



Dental Care News

A quarterly publication for dentists

JANUARY 2009

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2009 Medicare Plus BlueSM participation policy clarified

We announced new embedded dental benefits as part of Medicare Plus Blue coverage in the October 2008 *Dental Care News*. Since then we've received important information about payment rules for these covered services.

The Centers for Medicare and Medicaid Services policy for dental payment closely follows rules governing payment for medical services. The policy requires dentists to accept our payment as payment in full (and not balance bill) for the oral exam, cleaning and bitewing X-rays covered by Medicare Plus Blue. In other words, you must either participate with BCBSM on these services or advise the patient to see a BCBSM participating dentist.

Medicare Advantage's *Private Fee-for-Service Plan 2009 Terms and Conditions of Payment* document is available online at bcbsm.com/ma/terms_and_conditions.shtml.

CDT-2009/2010 procedure codes now accepted

The American Dental Association has published the *Current Dental Terminology CDT-2009/2010* manual, which contains the most recent revisions to the Code on Dental Procedures and Nomenclature. Please use these codes for services provided from Jan. 1, 2009, through Dec. 31, 2010.

Changes include the addition of four new codes and revisions to 26 codes. No codes were deleted. Please understand that BCBSM may not provide coverage for every code whether new or existing. For CDT manuals, call the ADA at 800-947-4746 or visit their Web site at adacatalog.org.

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 ... **APRIL 2009**

BCBSM X-ray submission policy and requirements

As a reminder, please do not send X-rays to us unless otherwise requested. A 2006 revision to the dental X-ray submission policy instructs providers not to send in dental X-rays unless we request them.

Dental X-rays are only required when you receive nonpayment messages 045, 415, or 419. When this happens, you must send X-rays and other supporting documentation to the following P.O. Box for payment consideration:

Blue Cross Blue Shield of Michigan
P.O. Box 1633
Detroit, MI 48231-1633

Please note: Any X-rays attached to claims submitted to a P.O. Box other than 1633 will be removed and destroyed. If we request that you submit an X-ray, be sure it is legible. That will help facilitate timely claim processing and minimize rejections. X-rays (film or paper) consist of the following: Panorex, bitewings, periapicals, and photographs.

The chart below explains under what conditions you should use P.O. Box 0049 and P.O. Box 1633:

Use P.O. Box 0049 for:	Use P.O. Box 1633 for:
<ul style="list-style-type: none">• First-time dental paper claim submissions. Do not submit an X-ray.• Dental paper claims that do not require X-rays, including statuses, prior benefit approvals, predeterminations and coordination of benefits.	Claims that previously rejected for nonpayment code 045, 415, or 419 and must be submitted with X-rays and supporting clinical documentation per our request . Claims include statuses, prior benefit approvals, predeterminations and coordination of benefits.



Making the Link

Dental, medical health conference provides opportunity to exchange knowledge

More than 650 dental and medical professionals convened at the Rock Financial Showplace on Dec. 3, 2008, for a groundbreaking conference on oral and systemic health. Ten prominent researchers and professionals from across the U.S. presented compelling information about the connection between oral health and overall health. Among the speakers, Steven Offenbacher, D.D.S., Ph.D., M.M.Sc., of the University of North Carolina, offered insight into research efforts showing mounting evidence about the impact of periodontal disease on various health conditions. Carol Ann Murdoch-Kinch, D.D.S., Ph.D., of the University of Michigan Dental School, offered “lessons” to help professionals apply the research findings to clinical practice.

Much of what we’ve heard recently centers on those diagnosed with diabetes or heart disease, but evidence presented at the conference shed new light on many other impacts of periodontal disease, in particular on pregnant women and their babies. The basic message to dentists: don’t be afraid to treat pregnant women and if you have questions or concerns, contact the patient’s medical provider.

The Michigan Dental Association, Michigan State Medical Society, Blue Cross Blue Shield of Michigan and DenteMax sponsored this innovative conference. An educational DVD covering conference highlights will be available later this year. Watch the *Dental Care News* for more details.

Dental Inquiry extends hours

In order to better service you, Dental Inquiry customer service representatives are now available from 8 a.m. to 5 p.m. and during the 12 p.m. to 1 p.m. lunch hour.

Billing reminders

Do not submit PINs

As we move toward compliance with National Provider Identifiers, we request that you no longer submit a provider identification number on your paper or electronic claims (e.g., J123456 or D123456). If you bill electronically, please notify your clearinghouse to make sure they are not submitting the PIN as this could cause claims to reject in the near future.

NPI

Please make sure you have reported your type 1 NPI and, if applicable, type 2 NPI to BCBSM. To report your NPI contact Dental Provider Enrollment at 888-334-6761.

All dentists are mandated by the government to obtain a type 1 NPI and when submitting claims include it in Treating Dentist and Treatment Location Information field 54 - NPI on the 2006 ADA claim. If you are a solo provider you would also include it in Billing Dentist or Dental Entity field 49 - NPI.

Groups or organizations must obtain a type 2 NPI and include it in field 49 - NPI of the 2006 ADA claim.

If you have questions call the NPI hotline at 800-588-9121.

Submit BCBSM contract number, not SSN

BCBSM no longer displays Social Security numbers on identification cards. Please make sure you submit the BCBSM contract number, not a Social Security number, on claims. This helps protect your patients' personal health information. If you do not have the contract number on file, ask to see the patient's BCBSM ID card.

Predetermination codes explained

Currently, when you submit a request for predetermination, non-approved procedures receive a rejection code.

For your convenience, a list of nonpayment codes and descriptions follows.

Code	Description
NP025	Not a contract benefit
NP044	Exceeds allowable frequency of treatment
NP045	We cannot process this claim because we need additional information about this service. Please submit a new claim, a copy of the pre-treatment bitewing X-ray and a written narrative to support the need for this service to: Blue Cross Blue Shield of Michigan P.O. Box 1633 Detroit, MI 48231-1633
NP068	This payment is included in a related procedure on this treatment plan.
NP415	This service is not payable based on the information provided with the claim. BCBSM reviewed the information sent with this claim and determined the service doesn't meet the benefit guidelines as detailed in the <i>Guide for Dental Care Providers</i> . To request reconsideration, please send a new claim with additional documentation and X-rays to: Blue Cross Blue Shield of Michigan P.O. Box 1633 Detroit, MI, 48231-1633
NP419	We cannot approve payment for the service because we didn't receive the supporting clinical documentation that is required for the procedure. For reconsideration, please send another claim with X-rays and appropriate documentation to: Blue Cross Blue Shield of Michigan P.O. Box 1633 Detroit, MI, 48231-1633

For additional nonpayment code descriptions, please contact Dental Inquiry.



Patients receive an additional cleaning

BCBSM recently mailed out dental coupons for a free extra cleaning to members with diabetes and heart disease who have taken advantage of their two-cleaning coverage. Please honor this coupon and follow the claim filing instructions on the back. Coupons expire March 31, 2009.

Web-DENIS enrollment re-opens, enhancements announced

Web-DENIS enrollment is now open to all dentists. This includes non-network dentists outside of Michigan. To enroll, go to **bcbsm.com**:

- Click on *Provider* tab
- Click on *More*
- Click on *Learn how to sign up for Provider Secured Services* under *News & Updates*
- Click on *Dental Provider* under *It's easy to sign up*

To download forms, click on *Download the Dental Secured Access application (PDF)* and *Use and Protection Agreement (PDF)* under *Instructions for dental providers*.

Complete both the application and the agreement and return to BCBSM:

Mail: Mail Code L830
Blue Cross Blue Shield of Michigan
53200 Grand River Ave.
New Hudson, MI 48165

Fax: 248-486-2214

Those currently enrolled will notice enhancements:

- Addition of 'print' buttons to certain screens
- Addition of a collapse button for the left-hand navigation
- Addition of other 'intra-application' functions (such as allowing users to toggle back and forth between screens, rather than having to open and close windows, etc.)

New role results in contact changes

There have been some changes for your BCBSM dental provider consultants. David Nicholson has moved to a new position in the company. See the chart below to determine who your consultant is:



Consultant	Counties served
Lynn Bozyk 248-327-5292	Barry, Bay, Calhoun, Cheboygan, Chippewa, Clinton, Gladwin, Grand Traverse, Gratiot, Kalamazoo, Kalkaska, Keweenaw, Lake, Lapeer, Livingston, Luce, Mackinac, Mecosta, Midland, Missaukee, Monroe, Montcalm, Montmorency, Muskegon, Newaygo, Oakland (west of Telegraph), Ogemaw, Ontonagon, Osceola, Oscoda, Otsego, Ottawa, Presque Isle, Roscommon, Saginaw, Schoolcraft, Shiawassee, St. Joseph, Tuscola, Wayne, Wexford
Sandra K. Watkins 248-327-5263	Alcona, Alger, Allegan, Alpena, Antrim, Arenac, Baraga, Benzie, Berrien, Branch, Cass, Charlevoix, Clare, Crawford, Delta, Dickinson, Eaton, Emmet, Genesee, Gogebic, Hillsdale, Houghton, Huron, Ingham, Ionia, Iosco, Iron, Isabella, Jackson, Kent, Leelanau, Lenawee, Macomb, Manistee, Marquette, Mason, Menominee, Oakland (east of Telegraph), Oceana, Sanilac, St. Clair, Van Buren, Washtenaw



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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 database administrator:

Fax.....313-225-7709

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

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