

QUARTER 3

2022

GET INVOLVED

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.

Find Covered Medicare Codes Quickly

Medicare Online Tools

As we head into the last quarter of the year, your Medicare patients may be eager to use the rest of their annual dental benefits. Did you know Envolve offers three online methods to help you support our **Wellcare*** and **Ascension Complete** Medicare members?

Quick Reference Guides	CDT Code Search Tool	Medicare Benefit Summary
envolvedental.com	envolvedental.com/cdt	envolvedental.com/benefits

For specific coding requirements including frequency limitation, authorization requirements, and related policies visit envolvedental.com/cdt. To quickly search for a high-level summary of a specific Medicare benefit, visit envolvedental.com/benefits.

**Includes Wellcare, Wellcare By Allwell, Wellcare By Health Net and Wellcare by Trillium*

Growing Stronger in 2023!

Envolve will continue strengthening our national dental benefit offerings to drive even more members to your practice next year:



Marketplace
members in
23 states -
NEW! Alabama



Medicare
Advantage
members in
28 states

Ascension
Complete

Medicare
Advantage
members in
8 states

Look for more information soon. In the meantime, please visit [Where We Serve](#) to see participating Medicaid, Medicare, and Marketplace plans in your state, including member ID card examples and phone numbers to call for assistance.

Review Clinical Policies Before Completing Services

Envolve Dental posts our clinical criteria, provider manuals, policies, and procedures online via the [Provider Web Portal](#) (PWP). Once logged in, you can find the updated clinical policies on the top of the portal homepage. Important reminders, notices, and provider manuals are located in the *Documents* tab and communicated via fax, mail, or email. To see the most recent dental clinical policies, visit our Clinical Policy page on the PWP.

Don't Wait to be Paid

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. To enroll, complete an [EFT form](#) and submit with a voided check to 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 PWP.

Appointment Wait Times for Medicaid Patients

Medicaid providers are obligated to meet their state's established wait times. Our Quality Improvement Committee has established the following access to care standards for Medicaid appointment wait times:

Type of Care	FL Children's Medical Services Health Plan	All Other States
Routine	Within 7 days	Within two (2) weeks
Sub-Acute Problem	--	Within two (2) weeks
Chronic Problem	--	Within four (4) weeks
Urgent	<ul style="list-style-type: none">• Within 24 hours of a request for services that do not require prior authorization• Within 48 hours for a request for services that do require prior authorization	Within the same office day
Primary Dental Care	Within 30 days	--
Follow-Up Dental Services	Within 30 days after assessment	--



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 ages 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.

Help Expand Disability Access

Centene, Envolve's parent company, has launched a Provider Accessibility Initiative (PAI) to increase the number of providers who meet minimum federal and state disability access standards. One goal of the PAI is to improve the accuracy, completeness, and transparency of provider self-reported disability access data in provider directories so that members with disabilities have the most up-to-date information related to a provider's disability access. The detailed accessibility information you attest to will display online and in print directories. Using the online *Find a Provider* tool, members with disabilities will be able to filter providers based on their disability access needs. Members will be able to make an informed choice based on the service location's disability access status. Everyone deserves equal access to quality healthcare and services. Thank you for your participation!



[Click here to take the survey!](#)



Limiting Opioids in the Dental Office

Be aware: Dentists may be the first to prescribe an opioid to an adolescent for pain management after third molar extraction. It is important to know that research has shown medical use of prescription opioids is highly correlated with non-medical use of prescription opioids among high school seniors. Among adolescents reporting both types of use, medical use generally came first. In view of this risk, consider using non-opioid analgesics for this population.

Counsel your patients if you prescribe an opioid pain medication:

- Ask about any other medications they are currently taking, and whether they or any family members have had problems with substance abuse, such as with alcohol, prescription medications, or illicit drugs.
- Explain the risks of taking the medication.
- Describe how to take the medicine and how long to take it.
- Explain that alcohol should never be used when taking an opioid medication.

Consider nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.

Register with and use your state's Prescription Drug Monitoring Program (PDMP) to promote the appropriate use of opioids and deter misuse and abuse. When opioid prescribing is indicated, risk of misuse and diversion may be mitigated by consistent PDMP use and patient education.

Envolve Dental is helping to address this nationwide epidemic by implementing a patient safety program to promote prudent prescribing practices. Included in the criteria for this safety initiative are dentists that provide more than three opioid prescriptions to a patient in a month or exceed the American Dental Association guidelines of a seven-day supply of opioids. You can request a copy of the opioid awareness quality improvement program by emailing providerrelations@envolvedental.com.

Are You Coding Correctly?

Take a closer look at D2950, D7210, D7250 and denture codes

Many claim requests for CDT Code D2950 (core buildup) are denied due to insufficient clinical information to support the claim. A core buildup is approvable only when there is insufficient retention for an extra-coronal restoration (crown), demonstrated through radiographic and/or photographic images. D2950 may not be reported if used to eliminate an undercut, box form, or concave irregularity. Code D2950 should not be automatically reported every time a crown claim is submitted.

While codes D7210 and D7250 both require cutting of soft tissue, removal of bone and tooth structure, D7250 requires the presence of a remaining (residual) root or root tip left in bone following the failed extraction of a tooth by a different provider. If the same provider performing the failed extraction leaving a residual root ultimately removes the retained root, the correct code to report is D7210 (commonly referred to as a surgical extraction). The extraction of a tooth root remaining in bone following decay or fracture of the clinical crown, not related to a failed extraction attempt, is properly coded as either D7140 (if an elevator or forceps is used without removing bone or sectioning the remaining tooth structure) or D7210 (if bone is removed or the remaining tooth structure requires sectioning). Code D7250 is not applicable in this situation. Refer to pages 286-287 in the 2022 CDT Coding Companion for more information.

Claims for dental procedures requiring more than one office visit to complete the service may only be submitted for payment when the service is completed. Envolve Dental defines and adjudicates completion date as the date treatment is complete and may be billable. Treatment is complete on dates of delivery for removable complete and partial dentures, final cementation for crowns and bridges, and final fill for root canals.

Remember to submit codes for the actual and truthful service planned and/or performed. Submitting a covered code that does not accurately describe the planned and/or delivered service in place of a non-covered code for a service not covered to receive payment for a service otherwise not covered is illegal and a violation of the Fair Claims Act. An example of this scenario would be to submit codes D5110 (maxillary complete denture), D5130 (immediate maxillary complete denture), or D5863 (maxillary complete overdenture) when there are implants or implant abutments supporting a complete denture. The legitimate code for the implant or implant supported complete maxillary denture is D6110. Reporting codes D5110, D5130, or D5863 in this instance is a violation of the Fair Claims Act.



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

Resources Available to You Online

As a provider of Envolve Dental you have many resources available to you on our redesigned website. Did you know you are able to:

- View a sample of the member ID cards
- Access all past provider newsletters
- Use an interactive map to view a list of participating plans and a description of their membership by state
- And much more!

Using a Professional Interpreter Limits Language Barriers

It is important to use a professional interpreter when relaying information to a patient. Family members, friends, and even office staff may be willing to step in and assist with making sure the information is understood, but there is a greater chance that not all the information will be received properly. Medical interpreters are trained in the medical terms necessary to provide this service and leave less room for error when speaking with a member about their diagnosis or care plan.

Translation services are provided to members at no cost to them or to you. When scheduling appointments, please make sure that all needs of the member are identified so they can be accommodated accordingly. Thank you for taking the time to meet our members' needs.

Data Privacy Reminders

We all have a duty to ensure that member data is protected. Remember to employ the minimum necessary rule when submitting member data. This means using only the specific data required when submitting documents and other information to Envolve Dental.

Please ensure that any supporting documentation you submit has been redacted to include only the minimum necessary. For example, if submitting an EOP as evidence for an appeal please be sure to only include the information for the member in question and redact any other member data. By protecting your patients' data, you help reduce the possibility of stolen data being misused. We appreciate your efforts in maintaining secure electronic health records.



DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves



30 STATES



76,000
PROVIDERS



4.4M MEDICAID
LIVES



862,000
MEDICARE LIVES



257,000
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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