

AUTUMN **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.

Changes in Local Markets

Below are some upcoming changes for Delaware and Nebraska:

- **Nebraska** – Starting in 2024, Envolve Dental is the new dental administrator for Nebraska Total Care Medicaid members. This change goes live January 1, 2024.
- **Delaware** – Ambetter Health, a health insurance marketplace product, is expanding into Delaware. This plan goes live January 1, 2024.
- **Other States** – In addition to Delaware, Ambetter will also expand membership into new counties in active markets including Illinois, Kentucky, Louisiana, Michigan, North Carolina, Ohio, and Oklahoma.

Wellcare Medicare and Ascension Complete – 2024 Benefit Administrator

As previously communicated, several changes will occur in regard to benefit administration for our Medicare members in 2024. Please see the information below for your market:

	NJ, SC, TX, WA	AL, AZ, FL, GA, IL, IN, KS, LA, MI, MS, NV, NM, OH, OK, OR, PA, TN	MA, ME, MO, NE, NH, NC
2024 Wellcare Medicare Administrator	Liberty 866-544-4309	DentaQuest 855-873-1283	Envolve Dental (No change)

We encourage you to enroll with the new administrator to ensure uninterrupted care for Wellcare Medicare Advantage members. **No changes in 2024 to any other existing products.**

Does Your Office Support Sign Language?

CMS issued its annual Medicare Advantage Final Rule effective January 1, 2024. The Final Rule requires health plans to publish the availability of cultural and linguistic capabilities (including American Sign Language) offered in provider offices. If your office provides any of these accommodations, please update your practice information using the [Provider Data Request Form](#) and emailing a copy to providerrelations@envolvehealth.com. Your updated information will display on the Find a Provider directory helping our members find the dental professionals that best meets their needs.



HIPAA and Online Safety

When using social media platforms for business purposes, it is important to remain HIPAA-compliant by knowing what can be posted and ensuring all employees have been trained on HIPAA rules, even those that do not have direct access to patient protected health information (PHI).

Posting a patient's PHI on a public social media network is a HIPAA violation. Being knowledgeable of what constitutes PHI will help to avoid a violation. With patient consent you can post their approved PHI to social media, but it can be nearly impossible to remove it if that patient revokes authorization: "Once something is posted on social media, you have no control over what happens to it. If the subject of the PHI subsequently wants to revoke an authorization, you cannot comply with the request because you have no control over who has seen the post or what copies have been made."

Knowing the rules around PHI is especially important when it comes to responding to patient reviews online. Many practices have received fines for violating HIPAA rules when replying to patient reviews online by disclosing too much information publicly.

Source: [HIPAA And Social Media Guidelines](#)

Pregnancy and Oral Health

Despite increased understanding of health issues arising from poor dental hygiene, myths around oral care during pregnancy still abound. Continue reinforcing the importance of good oral hygiene with your patients who may become pregnant.

Factors that may contribute to worsened oral health include:

- Increased carbohydrate craving early in pregnancy
- Increased mouth acidity
- Increased gingivitis due to hormonal changes
- Decreased saliva flow
- Maternal focus on the baby's health over their own

Though the connection is not known, there is a link between periodontitis and poor pregnancy outcomes like preterm birth and low birth weight.

Encourage potential parents to:

- Get an oral exam before pregnancy
- Continue regular daily oral care (brush and floss twice daily)
- Use mouthwash or gargle with warm, salty water to ease gum sensitivity
- Eat a variety of healthy foods including those with plenty of calcium, e.g., leafy vegetables, milk, and other dairy
- Avoid smoking and alcohol
- Seek treatment for dental or oral health emergencies, even while pregnant

These are mostly simple actions that you'd want your patients to take regardless of pregnancy. Since pregnancy can increase gum disease and cavity risk, prioritizing oral health during pregnancy is vital for mother and baby well-being.

The American Academy of Pediatrics (AAP) offers a [free Toolkit for providers](#). The toolkit includes both print and digital materials to help engage and inform your patients.

Sources:

[Oral care in pregnancy](#)

[Pregnancy and Oral Health](#)



False Claims Act Refresher

As part of our commitment to providing quality services to providers, payors and covered members, we ask that you please review the following information that outlines filing correct dental claims and practices that are in violation of the False Claims Act [31 U.S.C. § § 3729-3733].

What is the False Claims Act?

The civil False Claims Act protects the government from being overcharged or sold shoddy goods or services. It is illegal to submit claims for payment to Medicare or Medicaid that you know or should know are false or fraudulent. Filing false claims may result in fines of up to three times the program's loss plus \$11,000 per claim filed. Under the civil False Claims Act, no specific intent to defraud is required. The civil False Claims Act defines "knowing" to include not only actual knowledge but also instances in which the person acted in deliberate ignorance or reckless disregard of the truth or falsity of the information. ¹



Compliance with the False Claims Act

Submitting a claim with the box "Statement of Actual Services" checked and dates of services provided entered in column 24 on a claim form or in an electronic claim format is your sworn statement the services have been completed as reported. Submitting claims for payment for services not completed or delivered on the notated date of service is a violation of the False Claims Act. Completion dates for several service classes are as follows:

Procedure	Completion Date
Crowns	Date of final cementation
Root Canals	Date of final fill
Dentures Complete/Partial	Date of final delivery/insertion
Bridges	Date of final cementation
Implant Bodies	Date of insertion into bone
Implant Abutments and Attachments	Date of delivery

Please ensure that the CDT code reported on the claim reflects the actual service provided on the reported date of service. An example of a violation of the False Claims Act involving incorrectly reporting CDT codes is outlined below:

- Falsely reporting CDT code D5863 or D5865 (overdenture on existing natural teeth) for an implant supported removable denture for edentulous arch. The correct CDT codes describing implant supported removable dentures for edentulous arch are D6110 or D6111. ²
- Reporting codes D5863 and/or D5865 for implant supported removable dentures is a violation of the False Claims Act.
- If codes D6110 and D6111 are not covered services, submitting D5863 and/or D5865 to seek payment under the patient's benefit is still considered a violation of the False Claims Act.

For your convenience, a complete set of Envolve Dental clinical policies and Envolve Provider Manuals are located on the Provider Web Portal (PWP) at envolvedental.com/logon. Log in using your Envolve Dental username and password. Click the link at the top of the page to access Envolve's clinical policies or the Documents tab to navigate to the Provider Manual.

Be Conscious of Prescribing Opioids

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.

¹ <https://oig.hhs.gov/compliance/physician-education/fraud-abuse-laws/>

² ADA CDT 2022 Coding Companion

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.

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 initially sent to providers in May and to ensure you have an opportunity to reply, new survey links were sent out in August to the email we have on file for your office(s). Please check your spam/junk folders as the email will be sent from an external source (Qualtrics). We look forward to hearing from you!

Centene Community Involvement

Centene, parent company to Envolve Dental, works with our local communities to ensure members are getting the care they need.

- **Trillium Community Health Plan** in Oregon partners with a local organization to bring fresh fruits and vegetables to individuals and families in underserved areas to help address food insecurity.
- **Sunshine Health** team members from around the state of Florida quickly mobilized to purchase, transport and distribute food and supplies, such as water, shelf-stable foods, diapers and hygiene items, to impacted areas in Horseshoe Beach, Live Oak, Madison, Mayo, Perry, Trenton and Suwannee after hurricane Idalia made landfall.

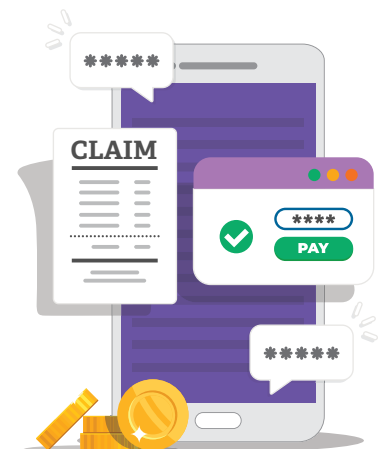
Enroll With Your State to Administer Medicaid Benefits

If you are contracted with us to see Medicaid members, please check that you are also registered with your state to administer Medicaid benefits to members. The 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, visit envolvedental.com/notice.

No Hassle Payment 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 the EFT form at envolvedental.com/eft. 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.



Keep Your Practice Information up to Date

Any time your office has a change in information, please make sure that you let us know. The more accurate your information is with us, the easier it is for members to work with all of us. To make an update, simply fill out the [Provider Data Request Form](#) and email a copy to providerrelations@envolvehealth.com.

With this form you can:

- Add a new location
- Add/term providers to your practice
- Update information on your practice (office hours, age limitations, languages spoken, etc.)

Need to make an update not listed above? Reach out to providerrelations@envolvehealth.com for additional assistance.

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 Envolve Dental Secure PWP at envolvedental.com/logon and the public website at 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).



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	All States
Routine	Within 2 weeks
Sub-Acute Problem	Within 2 weeks
Chronic Problem	Within 4 weeks
Urgent	Within the same office day

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 20 years 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




DENTAL CARE BY THE NUMBERS

Engolve Dental Proudly Serves

 **31** STATES

 **78,000**
PROVIDERS

 **662,000**
MEDICARE LIVES

 **313,000**
HEALTH INSURANCE
MARKETPLACE LIVES

 **4.3M**
MEDICAID LIVES

About Us

Engolve Dental, Inc., is a wholly-owned subsidiary of Engolve 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@engagehealth.com.

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Benefit Options



Let Envolve be the Jewel in your Crown

envolve⁷
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