



Dental Care News

A quarterly publication for dentists

JULY 2008

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New dental claims system will improve business

BCBSM proudly announces a new, improved dental computer system is coming. In 2009, we'll introduce this state-of-the-art system, which will make doing business with us easier.

You'll find news of immediate interest involving changes coming to our web-DENIS and provider enrollment processes below. Watch for more details about these and other features of the new dental claims system in future issues of *Dental Care News*.

Web-DENIS enrollment closes

We'll introduce a new online tool for dental benefits, eligibility and claims tracking as part of the dental claims system. To prepare for our transition to this new online portal, effective Aug. 1, we'll no longer enroll new users in web-DENIS.

Dental offices currently enrolled with web-DENIS retain access to it, while those without web-DENIS access can continue to call CAREN at 800-482-4047 for benefit and eligibility information.

Streamlined enrollment process among first improvements

Our future plans include a provider enrollment and registration area specifically for dentists. This will make registering with BCBSM or making changes (such as updates to your address or tax ID number) easier.

Improvements will include streamlined enrollment and change forms, and a dental-specific mailing address, toll-free phone line and fax number. The forms will be available online at **bcbsm.com**.

Non-BCBSM Web sites: BCBSM maintains **bcbsm.com**, **MiBCN.com**, **hcbo.com** and **theunadvertisedbrand.com**.

The Blues do not control any other Web sites referenced in this publication or endorse their general content.



The next issue ... **OCTOBER 2008**

Billing reminders

Submit 1 bill for same-tooth, same-day multiple restorations

BCBSM dental policy considers restorations involving the proximal and occlusal, buccal or lingual surfaces on the same tooth and same date of service as connected for payment purposes.

Providers who bill for multiple, separate restorations on the same tooth and same date of service will receive payment only for a multiple-surface restoration.

Letter explains special plan designs for Magna, Perrigo groups

As reported in the April 2008 *Dental Care News*, the Magna and Perrigo groups chose unique plan designs that pay certain dental procedures as medical benefits. In early May, we mailed a letter to all Michigan dentists that explained special handling of claims for these groups, and we provided a list of the affected procedure codes.

If you need a copy of the letter and the procedure code list, please contact your dental field consultant:

David Nicholson	248-448-8108
Lynn Bozyk	248-448-8302
Sandra Watkins	248-448-6363

News bites

Blue Care Network of Michigan's Medicare Advantage dental product covers basic preventive dental services (one D1110 oral exam and one cleaning per year, and X-rays every two years). If you have questions about a patient's BCN Advantage dental coverage, please call 800-450-3680.

BCBSM will close July 4 for Independence Day and Sept. 1 for Labor Day.

Card celebrates birthdays, dental care

BCBSM's campaign to educate parents about good dental care for their children continues for the third consecutive year. This year, we're reaching out to younger members and sending the birthday greeting to parents of 2-year-olds.

The change from sending cards to 3-year-olds reflects recent research that the earlier a child visits the dentist, the better. Procedure code D0145 — oral evaluation for a patient under 3 years of age and counseling with primary caregiver — reflects industry support for the benefits of early dental care.



Help us spread the word about the importance of dental care by encouraging parents to bring their young children for regular exams.

SAVE THE DATE

Dental, medical health conference Dec. 3

A symposium on Dec. 3 will discuss research linking oral health with overall medical health. Sessions will examine the oral and medical link in cardiac disease, diabetes and adverse outcomes during pregnancy, and they will include formal presentations, audience participation and panel discussions. It's sponsored by the Michigan Dental Association, the Michigan State Medical Society and Blue Cross Blue Shield of Michigan.

Date: Wednesday, Dec. 3

Time: 9 a.m. to 4 p.m.

Location: Diamond Center at Rock Financial Showplace, Novi

Fee: \$50 per registrant

Six continuing education credits available

Register by going to the Continuing Education option on the smilemichigan.com Web site.



Making the Link

Referral forms encourage communication between dentists, physicians

To promote the link between medical and dental health, we encourage dentists and physicians to communicate conditions that impact both aspects of a patient's health. We've created two referral forms dentists and physicians can give to patients for this purpose. One "Patient Referral Form" is from *Dentist to Physician* and the other is from *Physician to Dentist*.

They will be available in two formats:

- Three-ply paper with color-coded copies for the dentist, physician and patient
- Online form under the *Referral* link on **bcbsm.com/provider** for entering information online and e-mailing it to the associated clinician. You can also print this form.

This summer, we will introduce the paper forms as a pilot program for metropolitan Detroit-area dentists, and for select physicians. We also announced these new forms in the July BCBSM *The Record*, which goes to all physicians in Michigan.

Online dentist directory now live

Blue Cross Blue Shield of Michigan's online directory of registered dentists is up and running. Have you checked out your listing? To find the directory:

- Go to **bcbsm.com**.
- Under *Find a Doctor – More Searches*, click on *Dental*.
- Under *Dental Professionals*, click on *Locate a dentist who may participate with BCBSM in our Directory of Registered Dentists*.

BCBSM has nearly 1.3 million members enrolled in Blue DentalSM products. These members can now use the Internet to look for dentists like you to provide their dental care.

To make changes to your listing:

- Go to **bcbsm.com**.
- Click on the *Provider* tab and then *More*.
- Under *Provider Services*, click on *Enrollment*.
- Under *Physicians and Professionals*, click on *Dentist* in the drop-down box.
- Scroll down to *Dentist Enrollment Form*, and click on the *Individual* or *Group* form.

The changes you make on this form will be reflected in your directory entry.

Keeping payment for services not completed could be fraud

There are times when dental services billed to and paid for in advance by Blue Cross Blue Shield of Michigan are never completed. This most often happens when a patient fails to return to the office for delivery of a crown, bridge, partial or denture. It can also occur with endodontic treatment.

It is BCBSM's policy to pay only for completed services. BCBSM does not cover partial or interrupted services. You should make it your policy to refund payments received from BCBSM as soon as you conclude the patient will not return to complete treatment.

Send personal checks for overpayments to:

Cash Receipts — Mail Code 1007
Blue Cross Blue Shield of Michigan
600 E. Lafayette Blvd.
Detroit, MI 48226-1007

Send the patient's contract number, date of service and a brief explanation of why you are returning the payment.

BCBSM recognizes your intentions are not fraudulent, but failure to refund money when you recognize a patient is not returning or when BCBSM requests a refund is, at best, unethical and, depending upon the circumstances, may constitute fraud. Even worse, billing for services without telling the patient to return to complete treatment may also be fraud.

As stated in the American Dental Association's Current Dental Terminology manual, "Dentists should be aware that they have an ethical and legal obligation to refund fees for services that are paid in advance but not fully completed."

You can seek restitution from the patient for your time and associated costs for incomplete or interrupted service through legal channels. You may not, however, withhold funds paid by BCBSM as a retainer until you collect from the patient. Remember: A fee paid to you by BCBSM is not your patient's money; it came from the patient's employer or insurance carrier.

Blue Cross Blue Shield of Michigan
Provider Communications — Mail Code 0205
600 E. Lafayette Blvd.
Detroit, MI 48226-2998

bcbsm.com

PRESORTED STD
U.S. POSTAGE
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BLUE CROSS
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OF MICHIGAN

Address Service Requested

Get benefit information faster on CAREN

Great news! We've enhanced CAREN with more flexibility in obtaining benefit information.

Now you can request a specific benefit without first selecting the class of service. Call 800-482-4047 and follow the prompts after you request to hear your patient's eligibility and benefit information.



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To update your information on our mailing list, please send us your name and new address, along with the old address, to our data-base administrator:

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Mail:

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