

QUARTER 2

2021

GET INVOLVED

THE ENVOLVE DENTAL PROVIDER NEWSLETTER

Envolve Dental is a leader in superior, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Every quarter we will share key news that you can use to best serve your patients.

A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.

Tips for Faster Claim Payments

Although Envolve Dental encourages electronic submission as the fastest way to process claims, we also accept paper claims via mail. With our new claims imaging processor, it is more important than ever that paper claims include the following information for timely claim payment:

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

When submitting your paper claims, be sure to:

- Use the correct PO Box number
- Submit all claims in a 9" x 12" or larger envelope
- Type all fields completely and correctly
- Submit a current (2012 or later) red or blue ink original ADA claim form

To reduce the chance of claim rejection, please do NOT:

- Submit handwritten claim forms
- Submit photocopied or carbon-copied claim forms
- Fax claim forms
- Use red ink or highlighter
- Circle any data or add extraneous information

For the most convenient way to submit your dental claims, please register for our Provider Web Portal at envolvedental.com/logon.



No Referral Needed

Envolve Dental does not require general or pediatric dentists to obtain a referral to dental specialists. If a specialist is needed, providers should refer members to dental specialists in the health plan network. Participating network specialists can be found on the health plan's "Find a Provider" web page.

Note: Some specialists may have an office policy requiring a referral before they will schedule an appointment for a member. Please consult directly with the specialist for office-specific referral requirements.

Provider Accessibility Initiative Improves Disability Access

Centene, Envolve's parent company, has launched a Provider Accessibility Initiative (PAI) to increase the number of providers who meet minimum federal and state disability access standards. One goal of the PAI is to improve the accuracy, completeness, and transparency of provider self-reported disability access data in provider directories so that members with disabilities have the most up-to-date information related to a provider's disability access.

The detailed accessibility information you attest to will display online and in print directories. Using the online Find a Provider tool, members with disabilities will be able to filter providers based on their disability access needs. Members will be able to make an informed choice based on the service location's disability access status.

Everyone deserves equal access to quality healthcare and services. Thank you for your participation!

[Click here to visit the survey](#)

How Available Is Your Office?

Envolve Dental follows the accessibility requirements set forth by applicable regulatory and accrediting agencies. We analyze dental provider compliance with these standards and use the results of appointment standards monitoring to improve health plan member care by:

1. Ensuring adequate appointment availability; and
2. Reducing unnecessary emergency room utilization.

Appointment guidelines may vary by state and health plan product. For specific appointment accessibility guidelines for your office, please refer to the regulatory documents for your state.

Clinical Policies Posted Online

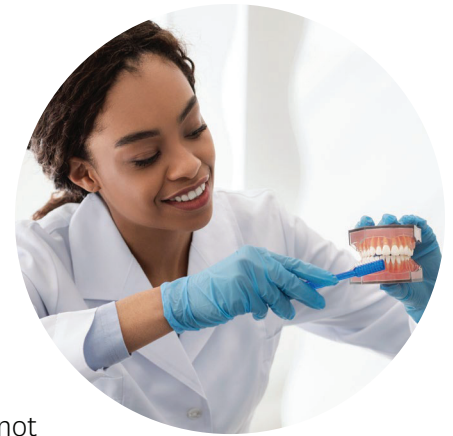
As a dental benefits administrator, Envolve Dental has established objective clinical policy guidelines founded upon evidence-based dentistry that it uses to determine medical necessity when making utilization decisions. We take individual circumstances and the local delivery system into account when determining medical appropriateness of dental services. All clinical policy guidelines and procedures for applying criteria are developed and evaluated annually by dental directors and consultants through a formal process. The Utilization Management Committee also reviews and approves the clinical policy guidelines and procedures for applying criteria annually.

Current policies are available on our Provider Web Portal. To request paper or electronic copies, please contact our Customer Service team.

[Click here to visit the Provider Web Portal](#)

Utilization Decisions Based on Coverage, Appropriate Care and Service

Envolve Dental has utilization and claims management systems in place to identify, track, and monitor the care provided to members. Utilization Management (UM) decision-making is based only on appropriateness of care, service, and existence of coverage. We do not reward practitioners or employees who perform retrospective reviews for issuing denials of coverage or care. We do not utilize financial incentives for UM decision makers, nor encourage decisions that may result in underutilization. Utilization denials are based on lack of medical necessity or lack of covered benefit. If you have any questions about our UM policies, please contact Customer Service.



Sign Up for EFT Payments

For the quickest, most secure way to receive your monthly claim payments, be sure to enroll in our direct deposit, Electronic Funds Transfer (EFT) process. Direct deposit is safe, efficient, and more timely than paper check payments, as they are automatically deposited directly into your verified bank account.

To enroll, complete an EFT form on the PWP and submit it with a voided check to providerrelations@envolvehealth.com or fax to 844-847-9807. Activation begins upon bank verification, with direct deposits typically posting after four to five check runs.

Teens at Higher Risk for Opioid Abuse: First Prescription Often Comes from Their Dentist

Envolve Dental is committed to ensuring the safety of our members and want to thank you for your continued front-line support. In recognition of this mission, we would like to highlight our Opioid Quality Improvement Initiative and ask for your support in reducing opioid dependence.

According to the CDC, dental pain may affect patients of all ages and notably may lead to the first encounter with opioids for adolescent and young adult populations, often for third molar extractions. The ADA has suggested dentists should consider nonsteroidal anti-inflammatory analgesics, often in combination with acetaminophen, as the first-line therapy for acute pain management. They should recognize multimodal pain strategies for management of acute postoperative pain as a means of sparing the need for opioid analgesics.

In addition to these strategies, it is imperative dental providers educate parents and guardians of teenagers on the dangers of addiction and accidental overdose from opioid use. Teens are at higher risk for opioid abuse and many times their first prescription is from their dentist. Please take this time to educate young patients and their parents on these risks to prevent the increase in opioid dependence for your patients and our members.

Further educational resources can be found here: www.adea.org/OpioidEpidemic/

DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves

 **23** STATES

 **79,000+**
PROVIDERS

 **3.9M** MEDICAID LIVES

 **56** HEALTH PLANS

 **132,000**
MEDICARE LIVES

 **224,000**
HEALTH INSURANCE
MARKETPLACE LIVES

About Us

Envolve Dental, Inc., is a wholly-owned subsidiary of Envolve Benefit Options, Inc., and Centene Corporation. Our 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. Questions? Please email us at providerrelations@envolvehealth.com.

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