

SUMMER **GET** 2023  
**ENVOLVED**  
THE ENVOLVE DENTAL PROVIDER NEWSLETTER

*Envolve Dental is a leader in exceptional, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Each quarter we give you key information you can use to best serve your patients.*

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

## Upcoming Market Changes

New to our provider newsletter, Envolve will highlight significant upcoming membership changes happening in local markets.

- **Georgia** – Georgia Pathways is a new waiver program for uninsured Georgians who are ineligible for Medicaid to receive Medicaid benefits. This plan goes live for member enrollment July 1, 2023; providers can start rendering services on August 1, 2023.

More information from Envolve Dental will be coming soon.

## Centene Named a Top 50 Company for Diversity

Centene, the parent company to Envolve Dental, has been named a top 50 company for diversity for the fourth consecutive year by DiversityInc. Centene CEO Sarah London states, “At Centene, diversity, equity, and inclusion are intrinsic to our company’s culture. As an organization that serves diverse populations in local communities across the nation, we recognize the varied insights and experiences of our employees are critical to our success and our ability to transform the health of the communities we serve.”

**DiversityInc**

The DiversityInc ranking highlights the following key areas: leadership accountability, human capital diversity metrics, talent programs, workplace practices, supplier diversity and philanthropy. The Top 50 survey is one of the most comprehensive Diversity, Equity, and Inclusion analyses.

# Now Available: Real-Time Eligibility on Change Healthcare and DentalXChange

Envolve Dental's member eligibility can now be checked in real time on both Change Healthcare and DentalXChange. We are working to make checking eligibility more convenient for you.

Please note, information shared through Change Healthcare and DentalXChange allows for you to quickly validate if a member has coverage, but does **not** provide details regarding their benefits. Continue to check Envolve Dental's secure Provider Web Portal (PWP) at [envolvedental.com/logon](https://envolvedental.com/logon) for member benefits and important updates.

## Envolve Accredited by NCQA in Utilization Management

Envolve Dental is pleased to announce that our Utilization Management department once again was awarded Accreditation in Utilization Management from the National Committee for Quality Assurance. NCQA Utilization Management Accreditation is a quality assessment program that focuses on consumer protection and customer service improvement.

According to NCQA President Margaret E. O'Kane, "Achieving NCQA Utilization Management Accreditation demonstrates that Envolve Dental has the systems, process and personnel in place to conduct utilization management in accordance with the strictest quality standards."

*NCQA has reviewed and accredited Envolve Dental's Utilization Management functions only. For complete details on the scope of this review, visit [ncqa.org](https://ncqa.org).*



## 2023 Provider Satisfaction Surveys

Envolve sends a Provider Satisfaction Survey yearly to receive feedback on how we are doing and how we can better serve you. Providers are encouraged to give feedback regarding credentialing, customer service, utilization management, claims, coordination and quality of care, and general experience.

Surveys were sent to providers in May via the email we have on file for the offices. Please check your spam/junk folders as the email will be sent from an external source (Qualtrics). We look forward to hearing from you!



# Submitting Corrected Claims on the Provider Web Portal (PWP)

Corrected claims can be submitted through the PWP; however, there are limitations, and some may need to be submitted as paper corrected claims.

When to resubmit electronically on the secure PWP:

- Adding attachments to a prior authorization that was denied or if primary insurer terminated explanation of benefits (EOB)
- Updating a service line with updated information such as changing the procedure code, tooth, quadrant, surface, or billed amount
- Adding additional service lines completed on the same date of service (DOS), but not previously billed
- Coordinating services for primary EOB required denials

**Please note:** If you are updating the service line, only information in the service line can be updated. If you are updating with the correct code, the system will deny all codes on the claim for limitation.

Corrected claims **cannot** be resubmitted on the PWP for the following:

- **Paid** claims with any service lines deleted
- A resubmission with a note advising services were not completed

If submitted through the PWP, the claim will be denied as a duplication or benefit limitation. These changes must be submitted as a paper corrected claim.

Claims **cannot** be resubmitted:

- When services are being added and **timely filing** applies
- If we no longer administer that product

Please reach out to Customer Service or email [ProviderRelations@EnvolveHealth.com](mailto:ProviderRelations@EnvolveHealth.com) with any questions you may have.

## Enroll With Your State to Administer Medicaid Benefits

If you are contracted with us to see Medicaid members, please check that you also are registered with your state to administer Medicaid benefits to members. Centers for Medicare & Medicaid Services (CMS) requires all providers who receive payment for members by a managed care organization (MCO) to be screened and enrolled with their state. For more information on how to enroll in your state please visit [envolvedental.com/notice](https://envolvedental.com/notice).

## Is Your Fax Number Correct?

If your office has recently updated fax numbers or added a location with an additional number, make sure to let us know of this change. Important and timely notifications are sent via fax, and we want to ensure that you do not miss any pertinent information. To make an update, simply fill out [this form](#) and email it to [ProviderRelations@EnvolveHealth.com](mailto:ProviderRelations@EnvolveHealth.com).

# Tooth Loss and Diabetes Combined May Hasten Dementia

A recent study shows a possible link between accelerated mental health decline when both tooth loss and diabetes are present. While tooth loss and diabetes are known to contribute to cognitive decline individually, this [12-year study](#) is the first to look at relationships between all three conditions in older adults from ages 65 to 85.

“From a clinical perspective, our study demonstrates the importance of improving access to dental healthcare and integrating primary dental and medical care. Healthcare professionals and family caregivers should pay close attention to the cognitive status of diabetic older adults with poor oral health status,” stated lead author Bei Wu, PhD, of New York University (NYU) in a [Medscape Medical News article](#).

Professor Wu believes large, national surveys should gather more oral health data from study participants as limitations exist in the data source. If additional details were known, such as whether participants have dentures/implants, this could improve study results. She also suggested the addition of oral health and cognitive screening to the “Welcome to Medicare” preventive visit.

As the United States population ages, oral hygiene, dental care programs, and periodontitis treatment continue to be crucial for improving overall health outcomes in aging populations. With so many bodily systems linked to oral healthcare, increased focus on consistent oral hygiene for vulnerable populations is necessary.

**Source:** [www.medscape.com/viewarticle/989977#vp\\_1](http://www.medscape.com/viewarticle/989977#vp_1)

*Tooth Loss and Diabetes Together Hasten Mental Decline - Medscape - Mar 22, 2023*

## Get Paid Faster Through EFT

For timely claim payments, Electronic Funds Transfer (EFT) offers the fastest, most secure way to receive your recurring payments without having to wait for a check in the mail. Payments are deposited directly into your verified bank account in full. **No fees** are taken out of your payment when using EFT.

To enroll, complete an [EFT form](#) and submit with a voided check to [ProviderRelations@EnvolveHealth.com](mailto:ProviderRelations@EnvolveHealth.com). 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 Provider Web Portal.



## Claims Filing Options

Unless otherwise stated in the Plan Specifics found on the secure Provider Web Portal (PWP), providers have these options to submit claims to Envolve Dental via the following:

1. PWP at [envolvedental.com/logon](http://envolvedental.com/logon)
2. Electronic Claim Submission: Payor ID#: 46278
3. Paper Claim Submission: Please refer to the Plan Specific for the mailing address of paper claims, depending on the state or product.

# New HEDIS Measures for 2023

For 2023, Envolve has retired the Annual Dental Visit (ADV) and created two new Dental Measures. In previous years, the ADV measure tracked general dental visits in Medicaid members 21 years of age and younger. The below HEDIS measures have been implemented for 2023:

**Oral Evaluation, Dental Services (OED)** - Medicaid members under 21 years of age who received a comprehensive or periodic oral evaluation with a dental provider.

*Intent:* Good oral health is a vital component of a child's overall health, and oral examinations are important to prevent disease, reverse disease processes, prevent progression of caries, and reduce incidence of future lesions. This measure will allow plans to understand if their pediatric members are receiving dental care and to work towards improving access and utilization of dental evaluations.

## Applicable Measure Codes:

- Oral Evaluation: CDT D0120
- Oral Evaluation: CDT D0145
- Oral Evaluation: CDT D0150

**Topical Fluoride for Children (TFC)** - Medicaid members 1-4 years of age who received at least two fluoride varnish applications.

*Intent:* Dental caries is the most common chronic disease in children in the United States. Topical fluoride plays an important role in preventing tooth decay. This measure will allow plans to understand if their pediatric members are receiving fluoride varnish applications and to promote fluoride varnish treatments for their younger members.

## Applicable Measure Code:

- Application of Fluoride Varnish: CDT D1206

## Tips to Improve Scores for the OED and TFC Measures:

- Reach out to patients who have not had an oral evaluation and help schedule an appointment
- Schedule 6-month appointment while patient is on site and make reminder calls to reduce no-show rates
- Educate parents/caregivers on the importance of regular fluoride treatments for children

# Cultural Competency

Envolve Dental is committed to providing culturally and linguistically appropriate dental care services in a manner which affirms, values, and respects the worth of the individual member. These services are to be provided to people of all ages, sex, race, color, religion, sexual orientation, and/or national origin, disability, mental or physical disability, or limited English proficiency.

Envolve Dental promotes superior quality dental services with culturally competent staff, providers, and contractors. Envolve Dental supports the development of healthy provider/member relationships to foster equitable treatment of all members and enhance cultural awareness. Envolve Dental has adopted the Culturally and Linguistically Appropriate Services Standards, as developed by the Department of Health and Human Services, Office of Minority Health, and serves as a key resource in providing culturally sensitive services.

# Clinical Policy Guidelines

Envolve Dental has established objective clinical policy guidelines founded upon evidence-based dentistry that it uses to determine medical necessity when making utilization decisions. Envolve Dental takes individual circumstances and the local delivery system into account when determining the medical appropriateness of dental services. All clinical policy guidelines and the procedures for applying criteria are developed, adopted, and evaluated annually by the Dental Directors and Dental Consultants through a formal process. The Utilization Management Committee also reviews and approves the clinical policy guidelines and procedures for applying criteria annually.

Current policies are published and available on the public Envolve Dental website at [envolvedental.com/policies](https://envolvedental.com/policies). To request paper or electronic copies of clinical policy guidelines, please contact our Customer Service team (see Plan Specifics for the most current contact information).

## DENTAL CARE BY THE NUMBERS

### Envolve Dental Proudly Serves



**31** STATES



**77,000**

PROVIDERS



**684,000**

MEDICARE LIVES



**320,000**

HEALTH INSURANCE  
MARKETPLACE LIVES



**4.6M**

MEDICAID 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](mailto:providerrelations@envolvehealth.com).

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Benefit Options

# Let Envolve be the Jewel in your Crown

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Benefit Options



As an Envolve network provider,  
you'll enjoy:



Education  
programs  
and resources



Personal  
attention  
and support



Reduced  
administrative  
burden



Prompt  
payment

Learn more:



[www.EnvolveDental.com/ada](http://www.EnvolveDental.com/ada)