

QUARTER 3

2021

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 give you key information you can use to best serve your patients.

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

Envolve Keeps Growing!

Please remember beginning Jan. 1, 2022, Envolve Dental will have three national product groups:

<p>Wellcare Medicare</p>	<p>Ascension Medicare</p>	<p>Ambetter Health Insurance Marketplace (The Exchange)</p>
<div data-bbox="274 1087 399 1211" data-label="Image"> </div> <p>In January 2022, Wellcare launches as the new face of Centene’s merged Medicare plans, joining Allwell, Fidelis Care, Health Net, 'Ohana, Trillium Advantage and Wellcare. As a unified national brand, Wellcare focuses on giving today’s and tomorrow’s Medicare members the coverage they need, the simplicity they want, and the high-quality care they deserve. Envolve will administer the dental benefit under Wellcare, offering supplemental benefits beyond traditional Medicare coverage.</p>	<div data-bbox="675 1087 943 1211" data-label="Image"> </div> <p>Ascension Complete is a Medicare Advantage plan that doctors took an active role in designing. This network of providers came together from one of the nation’s leading non-profit health systems, Ascension, and is backed by Centene Corporation, a global healthcare leader. Together they are committed to delivering compassionate and personalized care to individuals and communities. Envolve will continue administering dental benefits to Ascension Complete members in 2022.</p>	<div data-bbox="1219 1087 1344 1211" data-label="Image"> </div> <p>Ambetter offers plans on the Health Insurance Marketplace in various states across the nation. Ambetter believes quality care is best delivered on a local level, partnering with local providers to provide access to the care they need. Envolve will continue to administer the comprehensive dental benefit under the Health Insurance Marketplace for 2022.</p>

As Envolve continues to expand, your current and prospective patients may have questions about your participation in these health plans. It is important to realize how this change may affect you.

We will provide you with more information about this transition through the end of 2021. If you have any questions, please feel free to ask your Provider Relations representative.

Ascension Complete Members Are Covered by Envolve Dental

Envolve Dental and Ascension Complete health plans are partners in **Alabama, Florida, Illinois, Indiana, Kansas, Michigan** and **Tennessee**. In 2022, Ascension Complete also will be available in **Texas**.

Ascension
Complete

If your patient says they have Ascension Complete, it's easy to verify member eligibility. You can:

- Go to the Envolve Dental Provider Web Portal at envolvedental.com/logon
- Call the automated member eligibility IVR system
- Contact the Envolve Dental Provider Customer Service number listed on the back of the member ID card

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 protective equipment (PPE) such as infection control fee, biohazard fee, miscellaneous fee, etc.

Please Verify/Update Your Information On the Provider Web Portal (PWP)

Our Provider Web Portal (PWP) lets you easily share your provider and office directory information quickly and conveniently, allowing our members ease when utilizing the online provider directory.

Information you can review and update includes:

- **Office information** (street addresses, email addresses, websites, location hours, and appointment wait times)
- **Individual provider names and demographics** (gender, date of birth, and languages spoken)
- **Accessibility attributes** (age restrictions, disability specialties, interpreter services)

Once saved, most information is reflected in real time on the health plan's Find A Provider website. Envolve Dental may need to verify some information, such as changes to your street address.

We ask that you review and update this information every 180 days at your convenience. When you update the information, it eliminates a phone call from us to manually verify your information before the due date.

To review/update your information, please go to our Provider Web Portal (PWP). And remember: We offer training on using the PWP. To learn more, please reach out to your Provider Relations representative.

Providers not registered on the PWP may instead fill out a Provider Data Request (PDR) form at envolvedental.com.

[Click here to visit the Provider Web Portal](https://envolvedental.com/logon)

ICD-10 Codes Benefit Both Provider and Patient

Your patients trust that you give them the best dental care. So perhaps now is the time to employ the use of ICD-10 diagnosis codes as dentistry moves closer to the concept of whole-person care. In the coming months, use of ICD-10 codes could also make prior authorization and claims filing more efficient and effective.

ICD-10 codes provide a method to describe a diagnosis or medical condition. They form a common language shared by dental and medical providers, as well as payers of dental benefits. The American Dental Association strongly supports use of ICD-10 codes as they are a way to reduce the administrative burden of written narratives and claim attachments. Envolve Dental believes the combination of CDT codes and ICD-10 codes offers a more complete assessment of the patient's health that not only benefits the patient, but also the dental provider.

For your patients, the link between dental health and whole-person health is well-established, especially in patients with chronic health conditions such as diabetes and congestive heart failure. ICD-10 codes have the potential to provide more definitive evidence of this oral-systemic connection. They could lead the way to support much-needed dental benefits for seniors and increasing state support for adult benefits in Medicaid programs. Numerous studies indicate improved dental care can positively impact overall patient health and reduce costs related to managing age-specific and chronic health conditions.

For providers, ICD-10 codes will eventually lead to increased efficiency in the relationship between your practice and Envolve. The broader use of ICD-10 codes will eventually help dental providers avoid submitting additional information that is typically needed to document medical necessity for a claim. The specificity of ICD-10 codes may also reduce the turn-around time for claims payments, which boosts the stability of your practice's income stream.

David J. DePorter, DDS, MS, MPH
National Dental Director, Envolve Benefit Options

PPO vs HMO

Envolve does not contract with providers differently based on the HMO or PPO status of the medical plan.

Envolve administers dental benefits under a single fee-for-service without additional mandates or administrative burdens.

The only exception is that members with an HMO medical benefit do not receive dental benefits when receiving care from out-of-network providers.



ICD-10 Codes

Please refer to the ADA's CDT manual for a list of dental-related ICD-10 codes – in a special section that includes guidance on how to select those for inclusion on patient records and claims.

The most recent ADA Claim Form (©2019 American Dental Association) and Envolve Dental's PWP system accommodate the codes and is in the relevant clinical policies on the provider web portal.



The Importance of the Annual Dental Visit (ADV) and HEDIS® Measures

The Annual Dental Visit (ADV) for Medicaid members 2-20 years of age is an important component of Envolve Dental's commitment to disease prevention and improved oral health for our members.

In addition to benefitting your patients, this effort also bolsters our Healthcare Effectiveness Data and Information Set (HEDIS®) rating and CMS Star ratings, which can correlate to higher payments to you, our valued provider.

Here are five easy ways our providers can contribute to this mission:

- 1. Set up** the patient's next appointment as soon as possible.
- 2. Call and/or send** a postcard before the appointment as a reminder of the day and time.
- 3. Reach out** to patients who have not had an annual visit.
- 4. Discuss** the importance of routine dental care for children with the parents/legal guardians. A child's first dental visit should occur before age 12 months.
- 5. Provide** preventive services such as fluoride varnish application and sealants.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Sign Up for EFT Payments

Direct deposits set up through Electronic Funds Transfer is the quickest and most secure way to receive your monthly claim payments. More timely than paper check payments, you receive direct deposits directly into your verified bank account.

It's easy to enroll today.

All that's needed is to complete an EFT form on the PWP and submit it with a voided check to providerrelations@envolvehealth.com or fax it to **844-847-9807**.

Activation begins upon bank verification, with direct deposits typically posting after four to five bank runs.

Clinical Policies Posted Online

Envolve Dental takes individual circumstances and the local delivery system into account when determining medical appropriateness of dental services.

As a dental benefits administrator, our objective clinical policy guidelines are founded upon evidence-based dentistry to determine medical necessity when making utilization decisions.

Our Utilization Management Committee, which is composed of our dental directors and consultants, follows a formal process to develop and evaluate all clinical policy guidelines and procedures for applying criteria.

Current policies are available on our Provider Web Portal at envolvedental.com/logon. To request paper or electronic copies, please contact our Customer Service team.

[Click here to visit the Provider Web Portal](http://envolvedental.com/logon)

DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves

 **23** STATES

 **80,000+**
PROVIDERS

 **4M** MEDICAID
LIVES

 **25** HEALTH
PLANS

 **138,000**
MEDICARE LIVES

 **239,000**
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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