

GET INVOLVED

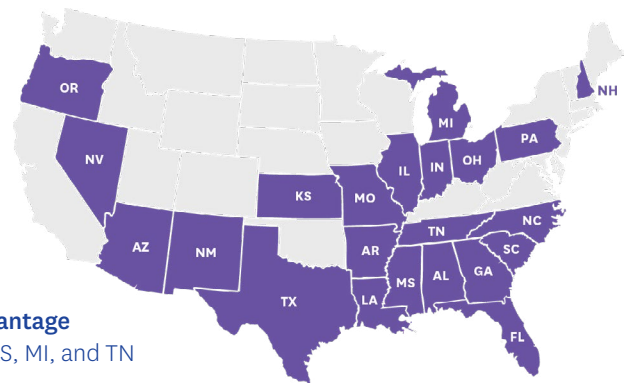
THE ENVOLVE DENTAL PROVIDER NEWSLETTER

Envolve Dental is a leader in superior, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Every quarter we will share key news that you can use to best serve your patients.

A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.

Do You See Our Medicare and Health Insurance Marketplace Members?

The start of a new year brings new members with new health plan names and member ID cards. If your dental office is contracted for our Medicare or Health Insurance Marketplace products, don't forget that members may mention these benefits names when they make appointments:



allwell. Medicare Advantage
AZ, FL, GA, IN, KS, LA, MO, MS, NM, NV, OH, PA, and TX

Ascension Complete Medicare Advantage
AL, FL, IL, IN, KS, MI, and TN

ambetter. Health Insurance Marketplace
AR, AZ, FL, GA, IL, IN, KS, MI, MO, MS, NC, NH, NV, OH, PA, SC, TN and TX

Trillium ADVANTAGE Medicare Advantage
OR

HealthNet Medicare Programs Medicare Advantage
OR

While Envolve Benefit Options provides dental administration to many HMO plans, Envolve itself is not an HMO (DHMO). Our Medicare and Health Insurance Marketplace panels function similar to a Dental PPO with a broad network that allows members to choose their own in-network dentist without a referral. You are eligible to see members based on the terms of your contract and will be reimbursed according to your fee schedule.

Remember that before providing services to any member it is important that your office:

1. Validate that the provider rendering services is contracted for the appropriate product; and
2. Verify member eligibility and benefits by logging onto the provider web portal at pwp.envolvedental.com

Members Should Not Be Billed for PPE

Envolve Dental providers should not bill Medicaid and Medicare members for services that include fees to cover the costs of personal protection equipment (PPE) such as infection control fee, biohazard fee, miscellaneous fee, etc.

Eligibility Tip: Use Last Name and Date of Birth

Our Provider Web Portal (pwp.envolvedental.com) offers one of the easiest ways to check member eligibility. For best results, keep in mind:

- Use **Patient Last Name** and **Date of Birth** for best Medicare results ([see example](#))
- Choose *Subscriber ID* and *Date of Birth* or *Patient Last Name* and *Date of Birth* for Medicaid members
- Make sure to always include *Date of Service*



● Last name and date of birth

Last Name

Date of Birth

[Reset](#) [Verify Eligibility](#)

Faster Payments Through EFT

Electronic Funds Transfer (EFT) offers the fastest, most secure way to receive your recurring payments without having to wait for a paper check that may be lost or stolen. Payments are deposited directly into the payee's selected and verified bank account.

To enroll, complete an EFT form on the PWP and submit it with a voided check to providerrelations@envolvehealth.com or fax to 844-847-9807. Activation begins upon bank verification, with direct deposits usually posting after four to five check runs. You can find your remittance statement with a record of your payment on the PWP.

Before Completing Services, Review Clinical Policies

Envolve Dental's clinical criteria, provider manuals, policies and procedures are available by logging into Provider Web Portal. Once logged in, the updated clinical policies are located on the top of the portal homepage. Important reminders, notices, benefit grids, and provider manuals are located in the Documents tab and communicated to providers via fax, mail, or email. To see the most recent dental clinical policies, visit our Clinical Policy page on the PWP at pwp.envolvedental.com.

Current Original ADA Forms Required for Claims

Electronic claims are the fastest way to submit claims, but Envolve Dental providers also have the option of mailing paper claims. Please note that paper claims may be denied if the claim is not submitted on a recent (2012 or later) ADA claim form (red or blue ink original). Handwritten forms also will be rejected. Look for more details coming soon.

Improve Oral Health Through HEDIS Annual Dental Visit (ADV) Measure

Envolve Dental is committed to disease prevention and improved oral health for our members. In support of this commitment, here are some ways our providers can help:

- Educate parents/legal guardians on the importance of routine dental care for their children. Ideally, a child's first dental visit occurs before age 12 months.
- Reach out to patients who have not had an annual visit. For this specific measure, the age group includes members age 2-20.
- Help patients schedule an appointment to see a dentist.
- Make reminder calls or mail reminder postcards to patients who have appointments to decrease no-show rates.
- Provide preventive services, such as fluoride varnish application, where appropriate.

DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves



23 STATES



80,000+
PROVIDERS



4M MEDICAID
LIVES



126,000
MEDICARE LIVES



200,000
HEALTH INSURANCE
MARKETPLACE LIVES

About Us

Envolve Dental, Inc., is a wholly-owned subsidiary of Envolve Benefit Options, Inc., and Centene Corporation. Our innovative client solutions, education programs, personal attention, and provider support create a comprehensive dental care system that reduces administrative burden for providers and offers quality dental services for our clients' members. Questions? Please email us at providerrelations@envolvehealth.com.

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