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Inside This Issue

- › COVID-19 Update
- › State Registration Needed
- › Who Is Your PR Rep?
- › Our Members
- › Re-Credentialing
- › Important Reminders
- › HEDIS Dental Visits
- › Provider Web Portal
- › Dental Care by the Numbers
- › About Us

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

GET INVOLVED

THE ENVOLVE DENTAL PROVIDER NEWSLETTER



COVID-19 Update for Providers

Envolve Dental is closely monitoring guidance from our clients, states, and CMS to quickly respond to any disaster relief measures implemented to ensure members receive the care they need. [Please visit the COVID-19 Envolve Dental website](#) for policy changes, including recent dental telehealth guidelines, that may accompany the emergency declaration in your state.

Per the Centers for Disease Control (CDC) guidance, all providers should:

- Be alert for patients who meet the criteria for persons under investigation.
- Review your infection prevention and control policies and [CDC's recommendations](#) for healthcare facilities for COVID-19.
- Review the [CDC Public Health Reminder](#) that addresses routine dental visits.
- Know how to report a potential COVID-19 case or exposure to facility infection control leads and public health officials. Contact your local or state health department healthcare providers to notify local or state health department in the event of a person under investigation for COVID-19.
- Refer to the [Centers for Disease Control and Prevention](#) and the [World Health Organization](#) for the most up-to-date recommendations about COVID-19, including signs and symptoms, diagnostic testing, and treatment information.

ACTION: State Registration Needed for Claim Payments

CMS requires that all managed care network providers are screened and enrolled with the applicable state(s) to receive payment for Medicaid services. This federal requirement applies to all provider types and specialties and specifically requires both your rendering and billing NPI be appropriately registered. Failure to take action may result in the suspension of Medicaid payments.

Our Provider Services team can help you validate your information. If you have questions or want to confirm your information, call or email providerrelations@envolvehealth.com.

Who Is Your PR Representative?

Some of you told us on our annual provider satisfaction survey that you want to have more contact from your Provider Relations Representative. We hear you! Our representatives take a team approach to meet your needs and currently are busy reaching out to you via phone calls and email.

If at any time you have a question or need assistance, please feel free to contact one of your Provider Relations Representatives as listed on our website at envolvedental.com. As always, you may also call our Provider Customer Service team at the phone number listed in your provider manual. We are always glad to help!

Thank You for Serving Our Members

Envolve Dental works with a variety of health plans to provide dental care benefits to Medicaid, Medicare and Health Insurance Marketplace members across the country. Depending on your state, service area and terms of your participating provider agreement, you may see members in at least one of the following plans, in addition to state-specific Medicaid plans:



Allwell is a licensed health maintenance organization (HMO) contracted with the Centers for Medicare & Medicaid Services (CMS) to provide medical and behavioral health services to dual-eligible Medicare members. CMS also contracts with Allwell to provide Part D Prescription medications to members enrolled in certain health plans with a Part D Benefit.

Ascension Complete

Ascension Complete is a licensed health maintenance organization (HMO) contracted with the Centers for Medicare & Medicaid Services (CMS) to provide Part D Prescription medications to members enrolled in certain Medicare health plans with include a Part D Benefit. Envolve currently supports Ascension Complete members in Florida, Illinois, and Kansas.



Ambetter is a Qualified Health Plan (QHP) as defined in the Affordable Care Act (ACA) and is offered to consumers through the Health Insurance Marketplace. Envolve Dental administers services for all Allwell and Ambetter plans across the United States.

To-Do: Get Re-credentialed Every 36 Months

To comply with accreditation standards, Envolve Dental re-credentials providers every 36 months. This helps us identify any changes in the practitioner's licensure, sanctions, certification, competence, or health status that may affect the provider's ability to perform services. This process includes all providers credentialed to practice within the Envolve Dental network.

Your provider agreement may be terminated at any time if the Envolve Dental Credentialing Committee determines that you no longer meet credentialing requirements. To help prevent this, our Provider Relations team may be reaching out to validate your information. In the meantime, please feel free to call your Provider Relations Representative with any questions.

Important Reminders



Review Updated 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/.



Office Information Updates

Please verify that your office information and appointment availability is up-to-date. Providers must be able to offer appointments within the appointment wait time as established by state guidelines. Please log into the Provider Web Portal and ensure all relevant information is updated in the Entity Management tab.

Appointment accessibility standards are available in the Envolve Dental Provider Manual located in the Documents tab of the Provider Web Portal.



The Envolve Dental Commitment

As part of our ongoing commitment to members and providers, please review the following Affirmative Statement:

- Envolve Dental Utilization Management staff decision-making is based only on appropriateness of care, service, and existence of coverage
- Envolve Dental does not specifically reward practitioners or other individuals for issuing denials of coverage
- Envolve Dental does not offer financial incentives for Utilization Management decision makers to encourage decisions that result in underutilization

HEDIS®: Tips to Improve Scores for Annual Dental Visit

Dental caries is one of the most common, preventable childhood diseases. Regular dental visits provide access to cleaning, early diagnosis, treatment and education about caring for teeth to prevent problems.

The ADV measure includes patients 2-20 years of age who had at least one dental visit with a dental practitioner during the 2020 measurement year.

- Visits for many 1-year-olds are counted because the specification includes children whose second birthday occurs during the measurement year, by year-end 2020.
- 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.
- 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.

Are you registered with the Provider Web Portal?

The Envolve Dental secure Provider Web Portal simplifies and expedites benefit administration with easy-to-use web-based services. Benefits include:

- Faster authorization submissions and determinations
- Faster claim payments through streamlined submission and adjudication processes
- Lower administrative costs
- Access to view member information, claim and authorization history and payment records at any time

Register for the Envolve Dental Provider Web Portal at pwp.envolvedental.com.

DENTAL CARE BY THE NUMBERS

18 states

COVERED

45

PRODUCT SOLUTIONS

15,000+

PROVIDERS

2.4 million

MEDICAID LIVES

200,000

HEALTH INSURANCE
MARKETPLACE LIVES

50,000+

MEDICARE LIVES

About Us

Envolve Dental, Inc. is a wholly-owned subsidiary of Envolve Benefit Options, Inc. and Centene Corporation, Inc. 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.