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:

- Alaska Billing Services, Inc.
- Alaska Island Community Services
- Amp, Inc.
- Boat Shop, Inc.
- Chena Obstetrics & Gynecology, PC
- Cold Climate Housing Research Center (CCHRC)
- Davis Constructors & Engineers - AGC
- Flair Interiors Dba Giant Don’s Flooring
- Gbr Equipment, Inc.
- John Richard Carr Corporation
- Juneau Alliance For Mental Health Inc.
- Juneau Bone & Joint Center LLC
- Kodiak Fishmeal Company
- Larsen Consulting Group
- Magone Marine Service, Inc.
- Michael G. McNamara MD LLC
- Mdspro LLC
- Norton Sound Econ Dev Corp (NSEDC)
- Olson Marine, Inc.
- Pacific Stevedoring, Inc.
- Ray Electric, Inc.
- Re-Inventing Schools Coalition
- Service Auto Parts, Inc.
- Sgy, Inc., D.B.A. Shattuck & Grummett Insurance
- Southeast Alaska Animal Medical Ctr.
Standalone Dental Plan Membership Increasing

Premera has always been committed to offering a well designed Medical and Dental plan, however the volume of standalone Dental Plans has increased significantly in the last couple of years. This increase is largely due to our local presence, competitive dental rates, variety of dental plans that meet the need of perspective employers and their members, and a well developed Dental Utilization Review and Dental Claims Processing team.

The Dental Utilization Review team consists of qualified, trained and supervised staff with extensive dental claims and clinical experience. The team reviews dental treatment plans, interprets diagnostic testing and supports claims adjudication including dental and medical services billed by a dental provider for teeth, the teeth supporting structure, the oral cavity, and the maxillofacial region. These activities help maximize cost-containment, control abuse, and detect fraud as well as support prompt claims processing and auto adjudication.

Premera understands the importance of using Dental consultants who provide the right expertise. In addition to the Dental Utilization Review team, Premera also retains external Medical and Dental consultants to ensure all state and federal requirements are met. Premera's local Dental consultants are not only licensed Dentists, but actively practice in the dental community. This is an important distinction as this allows Premera and our Dental consultants to work together to review and ensure that our dental policies are up to date and that our dental providers are reimbursed fairly based on current dental community standards.

Premera also collaborates with P&R Dental Strategies, Inc., a leading utilization review organization, to provide compliance with all state statutes regarding utilization review and to ensure HIPAA compliance. We selected P&R Dental Strategies because all their Dental Consultants come through referrals from industry professionals.

It is important to note that all clinical denials or alternative benefits recommended by the Dental Utilization Review associate are reviewed and approved by a Dental consultant.

Submitting Corrected Claims Electronically

When you submit a corrected/replacement claim electronically, there are many benefits, including:

- The capability for you to provide instructions and detail about what you want corrected
- There is no postage required
- You will have a record of when we received the corrected claim
- Submitting corrected claims electronically provides the fastest turnaround time
- It is paperless and green
- Submitting a corrected/replacement claim electronically is fast and simple:
  - Use frequency code 7 to submit a corrected/replacement claim
  - The claim needs to be restated in its entirety
  - Bill all applicable lines: If only one line is billed; only one line will process
  - Use Loop 2300, NTE02 Segment to submit a claim level note remark electronically
  - For late charges use frequency code 5

If you have questions about submitting claims electronically, call EDI at 800-435-2715 or email edi@premera.com.

Claim Submitting Tips

Here are some tips when submitting claims to Premera:

- When submitting dental claims due to a dental accident or injury, it is important to include the following:
  - The date of the accident
  - How the accident occurred
  - Any third party liability information
  - The condition of the teeth prior to the accident
  - Supporting documentation such as pre/post x-rays, chart notes or narrative

  This information will help us process your claim without the need to pend the claim for additional information.

- When submitting D0431 — adjunctive pre-diagnostic tests that aid in detection of mucosal abnormalities including premalignant and malignant lesions, not to include cytology or biopsy procedures such as when using devices such as VelScope, Visilite, etc., please submit a narrative and/or chart notes if not billed with oral evaluation and cleaning. This information will help us process your claim without the need to pend the claim for additional information.

- When submitting D7285 — biopsy of oral tissue (hard) or D7286 — biopsy of oral tissue (soft), please include pathology report. This information will help us process your claim without the need to pend the claim for additional information.
Subgingival Irrigation Using Chlorhexidine Gluconate Following Periodontal Scaling and Root Planing

By Dr. Ronald Cantu

The use of subgingival irrigation has been shown to be of very modest benefit. Irrigation as an adjunct to oral hygiene seems to be of limited value. Studies of the incidence of measurable bacteremia, after a regiment of scaling and root planing or periodontal maintenance (which can include site specific periodontal scaling and root planing) show limited benefit from using a subgingival irrigation. This is apparently the case because mouth rinses do not penetrate significantly into the gingival crevice.

Chlorhexidine gluconate, such as Peridex and PerioGard, was the first antimicrobial agent shown to inhibit plaque formation. Adverse effects, however, are significant including staining of teeth, and increased supragingival calculus.

In my practice, I find that a thorough scaling and root planing is sufficient in most cases and subgingival irrigation is not of great additional benefit. I usually recommend local antibiotic therapy, such as Arestin (2% minocycline micro-spheres) for acute episodes of periodontal infection. Insurance benefits are available for D4381 — localized delivery of antimicrobial agents. Antiseptic rinses are presently considered to be a part of a global fee for scaling and root planing. This is considered an optional therapy which may facilitate the effectiveness of scaling and root planing.

When submitting irrigation using Chlorhexidine following scaling and root planing or periodontal maintenance the 100+ Questions & Answers on the Code and the ADA Claim Form section of the CDT 2009/2010 reference manual published by the ADA indicates that there is no procedure code whose nomenclature reads “irrigation using Chlorhexidine following scaling and root planing.” In situations where, in the opinion of the dentist providing the service, there is no specific procedure code that is applicable to the service, then an “unspecified procedure, by report” code can be used. In this situation, D4999 unspecified periodontal procedure, by report may be reported. All “by report” procedure codes are expected to include a supporting narrative that explains the service provided.
Real-Time Estimates Available Online

Premera has delivered a new user-friendly, web-based technology to contracted dental providers and office personnel that calculates the patient’s share of cost at the point of service for most dental services. Providers enter patient information and service details. Estimates are calculated in real time to ensure accuracy; the calculation response is delivered within seconds based on:

- Contract pricing for each specific provider
- Patient eligibility and benefit plan
- Patient current deductible, coinsurance or copay
- All accumulators met to date and out of pocket maximum

Using the tool, providers and office personnel can print a copy of the estimate for their patients’ that clearly explains how the patient share of cost was calculated. Patients are served by better understanding their cost of care at the time of service. It may also serve as the basis of pre-service financial discussions and reduce confusion.

Providers can access the tool on premera.com/provider by selecting ‘Submit Estimate/Claim’ from the left navigation menu under Tools. As a contracted provider you already have access to use the tool to generate estimates.

Helpful Tips:

- Use for Premera members
- Set your Internet browser to allow pop-ups
- Create templates for common services to save keying time
- Organize your templates by categories for quick retrieval
- Maximize the screen and reduce scrolling by clicking on the small black arrow located on the left navigation menu
- Use the help file for detailed, step-by-step instructions and more tips
- Use valid CDT codes — must use a D, not a zero (DXXXX)

Optimizing Your Online Experience

There are some tips to assist you when using our web site, premera.com. Additional resources and contact information for technical problems are listed at the bottom of the page.

Use the recommended web browsers and screen resolution

- Our web site is best viewed using a Windows-based computer system and either Internet Explorer 7.0 or higher or Firefox/Mozilla 3.0 or higher. The site may not function well with either Opera or Safari. This site is best viewed at resolutions of 800x600 or higher and some secured functions require a minimum resolution of 1024x768.

To adjust your screen resolution in Microsoft Windows:

- Right-click the Windows desktop
- From the menu, choose Properties
- Click the Settings tab
- Adjust the Desktop Area slider to the desired resolution

In addition, consider these steps

- If you have a pop-up blocker, consider disabling or overriding it
- Set your browser to display the latest version of the site
- Change the text size for easier reading
- Clear your browser’s cache if the site is misbehaving

Get Help

Login Help
Forgot your password? Answer your secret questions to reset your password.

Providers: Are you registered, know your user ID and password, but still can’t log in? Call 800-973-4797

General Web Help
Call 800-722-9780 Monday through Friday, 6 a.m. to 6 p.m. Pacific Time.

Dental Network News is an online publication that can be viewed at premera.com/provider, under Communications in the Library. There you can view the current issue of the newsletter, as well as archived issues.

You can also request an email notification when a new edition is published. Log in to the provider portal and go to “My Email Subscriptions” at the bottom of the My Premera page, check the Dental Network News Notice box, enter your email address, and click Save Subscription Changes.
Network Representatives — Who are They?

In this age of internet technology and automated phone systems, Premera takes great pride in offering both the technical and personal touch when servicing our contracted providers.

In addition to our Customer Service Representatives, Premera has Provider Network Representatives, Provider Network Associates and Provider Network Executives available to help providers coordinate their Premera interactions and assist their service efforts. Premera hopes this one-on-one service will bring the provider and insurer closer together.

Each contracted provider has a designated Provider Network Associate or Provider Network Executive. They are listed below:

- **Teresa Triggs**, Provider Network Associate, is located in our Spokane office and has accountability for:
  - Our national network providers outside of Washington and Alaska
  - Gentle Dental, which has locations in Washington and Oregon
  - Dental offices in all Eastern Washington counties
  - Various practices in Alaska

- **Sylvia Aksdal**, Provider Network Executive, is located in our Mountlake Terrace office and has accountability for:
  - Affordable Dental Care, Seattle Community Health Care (Sea Mar), and Sunrise Dental Clinics, International Community Health, NeighborCare Health Centers, Seattle Children’s, and the University of Washington School of Dentistry
  - King, Clark, Cowlitz, Lewis, and Wahkiakum Counties
  - All Alaska boroughs

- **Debbe Hopper**, Provider Network Executive, is also located in our Mountlake Terrace office and has accountability for:
  - Bright Now! Dental
  - Clallam, Grays Harbor, Island, Jefferson, Kitsap, Mason, Pacific, Pierce, San Juan, Skagit, Snohomish, Thurston, and Whatcom counties
  - All Alaska boroughs as well

When Debbe, Teresa and Sylvia are in the field doing service visits to dental offices, there are still resources available to assist providers. Providers may:

- Log onto premera.com to:
  - Check benefits, eligibility, and claims status
- Contact Customer Service at 800-722-4714, option 2 to:
  - Check benefits, eligibility, and claims status
- Contact Physician and Provider Relations at 800-722-4714, option 4 to:
  - Make contract status inquiries
  - Handle demographic updates:
    - Address
    - Tax identification number (TIN)
    - Telephone numbers
    - Adding or closing a practice location
    - Name change
    - Add a dentist to your clinic
    - Get fee schedule information
    - Inform us of dentist retirement or departure

Provider Network Executives and Associates look forward to seeing you. Visits to the dental offices add a dimension to their work experience that cannot be attained in any other manner.

Billing Premera Claims Electronically

Providers using a clearinghouse to bill claims electronically, please use Payer ID 47570.

If you bill your claims directly to payers (do not use a clearinghouse) and would like to begin sending your Premera claims electronically, please contact the EDI Team 800-435-2715, option 1 or at edi@premera.com to get started!

**Important Tip!**

When calling Premera for benefits, eligibility, or claims status use the subscriber or member identification number on the ID card when prompted. This saves your office valuable time. We continue to receive a high volume of calls with offices using the subscriber’s social security number instead of the identification number. This sends your call to an operator who then has to look up the ID number before properly routing your call back to the Interactive Voice Response (IVR) or to Customer Service to assist you.

**Note:** If the ID card is not available, you may find the subscriber or member identification number on premera.com/provider.
The Holidays are Upon Us

Holidays are filled with nostalgia, traditions, celebrations, family and friends. During the holidays it’s important to take care of yourself and pay attention to what your body needs. Take some time in your day to relax, eat healthy meals, exercise and enjoy family and friends.

During the holidays we don’t want to hear that certain foods are off-limits. You have to find a happy medium, and enjoy food you really love and swap out high calorie foods for healthy alternatives. Not all holiday food is bad for us. Many holiday dishes use healthy ingredients like pumpkin, butternut squash, green vegetables and lean turkey breast. The internet is a wealth of information and ideas on ways to lower the calories on traditional family recipes and fine a new family favorite.

Whether I’m at home or the office, I always keep things around to help curb cravings. During the holidays, I love small candy canes. They are low calorie, they taste festive, and peppermint has been shown to help reduce food cravings. At home my family enjoys one of our favorite holiday treats; low-fat peppermint ice cream sandwiches with a steaming mug of sugar free cocoa.

Recipe: Low-fat Peppermint Ice Cream Sandwiches

Mix together 2 cups fat-free light whipped topping, 1 tablespoon crushed candy canes, dash of peppermint flavoring and red food coloring (optional).

Spread layer of peppermint mixture between two plain or chocolate graham crackers and freeze.

Enjoy!
Dental Crossword Puzzle

Across
3) Sealants ________ cavities.
5) Avoid foods with too much __________ in them.
7) ________ are for chewing, talking and smiling.
9) A healthy mouth makes a pretty ________.
11) ________ prevent cavities on back teeth.
12) Sealants and fluoride work together to keep your teeth ________.

Down:
1) Sealants can be clear or __________.
2) Brush and floss your teeth every day to ________ your teeth from decay.
4) __________ is the hardest substance in your body.
6) Eating junk food causes your teeth to __________.
8) Fresh fruits and vegetables keep you ________.
10) A back chewing tooth is a __________.
12) Sealants help keep your teeth ________.

Dental Word Search

BRUSH
CAVITY
DECAY
DENTIST
FLOSS
FLUORIDE
GARGLE
GUMS
HYGIENIST
MOLAR
PLAQUE
POLISH
RINSE
SEALANTS
TOOTH
TOOTHPASTE
XRAY
Network News

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