hotel, in Anchorage, May 12-14, providing another opportunity to visit with dentists, dental staff and their families.

Debbe, Sylvia, and Teresa feel it is important to keep in personal contact with contracted providers to help keep you informed of changes or updates that can help you and your patients make informed decisions. While in Alaska, they also have the opportunity to make additional contacts while educating non-network dental providers the value of becoming a Premera network provider.

We appreciate the Alaska dental provider community and we are proud of the partnership that we continue to develop. We look forward to seeing you in the fall.
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
- 1/3 cup olive oil
- 1/4 cup tomato sauce
- 2 tablespoons red wine vinegar
- 2 tablespoons chopped fresh basil
- 1/2 teaspoon salt
- 1/4 teaspoon cayenne pepper
- 2 pounds fresh shrimp, peeled and deveined
- Wooden skewers

• 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.

• Preheat grill for medium heat. Thread shrimp onto skewers, piercing once near the tail and once near the head. Discard marinade.

• Lightly oil grill grate. Cook shrimp on preheated grill for 2 to 3 minutes per side, or until opaque.

Have a Happy Labor Day!
Please post or circulate this newsletter in your office

Summer / Fall Fun

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