



A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association

Dental Care **NEWS**



BCBSM can accept attachments to electronic claims

BCBSM is pleased to announce that you can now submit attachments with your electronic claims.

The Blues signed an agreement with National Electronic Attachment that allows us to access dental care providers' attachments from NEA's Web site, using the company's *FastAttach™* system. You can contact NEA for more information at 1-800-782-5150, option 2, or by e-mailing them at sales@nea-fast.com.

FastAttach™ enables dental offices to transmit paper or film (items such as X-rays, operative reports, photographs, copies of primary payment or rejection, narratives and periodontal charting) to NEA's repository, where BCBSM views the attachments as part of the electronic claims process. For dental offices, *FastAttach™* accelerates claims processing and eliminates costs of duplicating paper or film attachments. NEA's network meets the privacy regulations and security requirements as required under HIPAA.

"We are very excited about offering this technology to our dental providers. This is another way we are working to reduce administrative complexity and cost," said Peggy Anthony, Director, BCBSM Dental Claims and Program Administration. "This is a 'win-win' enhancement for everyone. We anticipate this arrangement will increase our electronic claim volume, reduce costs, and increase claim accuracy and turnaround time. Dentists and other dental professionals benefit through streamlined claim submission processing, detailed submission documentation and reductions in their administrative costs."

"We are very glad that Blue Cross Blue Shield of Michigan chose NEA as their vendor for electronic attachments and we look forward to the opportunity to register their providers," stated Thomas Hughes, CEO of NEA. "NEA is very knowledgeable about the Michigan Blues, and we are pleased to be able to bring them this service." ♡

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Participating dentists should not balance bill

Michigan dentists participate with us on a claim-by-claim basis. When dentists participate, they accept our payment as full reimbursement, except for any copays, deductibles, charges that exceed the member's benefit maximum or additional charges for noncovered treatments selected by the member.

Please remember that when you participate on a per-claim basis you may not bill Blues members for the difference between the charge for a covered service and the BCBSM-approved amount.

By the same token, it is inappropriate to ask your patients to sign an agreement to pay any amount in excess of the BCBSM-approved fee.

Dentists who belong to the *DenteMax* network participate on all claims and, therefore, should never bill a patient for amounts in excess of BCBSM's payment. You can bill only for copays, deductibles, and amounts over the yearly maximum or when an alternate benefit is given. If an alternate benefit is given by BCBSM, you can balance bill only up to the approved *DenteMax* fee for the original treatment procedure. **This agreement applies to all *DenteMax* dentists, both in the state of Michigan and out-of-state.** ♡

THE
NEXT
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Billing reminders

Don't use highlighters

When you attach an explanation of benefits voucher that lists more than one patient, circle the pertinent patient information. Please do not use highlighters; our scanning equipment does not recognize highlighted information.

Use quadrant designation for periodontal codes

We've noticed some confusion regarding use of periodontal procedure codes D4211, D4241, D4261 and D4342. This group of periodontal procedure codes indicates you are treating one, two or three teeth in a particular quadrant. BCBSM's system pays these codes as a quadrant, so please **do not use tooth numbers**. Instead, use the quadrant designation (UR, UL, LR and LL), regardless of whether you treat one, two or three teeth.

The benefit frequency limitation for these codes is the same as that of the full quadrant codes: three years for surgical procedures, and two years for scaling and root planing.

Include surface with D1351

When submitting claims for sealant procedure D1351, remember to include the tooth surface treated—O, B, F and/or L. Our system will reject claims if no surface is identified. ♥

Remember these tips when filing FEP dental claims

We'd like to remind you of the following when you file dental claims for Federal Employee Program members:

1. Use the ADA 2002 claim.
2. Submit the subscriber's FEP 'R' contract number, rather than the Social Security number.
3. FEP claims do not require X-rays, so please do not send them to us.
4. FEP does not require predetermination of services.

Following these guidelines will save you time and mailing costs.

Please use the following address for mailing FEP dental claims:



Federal Employee Program
P.O. Box 2599
Detroit, MI 48231-2599 ♥

Continuing education seminars

Monday, Aug. 23, 2004

Topic: Antibiotics in the Treatment of Upper Respiratory Tract Infections

Speakers: Stephen Lerner, MD, Wayne State University
Mohamad Fakh, MD, St. John Health System
Marla Row Gorosh, MD, Henry Ford Health System

Time: Registration—5:30 p.m.
Program—6 to 9:15 p.m.

Location: BCBSM Metro Service Center
27000 W. 11 Mile Road, Southfield, Michigan

Registration deadline: Aug. 16, 2004

Tuesday, Sept. 21, 2004

Topic: Geriatric Oral Health

Speakers: Kenneth Shay, DDS, MS, Director Geriatric and Extended Care Service Line, Department of Veterans Affairs

Time: Registration—5:30 p.m.
Program—6 to 8:45 p.m.

Location: BCBSM Metro Service Center
27000 W. 11 Mile Road, Southfield, Michigan

Registration deadline: Sept. 13, 2004

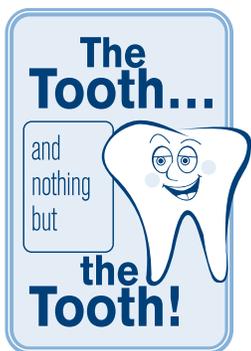
Call the department of Health Care Education hot line at 1-800-921-8980 to register for these seminars.

BCBSM is approved by the Academy of General Dentistry as a provider of continuing dental education. Our new AGD sponsor number is 217416. ♥



Questions
about your
patient's
benefits
and
eligibility?

Call CAREN+ at
1-800-482-4047 for the answer!



The Tooth...and nothing but the Tooth! is our regular feature that will answer your questions on topics of interest to you.

Q. A new dentist has joined our dental office. Do we have to notify BCBSM?

A. BCBSM requires that all dentists who provide treatment to BCBSM patients register their license with us. Even if you are a group practice and use the same tax identification number for the entire group, we must have the names of all dentists in your group so we can ensure that they hold current licenses to provide treatment. Simply contact the Provider Enrollment and Data Management department at 1-800-822-2761.

You should also notify Provider Enrollment when you delete dentists from your group so that your provider files stay current.

Do you have a question for our newsletter? Send your questions to Rob Sawalski, Dental Care News editor, by e-mail at rsawalski@bcbsm.com, or fax at (313) 225-7709, before August 13 so they may be considered for publication in the October 2004 issue. ♥

MiChild provides basic dental benefits

MiChild is the state of Michigan program that provides comprehensive medical and dental services to uninsured children of low-income working families. Benefits are determined by the state. BCBSM offers both health and dental plans to these members.

The MiChild BCBSM Traditional Plus dental program covers 100 percent of basic preventive and diagnostic services with a \$600 annual benefit maximum. Covered dental benefits include:

- Two exams and cleanings per benefit year
- Bitewing X-rays once per benefit year
- Dental sealants on permanent first and second molars
- Fillings
- Fluoride treatments and space maintainers for children under the age of 14 (Note: this has changed from under the age of 15)
- Stainless steel crowns
- Pulpotomy for primary teeth
- Simple extractions

Some oral surgery procedures may be covered under the medical plan instead of the dental plan.

MiChild members have identification cards with group number 31295. For specific information on a MiChild patient, please call CAREN+ at 1-800-482-4047. ♥

Newsbites

Coming soon — your copy of the revised *Guide for Dental Care Providers* CD-ROM.

Watch for it!! ♥



Inci-dental-ly...

It's easy to order the *Guide for Dental Care Providers* or to be put on our mailing list for *Dental Care News*. On your office letterhead, tell us how many CD-ROM provider manuals or newsletters you need.

Have you moved to a new office? Just give us your name and new address, along with the old address.

Please fax this information to our database administrator at:

 (313) 225-7709

Or mail it to:

 Database Administrator
 Provider Communications — **Mail Code J523**
 Blue Cross Blue Shield of Michigan
 600 E. Lafayette Blvd.
 Detroit, MI 48226-2998 ♥



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