

Dental Provisions

National Provider Identifier assignment continues

As a result of the federal Health Insurance Portability and Accountability Act of 1996, all health care providers will be required to obtain and use a National Provider Identifier (NPI) by May 23, 2007. The NPI will replace the health care provider identifiers used today in standard health care transactions. The NPI will not replace your tax identification number. NPI numbers will be assigned by Fox Systems. You can reach Fox Systems and apply for your NPI via their Web site, <https://nppes.cms.hhs.gov/>, (click on **National Provider Identifier**) or by calling 1 (800) 465-3203.

We are working to make sure that our systems and processes are ready for NPIs. In the meantime, we are asking you to submit your electronic and paper claims with your Regence BlueShield provider number as you do today. Currently, when we receive an NPI, we cannot store it in our systems or use it for processing claims.

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Reminder for orthodontic offices

Regence cannot change procedure codes that you submit. Instead, please use the actual codes for orthodontic records, banding, monthly visits and retention based on the current CDT procedure codes. When submitting orthodontic claims, include the following:

- Treatment start date
- Estimated length of treatment
- Total charge
- Initial down payment
- Monthly payment

Please list procedure codes and fees in the proper columns of the claim form—not in the remark section—for processing. The patient's treatment plan must also be listed with proper codes.

INITIAL BANDING/DOWN PAYMENT

- D8010 Limited orthodontic treatment of the primary dentition
D8020 Limited orthodontic treatment of the transitional dentition
D8030 Limited orthodontic treatment of the adolescent dentition
D8040 Limited orthodontic treatment of the adult dentition

- D8050 Interceptive orthodontic treatment of the primary dentition
D8060 Interceptive orthodontic treatment of the transitional dentition
D8070 Comprehensive orthodontic treatment of the transitional dentition
D8080 Comprehensive orthodontic treatment of the adolescent dentition
D8090 Comprehensive orthodontic treatment of the adult dentition

APPLIANCES

- D8210 Removable appliance therapy
D8220 Fixed appliance therapy

ORTHODONTIC RECORDS

- D8660 Pre-orthodontic treatment visit (as part of contract)
(This code should include exam, x-rays, models, photos)

MONTHLY/QUARTERLY PAYMENTS

- D8670 Periodic orthodontic treatment visit (as part of contract)

OTHER ORTHODONTIC SERVICES

- D8680 Orthodontic retention (removal of appliances, construction and placement of retainer(s))
D8690 Orthodontic treatment (alternative billing to a contract fee)
D8691 Repair of orthodontic appliance
D8692 Replacement of lost or broken retainer
D8999 Unspecified orthodontic procedure, by report

Regence Online Services for Providers expands to include FEP

Eligibility, benefits and claims information for FEP members became available on Regence Online Services for Providers in December 2005. The eligibility and claims information screens for FEP members are different from the screens used for other Regence members.

Benefit information is available through a link from Regence Online Services for Providers to the FEP Web site. Not all vouchers for FEP members may be available on Regence Online Services for Providers. If you need assistance viewing a voucher, please call FEP Customer Service at 1 (800) 552-0733.

New process for submitting digital images

We have found that more providers are submitting printed copies of digital images. When you need to submit images as supporting documentation, you can now submit them to a secure e-mail address, **WA_Dentalphotos@regence.com**. Please note that e-mail sent via the Internet may pass through private and public networks with varying levels of security. Regence does not ensure the security of e-mail sent to this address prior to our receipt.

Please label the image with the member's name and identification number. We will hold onto the images for 180 days. We do not recommend faxing images, because the quality is poor and features are often difficult to distinguish—and that hampers our ability to provide you with a timely determination.

Provider reimbursement 2006-2007

The allowed amounts for 2006 and 2007 will be effective July 1, 2006. We will send hard copies of the 2006-2007 allowed amounts to all Regence BlueShield participating and Federal Employee Program preferred providers in June 2006.

Regence BlueShield MedAdvantage Medicare Patients Eligible for Dental Coverage

We are pleased to announce the launch of a new Medicare Advantage PPO option. Regence BlueShield MedAdvantage became effective June 1, 2005. MedAdvantage members are eligible for dental coverage. The following is some important information about this product:

- Offered to Medicare-eligible members in Clallam, King, Kitsap, Pierce, Skagit, Snohomish, Thurston, Whatcom and Yakima counties.
- Members have a unique three-letter alphabetic prefix (ZWW) to be included on claims.
- Members can go to any dentist.
- MedAdvantage Customer Service: 1 (800) 541-8981.
- Web site: **wa.regence.com/needCoverage/medicare**.

Reminder: Keep your provider information current

Please let us know when your address, phone number or other information changes. It's easy and convenient for you to update your information. Simply contact your dental relations representative online through the Dental Professionals section of our Provider Information Site at **www.wa.regence.com/provider/dental** or fax the information to (206) 287-5415.

New member ID numbers replace Social Security numbers

Subscriber/Department	ID
C0 JOHN A CUSTOMER	Y
C1 JANE I CUSTOMER	Y
C2 SLZE B CUSTOMER	Y
C3 SILLY B CUSTOMER	Y
C4 TIMMY A CUSTOMER	Y

As you know, in 2005 Regence stopped using members' Social Security numbers and assigned them new ID numbers to ensure the privacy of their health information. The new ID numbers include a three-letter alpha prefix with a nine-digit ID number, for a total of 12 characters.

Please use these new ID numbers whenever you need to identify a Regence member, including when you submit claims. You can also use the new numbers to verify eligibility, benefits and claims on Regence Online Services for Providers.

CDT-2007 procedure codes

Updated ADA-CDT 2007 procedure codes become effective January 1, 2007. The CDT-2007 user's manual will be available in the fall of 2006. To buy a copy, contact the American Dental Association at 1 (800) 947-4746.

Effective January 1, 2007, Regence will accept only CDT-2007 procedure codes. Please be sure your software is updated with CDT-2007 procedure codes by January 1, 2007, to avoid delayed claims processing.

Electronic Data Interchange (EDI) Support Center's new contact information

In February 2005, our EDI Support Center's phone number changed to 1 (800) 713-1693. The new e-mail address is **edisupport@regence.com**. Please update your contact list with this new information. Our EDI Support Center is available to help you submit claims electronically.

The Regence EDI Support Center was previously called the Electronic Media Claims (EMC) department.

Attention paper claim billers

Regence now offers a free electronic claims submission tool called Office Ally via OneHealthPort.

Office Ally offers Web-based, HIPAA-compliant transmission and tracking of ADA-95 claim forms. Office Ally is an ideal solution for providers' offices that submit paper claims and are unable to submit claims electronically. You can access Office Ally with the same OneHealthPort password you use today to gain access to Regence Online Services as well as other health plan sites.

Office Ally accepts electronic submission of claims through the Internet from a provider's office. Simply log on to Office Ally's Web site and upload your claims files. Claims from all processing software packages are accepted. You will receive an e-mail immediately following the upload to let you know that your claims have been received, followed by a status e-mail showing the processing results. You may also log on to the Office Ally Web site and use the online claim entry form. Once submitted, Office Ally can deliver the claims electronically to more than 500 participating payers.

Office Ally's online service is easy and efficient—and for participating payers* it's free to providers! Plus, you will realize savings on the cost of postage and printing expenses. There are also time savings. No more stuffing envelopes or waiting for printing to be completed. Claims are received sooner, so claims turnaround and payment are expedited.

For information or to register, go to www.onehealthport.com and click on the Office Ally link from the home page. If you have any questions, please call Jeri Gilstrap, business marketing and support specialist, at (253) 382-7786.

**Claims are sent with no fee to health plans that accept electronic claims submission. There is an additional fee to send paper claims.*

Come visit us at the Pacific Northwest Dental Conference

We look forward to seeing you July 13 or 14, 2006, at booth #439 in the Washington State Convention and Trade Center.

If you have any questions on how we are working to serve you better, please contact your dental relations representative.

Loretta Eline	(206) 464-5012
Jo Marrapodi Allen	(206) 587-6372
Alan Hong	(206) 332-3937

Claims processing tips

MISSING TOOTH CLAUSE:

- Eliminated as of January 2006

X-RAYS ARE REQUIRED ONLY FOR:

- Multiple anterior crowns
- Veneers
- Implants (full mouth or panorex)

POSTERIOR COMPOSITE RESTORATIONS:

- Composite allowance provided on bicuspid restorations
- Amalgam allowance provided for molar restorations

NON-PARTICIPATING PROVIDER ALLOWED AMOUNTS:

- Contact your dental relations representative for allowed amounts for individual procedure codes.

SUBMITTING X-RAYS:

- Should be of diagnostic quality and properly identified, dated and labeled "left" or "right."

Check out our Provider Information Site at www.wa.regence.com/provider/dental.

Provider Customer Service Numbers

Regence BlueShield	(206) 464-3636
Toll-free	1 (800) 848-5424
Toll-free, out-of-state	1 (800) 544-4246
CHECKUP Fraud Hotline	
Toll-free	1 (800) WA-CHECK
Federal Employee Program (FEP)	
Toll-free, in-state	1 (800) 552-0733
Regence BlueShield Web site	www.wa.regence.com

DENTAL REPRESENTATIVES:

Alan Hong

(206) 332-3937

Cowlitz, Klickitat, Lewis, Pierce, Skamania, Wahkiakum and Yakima counties, and King County cities of Auburn, Black Diamond, Covington, Enumclaw, Federal Way, Kent, Maple Valley, Mercer Island, Newcastle, Ravensdale, Renton, Seahurst, Seatac, Thurston, Tukwila and Vashon. Seattle South Zip codes (98101, 98104).

Jo Marrapodi Allen

(206) 587-6372

Chelan, Columbia, Clark, Kitsap, Kittitas, Spokane and Walla Walla counties, and King County cities of Ballard, Burien, Crown Hill, Des Moines, Georgetown, Harborview, Loyal Heights, Magnolia, Normandy Park, Queen Anne, Seward Park, Tri-Cities, University District, Wallingford, Wedgewood and West Seattle. Seattle Metro Zip codes (98102, 98103, 98105, 98106, 98107, 98108, 98109, 98112, 98114, 98115, 98116, 98117, 98118, 98119, 98121, 98122, 98124, 98125, 98126, 98136, 98144, 98146, 98148, 98154, 98166, 98168, 98178, 98185, 98188, 98195, 98198, 98199)

Loretta Eline

(206) 464-5012

Clallam, Grays Harbor, Island, Jefferson, Mason, Pacific, San Juan, Skagit, Snohomish and Whatcom counties, and King County cities of Bellevue, Bothell, Brier, Carnation, Clearview, Duvall, Fall City, Issaquah, Kirkland, Lake Forest Park, Redmond, Snoqualmie and Woodinville. Seattle North Zip codes (98133, 98155, 98177).

Dental Provisions is published by the Communications Division of Regence BlueShield, located at 1800 Ninth Avenue, MS S224, Seattle, Washington 98101. It is written with the purpose of keeping our participating dentists aware of our programs, guidelines and policies. The Customer Service numbers listed here are for claims and benefit inquiries only. For information not related to claims or benefits, please contact your professional relations representative or other departments.

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