



# Dental News



## Have you returned your revised Dental Provider Agreement?

Revised Dental Provider Agreements were mailed to participating dental offices last September. The updated agreement standardizes and clarifies the agreement used by Regence and its affiliates.

The revised agreement now covers full participation for all Regence Plans: Regence BlueShield (Washington), Regence BlueCross BlueShield of Oregon, Regence BlueShield of Idaho, Regence BlueCross BlueShield of Utah, and affiliate companies.

Dental practices that bill Regence using a corporation or partnership's Tax Identification Number (TIN) or Employer Identification Number (EIN) are required to sign only one Regence Dental Group Provider Agreement instead of individual agreements for each provider in the office. The Dental Group Provider Agreement must be signed by an authorized partner or an authorized owner of the professional corporation.

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### **Have you returned your revised Dental Provider Agreement?**

Dental practices that bill Regence for their services using the providers' Social Security numbers will continue to sign individual Regence Participating Dental Agreements.

**If you have not yet returned your replacement agreement, please sign and return it to the address shown on the agreement to avoid interruption in your participation status.**

If you have questions about the revised agreements or have misplaced it, please call your provider relations representative. (See the back of the newsletter for names and phone numbers.)

### **New provider service dental representative**

We are pleased to introduce Loretta Eline as a new member of the provider services team. Loretta will assist dental offices with questions about their dental contracts with Regence BlueCross BlueShield of Utah. If you have questions about the new provider agreement or would like to schedule a time for her to come to your office, call Loretta directly at (801) 333-5482.

### **Changes in billing numbers?**

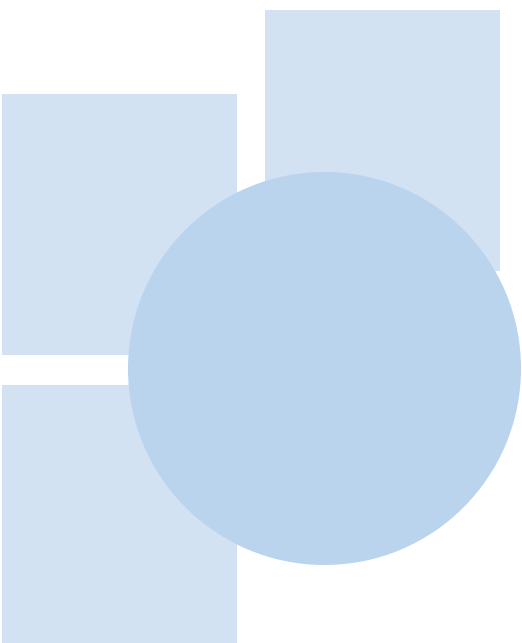
As of Jan. 1, 2008, if your office changes its billing practice (such as using a new TIN or using a TIN instead of a Social Security number), you will need to sign a new Participating Group Provider Agreement. To ensure correct payment of your claims, please contact your provider service representative prior to using the new number on your claims.

### **Attention ValueCare providers: Benefit changes to the Regence Caring Foundation for Children**

Effective Jan. 1, 2008, the Regence Caring Foundation for children is making the following benefit changes to the program:

- Eligibility is limited to children through age 17.
- Extraction procedure codes D7220, D7230, D7240 and D7241 are not covered for wisdom teeth (1, 16, 17 and 32).
- Sealants are covered only on permanent bicuspid and permanent molar teeth.

For more information about the plan, call Denise Davies at (801) 333-5850 or toll free 1 (888) 589-5437



## National Provider Identifier (NPI) update

Continue to submit your electronic claims using only your Regence provider number or your Regence provider number and your National Provider Identifier (NPI). **Do not submit electronic claims with only an NPI at this time. We will update you when this option is available.** We need to have 100% of our electronic submitters' NPIs received and loaded into our claims system before we can accept only an NPI.

As of Aug. 24, 2007, we have received NPIs for 65% of our dentists and other dental professionals. If you haven't already done so, share your NPI with us as soon as possible so we may enter it into our systems. You can submit your NPI using one of the four submission methods below

- **Online** submission is available on our *Provider Web Site* at [www.ut.regence.com/provider](http://www.ut.regence.com/provider). Go to the *Dental Professionals* section, then *Dental Library*, and then *Forms*. Complete the electronic *Provider Information/Provider Directory Update Form* and submit it electronically.
- **Print** the *Provider Information Update Form*, located in the *Dental Library* section, under *Forms* portion of our *Provider Web Site*. Fax the completed form to (801) 333-6558.
- **Call** your provider service representative.
- **Mail** your NPI to:  
Regence BCBSU  
Attn: Provider Services  
P.O. Box 30270  
Salt Lake City, UT 87130-0270

The latest NPI information, including a frequently asked questions document and an online workshop, is available on our *Provider Web Site* at [www.ut.regence.com/provider](http://www.ut.regence.com/provider). If you have any questions, contact your provider service representative.

## X-rays no longer being returned

As we stated in our June 2007 newsletter, we are no longer returning X-rays to dental offices as of July 1, 2007. **To expedite processing, please send X-rays only for:**

- Multiple anterior crowns
- Veneers
- Implants
- Services related to an accident for Federal Employee Program patients only

When you send X-rays to us, please send only duplicates. The ADA® CDT User Manual states that "Originals should not be used to fulfill requests made by the patients or third parties for copies of records."

## Coding of claims

Claims must be submitted with the ADA procedure codes listed in the CDT 2007-2008 User Manual. We will deny for correct procedure code all claims submitted with a code utilizing a leading "0" (01110) instead of a leading "D" (D1110). Message code 735 will be listed on your payment voucher for an incorrectly submitted procedure code.

## Referring to specialty providers

To avoid increasing your patients' out-of-pocket expenses, please make your best efforts to refer them to participating specialists. Members who see a non-participating specialist are responsible for the difference between the allowed amount and the provider's charge. Check our Web site, [www.ut.regence.com](http://www.ut.regence.com), to see if the specialists you normally refer to are participating with Regence BlueCross BlueShield of Utah.



## Meet our new products for small-employer groups

### A NEW CLAIMS SYSTEM

This fall, Regence BlueCross BlueShield of Utah began processing claims on a new system. The new claims system will be implemented in phases. Initially, only claims for members enrolled on new small-employer group products will be processed on this system. While this robust claims system will allow us to improve efficiencies, it is much more than a technological upgrade. Strengthening our processes and systems will improve our ability to respond to your needs, as well as those of your patients.

### THREE NEW SMALL-GROUP PRODUCTS

We will use our new system to administer three new dental products as alternatives for smaller businesses with 2 to 99 employees. These three new products, Encore<sup>SM</sup>, Expressions<sup>SM</sup> and Radiance<sup>SM</sup>, focus on personal freedom and cost accountability. We launched them on Nov. 1, 2007.

#### Encore\*

- Annual maximum may be \$500 or \$750.
- Deductible may apply for all benefits.
- Reimbursement levels are 80% for preventive, 50% for restorative and 0% for major services.

#### Expressions\*

- Annual maximum may be \$1,000, \$1,500 or \$2,000.
- Reimbursement levels are 100% for preventive (deductible is waived), 80% for restorative and 50% for major services.
- An orthodontia option is available with this plan. It has a lifetime maximum of \$1,000 or \$1,500, is limited to age 23 and under and has a 50% benefit after a 12-month waiting period.

*\*Expressions and Encore are network products, and reimbursement is established based on the provider's Blue Cross and Blue Shield network participation. Radiance is not a network product, and there is no hold-harmless provision.*

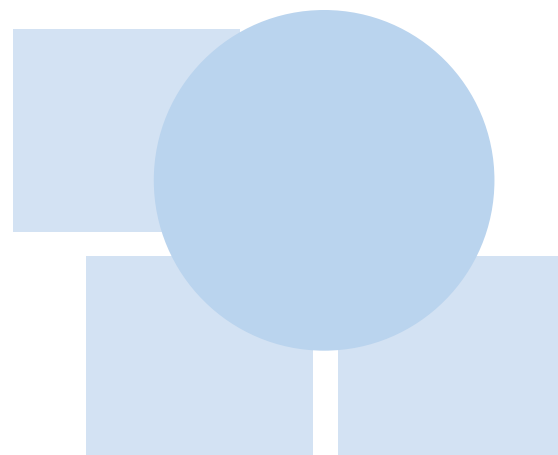
#### Radiance

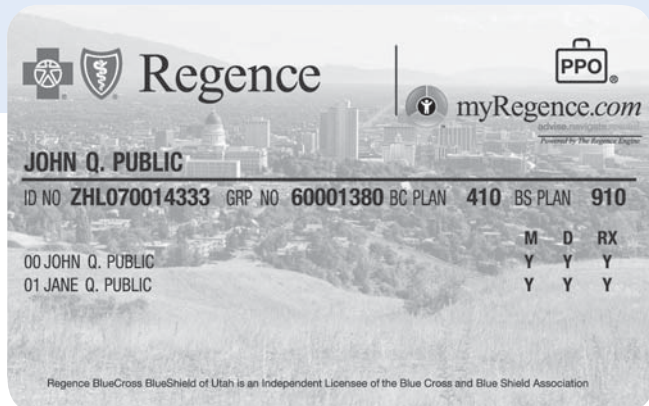
- Annual maximum may be \$1,000 or \$1,500.
- Deductible may apply for all benefits.
- Reimbursement levels are 100% for preventive, 80% for restorative and 50% for major services.
- An orthodontia option is available with this plan. It has a lifetime maximum of \$1,000 or \$1,500, is limited to age 23 and under and has a 50% benefit after a 12-month waiting period.

### NEW MEMBER CARDS FOR ENCORE, EXPRESSIONS AND RADIANCE MEMBERS

Expressions, Radiance and Encore are options only to those employer groups that have decided on one of our two new medical products, Innova<sup>SM</sup> and Engage<sup>SM</sup>, **or to those groups seeking only dental coverage.** You can identify Encore, Expressions and Radiance members by their member cards, which are different from our other Regence member cards:

- They are in color.
- They feature one of seven background designs: four cityscapes (Boise, Idaho; Portland, Ore; Salt Lake City, Utah; or Seattle, Wash.), two graphic designs (diamonds or circles), or a snowboarder image.
- They list one member name per card or the entire family on each card.
- The subscriber suffix is '00.'





### VERIFYING ELIGIBILITY AND BENEFITS

Use Regence Online Services for Providers, available on our *Provider Web Site* at [www.ut.regence.com/physician](http://www.ut.regence.com/physician), or contact Regence Provider Customer Service for Encore, Expressions and Radiance at 1 (877) 417-6222.

### FILING CLAIMS

Submit claims for Encore, Expressions and Radiance patients electronically along with other Regence BlueCross BlueShield of Utah claims or send paper claims to:

Regence BlueCross BlueShield of Utah  
 Attention: Claims Services  
 P.O. Box 30272  
 Salt Lake City, UT 84130-0272

We will continue to share information about these products in *Dental News* and on our *Provider Web Site*. Look for more detailed information in the first quarter of 2008. If you have any questions, contact Regence Provider Customer Service at the dedicated number for these products, 1 (877) 417-6222, or your dental services representative.

 **Provider:** Please submit medical claims to your local Blue Cross and/or Blue Shield Plan. For Blue Card Processing call your local plan for questions on claims. Send all other claims to **PO Box 30272, Salt Lake City, UT 84130-0272**

 **Members:** To locate a preferred or participating Blue provider outside your service area, please call **1-800-810-BLUE(2583)**

 **Regence Rx BIN 610648 PCN 01890000**  
 For Pharmacy questions please call **1 (888) 437-1508**  
 For all other questions please call **1 (888) 367-2119**  
 Regence BlueCross BlueShield of Utah is an Independent Licensee of the Blue Cross and Blue Shield Association  
 This card is not an authorization for service or a guarantee of payment.

Icons on the back of the card indicate various types of benefits available: medical (stethoscope), dental (toothbrush) and pharmacy (Rx) benefit information. Vision is not identified on the member card.

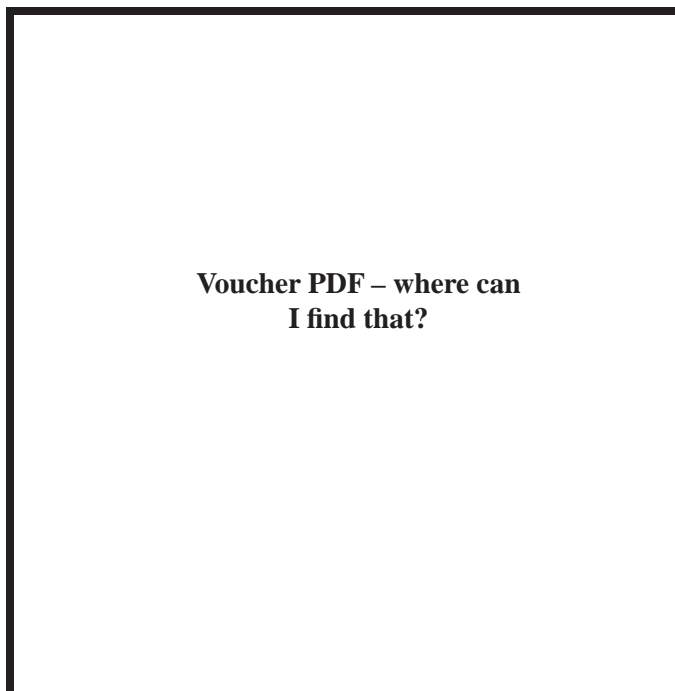
The medical product alpha prefixes for Regence BlueCross BlueShield of Utah are:

- **ZHL** for Innova
- **ZHV** for Engage

Dental-only plans will not contain an alpha prefix.

**Copay, coinsurance and deductible information will not be included on the member cards. To obtain this information, use Regence Online Services for Providers, available on our Provider Web Site at [www.ut.regence.com/physician](http://www.ut.regence.com/physician), or contact Regence Provider Customer Service for these patients at 1 (877) 417-6222.**

Members previously covered on a Regence medical plan will receive new member numbers when they enroll a new medical plan.



## Harmons & Nuskin dental claims

Claims for patients employed by Harmons & Nuskin are processed by Regence Life and Health, one of our affiliate plans. Since Regence Life and Health is not set up to receive electronic claims, please mail paper claims to:

Regence Life and Health  
P.O. Box 1271 M/S E3A  
Portland, OR 97207-1271

To help Regence Life and Health properly identify the member, please include the unique three-letter alpha prefix "HCI" for Harmons and "NII" for Nuskin as part of the patient's member number.

## Regence MedAdvantage service area is expanded

Regence is pleased to announce that the Regence MedAdvantage service area was expanded in October and now includes the following counties (new counties are in bold): **Box Elder, Cache, Davis, Iron, Morgan, Rich, Salt Lake, Summit, Tooele, Utah, Wasatch, Washington** and Weber. The product will be effective in the new areas on Jan. 1, 2008.

Regence MedAdvantage is our Medicare Advantage preferred provider organization plan. It includes a preventive dental benefit of \$500 per year. Members can go to any dentist and are covered up to \$500 annually for preventive dental services such as cleanings, X-rays and exams. Dentists will be reimbursed at billed charges up to the benefit maximum. This preventive benefit is an excellent way for your senior patients to maintain their oral health.

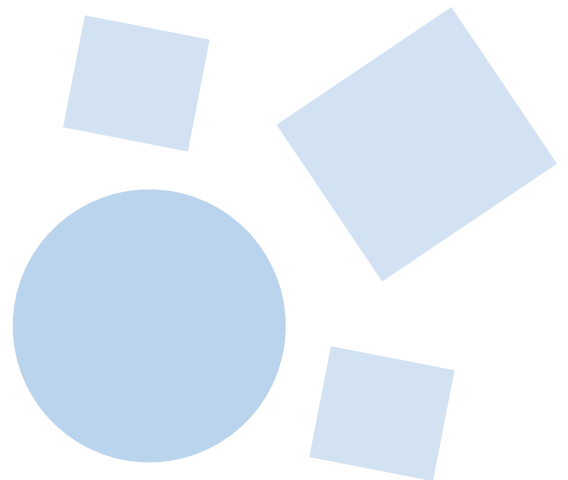
The Regence MedAdvantage information on our *Provider Web Site*, [www.ut.regence.com/provider](http://www.ut.regence.com/provider), will be updated in January to reflect these changes.

## Introducing A.D.A.M. QuickSheets

Regence is pleased to introduce a new online tool available on Regence Online Services for Providers. This new tool, A.D.A.M. QuickSheets, is designed to improve communication between dental professionals or health care providers and their patients. A.D.A.M. Quicksheets are illustrated patient education handouts available in English and Spanish. The handouts may be printed and handed to patients during a visit, mailed with lab results or emailed.

Articles used in the handouts are excerpts from A.D.A.M.'s award-winning *Health Illustrated Encyclopedia*, which covers diseases, conditions, surgeries, tests and wellness. Handouts may be searched by keyword or added to a list of favorites. Dental professionals and other health care providers may also add their own patient-specific notes to each handout, tailoring the information to each patient. The provider's name and contact information, once entered into the system, is automatically included on every handout.

More information on Regence Online Services for Providers is available on our *Provider Web Site* at [www.ut.regence.com/provider](http://www.ut.regence.com/provider).



## Billing for Sleep Apnea

The following information contains medical diagnosis and procedure codes that you can use to bill for a sleep apnea appliance. When submitting a claim, please choose a diagnosis code and the corresponding procedure code. Sleep apnea is billed through medical benefits only. In order to qualify for an oral appliance, medical policy must be followed. You may view medical policies on the Medical Policy Web site at [www.regence.com/trgmedpol](http://www.regence.com/trgmedpol).

### POLICY/CRITERIA

**Note:** Patients being evaluated for positive airway pressure treatment or an intra-oral prosthesis must have a diagnosis of obstructive sleep apnea established by a medically necessary method. (See policy, Medicine-22, Sleep Studies in Adults.)

### CPAP, APAP, or intra-oral prosthesis

Positive airway pressure devices with nasal or oral mask and with continuous, flexible, or auto-titrating pressure technologies for the treatment of sleep-disordered breathing may be considered medically necessary when one of the following criteria (1 through 6 below) has been met:

1. Overnight polysomnography monitoring demonstrates five or more obstructed breathing events per hour during sleep and there is excessive daytime sleepiness that is not better explained by other factors. Obstructed breathing events may include any combination of obstructive apneas/hypopneas or respiratory effort related arousals.
2. Overnight polysomnography monitoring demonstrates five or more obstructed breathing events per hour during sleep and the patient demonstrates two or more of the following:
  - A. Choking or gasping during sleep
  - B. Recurrent awakenings from sleep
  - C. Unrefreshing sleep and daytime fatigue
  - D. Impaired concentration
3. Oxygen saturation related to an apneic or hypopneic event that is below 60%.
4. Oxygen saturation less than 88% associated with a sleep-related respiratory event, and profound excessive daytime sleepiness.

5. Upper airway resistance syndrome without significant oxygen desaturation, apneas, or hypopneas but with fragmented sleep leading to excessive daytime sleepiness.
6. The patient has maximally treated dangerous cardiac arrhythmia where sleep apnea is considered a co-factor in arrhythmogenesis. A sleep study and CPAP are appropriate based on the presence of significant sleep disordered breathing, not the arrhythmia.

### Intra-oral prosthesis designed to be used in conjunction with a CPAP device

An intra-oral prosthesis designed to be used in conjunction with a CPAP device may be considered medically necessary when prescribed and CPAP alone has been shown to be insufficient to maintain a patent airway during sleep.

### Bi-level respiratory assist device

Bi-level positive airway pressure devices may be considered medically necessary according to the CPAP criteria listed above when standard CPAP is not tolerated or when nocturnal oxygen saturation is not raised sufficiently with standard CPAP. Bi-level positive airway pressure devices with a back-up rate feature are not appropriate for obstructive sleep apnea but may be considered medically necessary for patients with central apnea, neuromuscular respiratory insufficiency, restrictive lung disease from thoracic wall deformity, or chronic respiratory failure due to COPD.

Diagnosis codes:

**780.59** – Other sleep disturbance

**780.53** – Hypersomnia w/ sleep apnea

**780.57** – Unspecified sleep apnea

Procedure codes:

**E0485** – ORAL DEVICE/APPLIANCE USED TO REDUCE UPPER AIRWAY COLLAPSIBILITY, ADJUSTABLE OR NON-ADJUSTABLE, **PREFABRICATED**, INCLUDES FITTING AND ADJUSTMENT

**E0486** – ORAL DEVICE/APPLIANCE USED TO REDUCE UPPER AIRWAY COLLAPSIBILITY, ADJUSTABLE OR NON-ADJUSTABLE, **CUSTOM FABRICATED**, INCLUDES FITTING AND ADJUSTMENT

## Holiday office closure schedule

The following holidays will be observed by the closure of the Regence office:

**Christmas**

Monday and Tuesday,  
Dec. 24-25, 2007

**New Year's Day**

Tuesday, Jan. 1, 2008

**President's Day**

Monday, Feb. 18, 2008

**Memorial Day**

Monday, May 26, 2008

**Independence Day**

Friday, July 4, 2008

**Labor Day**

Monday, Sept. 1, 2008

**Thanksgiving**

Thursday and Friday,  
Nov. 27-28, 2008

**Christmas**

Thursday and Friday,  
Dec. 25-26, 2008

**New Year's Day**

Thursday, Jan. 1, 2009

## General Provider Services Information

(801) 333-2600 or  
Toll free 1 (800) 621-2155  
Choose option 6 then option 1

## Provider Service Representative for Utah:

Loretta Eline, (801) 333-5482

## Dental News

Dental News is produced by the Marketing Communications Department of Regence BlueCross BlueShield of Utah, 2890 East Cottonwood Parkway, Salt Lake City, Utah 84121-7035. It contains information for Regence BlueCross BlueShield of Utah dental providers. Information is provided by the Provider Services Department. For questions or additional information, contact the Provider Services Department at (801) 333-2600, toll-free 1 (800) 621-2155 or e-mail [utahprovrel@regence.com](mailto:utahprovrel@regence.com). Editor: Carolyn Steele.



# Regence

Regence BlueCross BlueShield of Utah is an Independent  
Licensee of the Blue Cross and Blue Shield Association

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Salt Lake City, UT 84130-0270

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