



Welcome New Provider

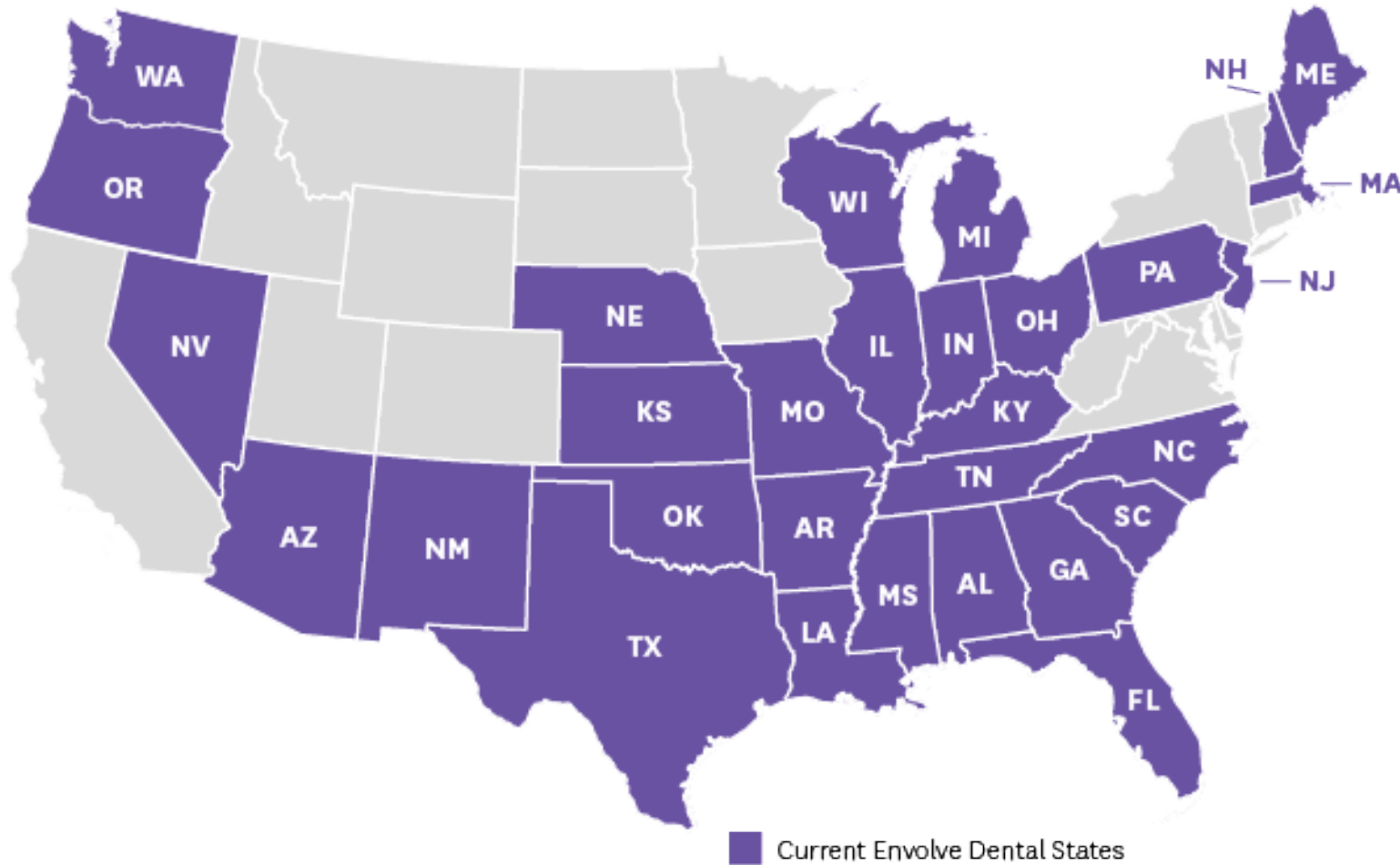
to the Envolve Dental Provider Network

About Envolve Dental

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

We are a Dental Benefits Manager committed to improving the oral health of the community one smile at a time, which leads to improved overall health of individuals. Envolve Dental's 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.

Envolve Dental 2022



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Overview



This presentation will review Envolve Dental and what each department handles including general information. Departments included in this presentation are:

- Provider Services
- Provider Relations State Representatives
- Network Representative
- Credentialing Department
- Claim Information
- Additional General Information

Envolve Provider Services Team

- Handles all immediate resolution request
- Reviews patient benefits and eligibility
- Assist with portal registration, password resets and unlock providers from the Provider Web Portal (PWP)
- Provide claim/auth statuses
- If they are unable to assist, Provider Services will submit a request to the Provider Relations State Representatives for additional assistance and outreach
- For state specific Customer Service phone numbers, see [slide 16](#)

*****Disclaimer:**

To better assist you when calling, please have ready; the TIN for your office, Provider NPI and what state you're calling from



Envolve Provider Relations State Representative



- Handles all delayed resolution request
- Assists offices with claim issues
- Existing provider adds/terms, office demographic change request, EFTs and roster updates
- Reps work off assigned tickets in order to meet the needs of all providers in their assigned states
- Can be reached via email at: ProviderRelations@EnvolveHealth.com

*****Disclaimer:**

For better assistance with your email request, please include; the TIN for your office, Provider NPI and the state you are in

Envolve Network Representative

- Handles the initial credentialing and contracting of providers
- Creates and updates contracts for all TINs in our system
- Negotiates rates for all States
- Can be reached via email at: DentalNetwork@Envolvehealth.com

Envolve Credentialing Department

- Handle all re-credentialing for providers and the initial credentialing approvals
- Provides outreach to all providers who are due for re-credentialing and provide them the necessary documents
- Perform outreach to providers for any documents that could be missing or are expired during the initial and re-credentialing period
- Can be reached via email at: dentalcredentialing@envolvehealth.com

*****Disclaimer:** For better assistance with your email request, please include; the TIN for your office, Provider NPI and the state you are in

Credentialing & Re-Credentialing

The purpose of the credentialing and re-credentialing process is to help make certain that Envolve Dental maintains a high-quality healthcare delivery system. The credentialing and re-credentialing process helps achieve this aim by validating the professional competency and conduct of our providers. This includes verifying licensure, board certification, education, and identification of adverse actions, including malpractice or negligence claims, through the applicable state and federal agencies and the National Practitioner Data Base. Participating providers must meet the criteria established by Envolve Dental, as well as government regulations and standards of accrediting bodies.

Envolve Dental requires re-credentialing at a minimum of every three years in accordance with the National Committee of Quality Assurance (NCQA) regulations because it is essential that we maintain current provider professional information. This information is also critical for the health plan's members, who depend on the accuracy of the information in its provider directory.

Providers to Be Re-credentialed Every 36 Months

- To comply with NCQA standards, Envolve Dental re-credentials providers at least every 36 months from the date of the initial credentialing decision (exceptions apply for those states that follow a state credentialing process). This process identifies changes in the practitioner's licensure, sanctions, certification, competence, or health status that may affect the ability to perform services the provider is under contract to provide. It also includes all providers, primary care providers, specialists and ancillary providers/facilities currently credentialed to practice within the Envolve Dental network.
- In between credentialing cycles, Envolve Dental conducts ongoing monitoring activities on all network providers. This includes an inquiry to the appropriate state licensing agency to identify newly disciplined providers and providers with a negative change in their current licensure status. This monthly inquiry helps ensure certain providers maintain a current, active, unrestricted license to practice in between credentialing cycles. Additionally, Envolve Dental reviews monthly reports released by the Office of Inspector General and other sources, such as VerifPoint, to identify network providers who have been newly sanctioned or excluded from participation in federal and state programs.
- A provider's agreement may be terminated at any time if Envolve Dental's Credentialing Committee determines the provider no longer meets the credentialing requirements. Please call our Customer Service team with any questions.

Envolve Claims and Authorization Information

- Envolve's **payor ID** for all states is **46278**
- We accept claim submission from the below clearinghouses:
 - Change Healthcare
 - Trizetto
 - Dental Exchange
- Corrected claims can be submitted via mail or on our Provider Web Portal (PWP)
- Authorizations can be submitted via mail or on the PWP
- Claim/Auth Appeals must be mailed in. Appeals mailing information can be found in the provider manuals or by reaching out to Provider Services or Provider Relations Teams
- Paper claims must be submitted on a 2012 or newer ADA claim form (MO requires the 2019 ADA form)

Get Paid More Promptly Utilizing 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.
- 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 Provider Web Portal.

Paper Claims Requirements

Important Paper Claims Requirements

Envolve Dental will no longer accept the following paper claims effective August 1, 2022:

- Handwritten claim forms
- Faxed claim forms
- Photocopied or carbon copied claim forms
- Claim forms using red ink or highlighter
- Claim forms with extraneous or circled information

Any claims submitted in the formats above will be rejected and delay the timely payment of your dental claims. All dental claims should include the following information:

- Member's name, ID number and date of birth
- Provider's name, location and service setting, NPI, Tax Identification Number (TIN), and signature
- Date of service and current ADA dental codes for each service line
- All required identifiers (quadrants, tooth numbers, and surfaces)

For timely processing of your paper claims, please be sure to:

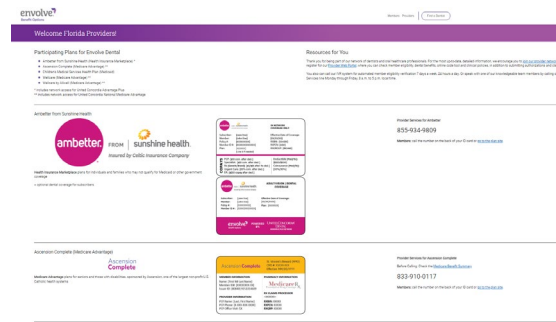
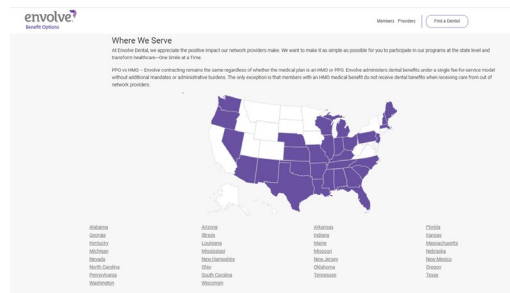
- Use the correct PO Box number (refer to the provider manual or plan specifics)
- Submit all claims in a 9" x 12" or larger envelope
- Type all fields completely using black or blue ink only
- Submit a current (2012 or later) original ADA claim form

For fastest claims processing and payment, we encourage the use of electronic claims via Envolve's [Provider Web Portal \(PWP\)](#). In addition, we can accept electronic clearinghouse submissions and attachments from National Electronic Attachment, Inc., through FastAttach®, which enables providers to securely send attachments electronically—X-rays, EOBs, intraoral photographs, perio charts, and more. Envolve's payor identification number is 46278.

Resources at www.EnvolveDental.com

Envolve Dental has geared its website towards servicing the Provider community. Click “Providers” on the top right of the page for additional options.

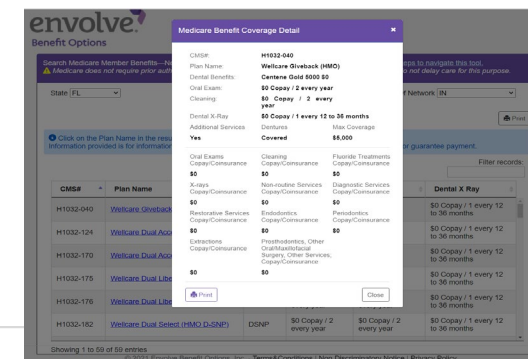
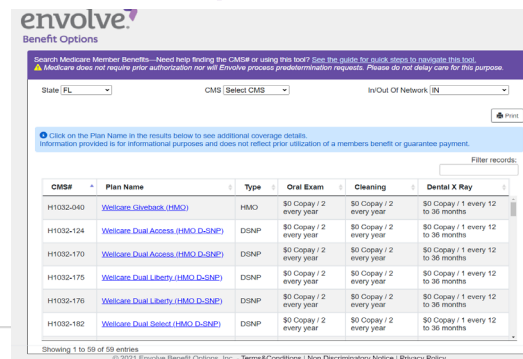
Select Your State: Here is an interactive map which offers providers sample ID cards for plans offered in their state along with plan-specific customer service contact information.



Medicare Benefit Summary: Here you can select your state to see which members have in or out of network coverage and can view a basic plan summary of benefits



Member Benefit Summary User Guide



General Information

- An electronic version of our Medicare Advantage, Ambetter and most state Medicaid Benefit Grids are available on our Dental Code Search Tool at: [Search Benefits by Code](#)

See attached training guide.



Dental Code
Search Tool User Gui

- To request a copy of the Fee Schedule for your office, please reach out to Customer Service at envolvedentalcs2@envolvehealth.com for assistance and have your TIN ready!

To familiarize yourself with Envolve Dental and Trainings it is best to access these links.

- Provider Resource Page
<https://www.envolvedental.com/providers/provider-resources.html>
- Provider Web Portal Registration Training
<https://www.envolvedental.com/content/dam/centene/envolve-benefit-options/dental/pdfs/Provider-Web-Portal-Registration.pdf>
- Provider Web Portal Training
<https://www.envolvedental.com/content/dam/centene/envolve-benefit-options/dental/pdfs/Provider-Web-Portal-Training.pdf>

Provider Portal

- Offices can register for the provider web portal at <https://pwp.envolvedental.com/PWP/Landing>
- You can register for the provider, location or payee portal; however, we strongly recommend providers register for the payee portal as that is the only portal able to view remittances online
- Please reach out to Customer Service for your office's payee information in order to register or [request your Payee ID online](#).



Envolve Service Phone Numbers

- **Alabama:** 833-464-1719
- **Arizona:** 844-876-2028
- **Arkansas:** 855-609-5155
- **Florida:** 833-705-1354
- **Georgia:** 844-464-5632
- **Illinois:** 833-522-0132
- **Indiana:** 855-609-5157
- **Kansas:** 855-434-9245
- **Kentucky:** 833-596-2740
- **Louisiana:** 844-342-5582
- **Maine:** 833-393-1623
- **Massachusetts:** 833-408-2624
- **Michigan:** 833-317-0439
- **Mississippi:** 844-464-5636
- **Missouri:** 855-434-9240
- **Nebraska:** 833-554-2292
- **Nevada:** 844-695-0358
- **New Hampshire:** 844-258-4615
- **New Jersey:** 833-561-1321
- **New Mexico:** 844-732-3046
- **North Carolina:** 833-482-2947
- **Ohio:** 844-464-5634
- **Oklahoma:** 833-763-2400
- **Oregon:** 833-447-0693
- **Pennsylvania:** 844-524-8255
- **South Carolina:** 833-605-6320
- **Tennessee:** 833-662-1996
- **Texas:** 855-586-1417
- **Washington:** 844-826-8890
- **Wisconsin:** 844-464-5635

Documents

The below documents are Envolve's frequently asked for documents.



[EFT FORM](#)



[PDM UPDATE
AND ADD FORM](#)



[ROSTER](#)



[CLAIMS
TEMPLATE](#)

Quick Contacts

Reach out for	Email	Info to include
EFT Enrollment Get paid faster with the EFT payment program. Download the EFT form	ProviderRelations@EnvolveHealth.com	<ul style="list-style-type: none"> Completed EFT form Voided check
Fee Schedule To request a copy of the Fee Schedule for your office	envolvedentalcs2@envolvehealth.com	<ul style="list-style-type: none"> TIN for your office
Provider Relations <ul style="list-style-type: none"> All delayed resolution requests Claim issues Existing provider adds/terms Office demographic change request EFTs Roster updates 	ProviderRelations@EnvolveHealth.com	<ul style="list-style-type: none"> TIN for your office Provider NPI the state you are in
Network <ul style="list-style-type: none"> Initial credentialing and contracting of providers Contract or rate questions 	DentalNetwork@Envolvehealth.com	<ul style="list-style-type: none"> TIN for your office Provider NPI the state you are in
Credentialing <ul style="list-style-type: none"> Re-credentialing for providers 	dentalcredentialing@envolvehealth.com	<ul style="list-style-type: none"> TIN for your office Provider NPI the state you are in