

# 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.*

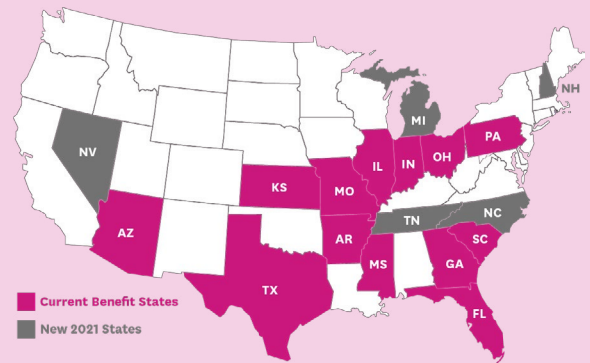
**A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.**

## Increased Nationwide Coverage for Medicaid, Medicare, and Exchange Members

Not only do we offer Medicaid plans, but we have comprehensive and preventive dental plans for members to access through our Medicare and Affordable Care Act healthcare plans.



Designed for individuals and families who may not qualify for Medicaid or other government coverage. **Over 90%** of Ambetter members are eligible for subsidies. Envolve offers quality, comprehensive, and affordable Exchange plans for any budget.



### 2021 Ambetter Health Insurance Marketplace Dental Benefits\*

Dental benefits with no prior authorization needed:

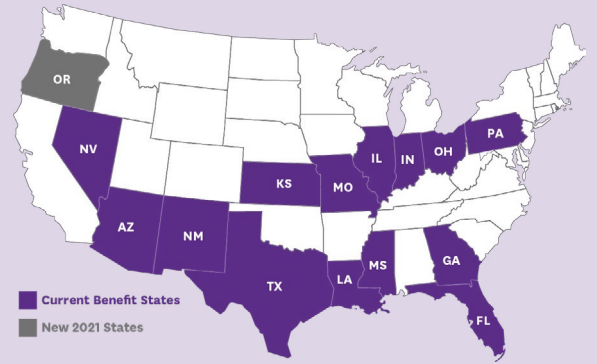
- **No cost** on routine oral exams, cleanings, and x-rays
- **50% coinsurance** for restorative services
- **Up to \$1,000** annual benefit maximum

Dental services and procedures include:

- Fillings
- Periodontal maintenance
- Crowns
- Dentures
- Endodontic therapy
- Extractions



Medicare Advantage plan offering quality healthcare for seniors and individuals with disabilities.



### 2021 Allwell Medicare Dental Benefits\*

Dental benefits with no prior authorization needed:

- **No cost** routine oral exams, cleanings, and x-rays
- **Coinsurance** and **copays** may vary for comprehensive services
- **Annual benefit** maximum may vary

Comprehensive dental services on some plans include specific:

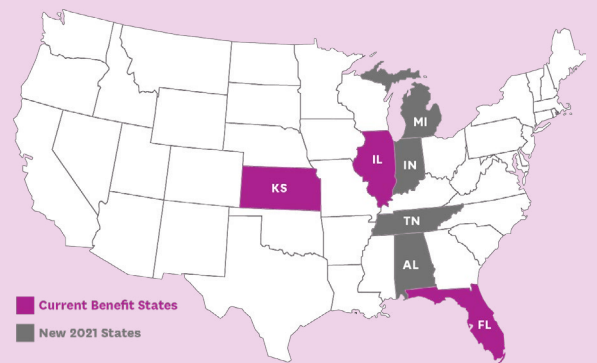
- Diagnostic services
- Restorative services
- Prosthodontics, including dentures
- Periodontics
- Endodontics
- Extractions

Annual benefit maximum and member cost share varies by plan.

*Note: In Oregon, Medicare Advantage is administered under the names “Trillium Advantage” and “Health Net Medicare Advantage.”*

## Ascension Complete

Ascension Complete isn’t just a new Medicare Advantage plan. It is specially designed by doctors who work for one of the nation’s largest non-profit Catholic health systems. Launched in 2020, Ascension Complete Medicare recipients can expect to receive a more personalized experience and level of compassionate care that dates back centuries. New 2021 markets include Alabama, Indiana, Michigan, and Tennessee.



### 2021 Ascension Complete Medicare Dental Benefits\*

Members can choose from an array of **preventive** and **comprehensive** benefits.

Dental benefits with no prior authorization needed:

- **No cost** routine oral exams, cleanings, and x-rays
- **Up to 50% coinsurance** for comprehensive services
- **\$1,000-\$4,000** annual benefit maximum

All Ascension Complete members receive:

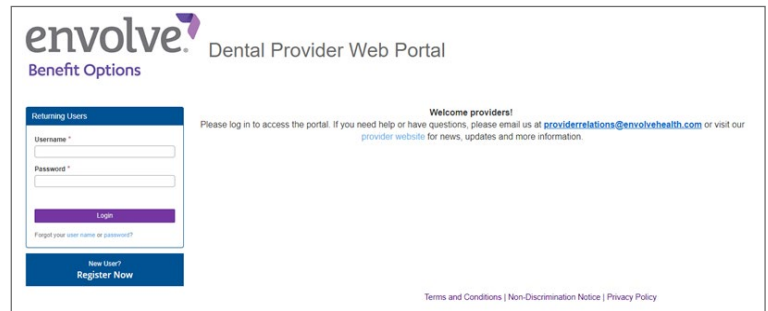
- Certain comprehensive services
- Diagnostic services
- Restorative services
- Prosthodontics, including dentures
- Periodontics
- Endodontics
- Extractions

Annual benefit maximum varies.

*\*Note: For all plans, please see each state’s dental benefit grids posted on the Provider Web Portal (PWP) for specific services covered.*

# Provider Web Portal

Providers and authorized office staff can log in for **24/7 secure access** to faster claim payments, member information, claim history, records review, and so much more. This easy-to-use online service simplifies day-to-day tasks. Benefits include:



Lower administrative costs



Streamlined submission and adjudication processes



Instant verification of member eligibility



Pre-populated claim forms for online submission



Instant electronic transmission of digital records including x-rays and EOPs



Status updates on in-process claims



Download and print feature for provider manuals

*Note: The PWP works on multiple web browsers, but performance is optimized when using Internet Explorer and Mozilla Firefox browsers.*

## New in 2021: WellCare of Georgia Implementation



Envolve Dental is proud to welcome WellCare of Georgia.

Beginning Jan. 1, 2021, we will serve an additional 500,000 members in addition to those Peach State Health Plan members we currently serve in the Georgia Medicaid network.

## Why is Re-credentialing So Important?

**Envolve Dental confirms provider re-credentialing at least every 36 months from date of initial credentialing in compliance with accreditation standards.** This process includes all providers, primary care providers, specialists, and ancillary providers/facilities previously credentialed to practice within the Envolve Dental network. Re-credentialing ensures that the provider is fit to perform services stated under contract. Any changes in the provider's licensure, sanctions, certification, competence, or health status are discovered during this process.

# Direct Payments with Electronic Funds Transfer

Envolve Dental offers providers Electronic Funds Transfer (EFT) for claims payments that are deposited directly into the Payee's selected and verified bank account. **EFT Payments are a faster, more secure way to receive your recurring payments** without having to wait for a paper check that may be lost or stolen.

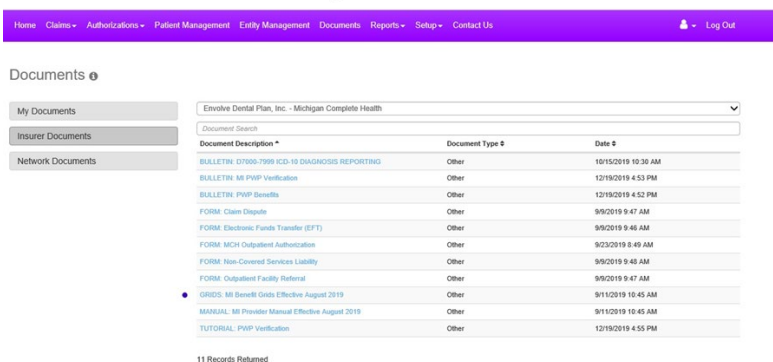
Simply complete an EFT form on the PWP and submit it with a voided check to **providerrelations@envolvehealth.com** or fax to **844-847-9807**. Activation begins once your bank confirms that set-up is complete. Direct deposits usually post after four to five check runs.

A remittance statement with a record of your payment can be found in the *Documents* tab on the PWP.

## Where to View Benefit Grids

For the most current covered dental benefit codes and details, please refer to the Medicare Benefit Tables posted separately on the PWP under the Documents tab. Plans vary by state.

Please click [here](#) to access our clinical policies.



The screenshot shows a web interface with a navigation bar at the top containing links for Home, Claims, Authorizations, Patient Management, Entry Management, Documents, Reports, Setup, and Contact Us. Below the navigation bar, there is a 'Documents' section with three tabs: 'My Documents', 'Insurer Documents', and 'Network Documents'. The 'Insurer Documents' tab is selected, showing a dropdown menu for 'Envolve Dental Plan, Inc. - Michigan Complete Health'. Below this is a search bar and a table of documents. The table has three columns: 'Document Description', 'Document Type', and 'Date'. The 'ORDS - MI Benefit Grids Effective August 2019' document is highlighted with a blue dot. At the bottom of the table, it says '11 Records Returned'.

Document Description	Document Type	Date
BULLETIN: 07000-7999 ICD-10 DIAGNOSIS REPORTING	Other	10/15/2019 10:30 AM
BULLETIN: MI PWP Verification	Other	12/19/2019 4:53 PM
BULLETIN: PWP Benefits	Other	12/19/2019 4:52 PM
FORM: Claim Dispute	Other	9/9/2019 9:47 AM
FORM: Electronic Funds Transfer (EFT)	Other	9/9/2019 9:48 AM
FORM: MCH Outpatient Authorization	Other	9/23/2019 9:49 AM
FORM: Non-Covered Services Liability	Other	9/9/2019 9:48 AM
FORM: Outpatient Facility Referral	Other	9/9/2019 9:47 AM
ORDS - MI Benefit Grids Effective August 2019	Other	9/11/2019 10:45 AM
MANUAL: MI Provider Manual Effective August 2019	Other	9/11/2019 10:45 AM
TUTORIAL: PWP Verification	Other	12/19/2019 4:55 PM

## The CDT 2021: On-the-Go Access to Up-to-Date CDT Codes

Did you know that the American Dental Association® (ADA) has a handy, searchable app designed specifically for providers who want **quick access to new and revised CDT procedure codes**? CDT 2021 is the most up-to-date coding resource and the only HIPAA-recognized code set in dentistry.

Dental practices that work with third-party payors can receive faster reimbursements and the reduced likelihood of rejected insurance claims. Now you can receive peace of mind and simplified coding capabilities right from your smartphone. Anytime. Anywhere.



## Updates to the Satisfaction Survey Process

The Satisfaction Survey process is changing! We have enhanced the process and want your feedback. Please log into the PWP at **envolvedental.com/logon** and update your email address. We would like to contact you for additional suggestions to help optimize the survey for a greater user experience.

# DENTAL CARE BY THE NUMBERS

## Envolve Dental Proudly Serves



**18** STATES



**16,000+**  
PROVIDERS



**2.6M** MEDICAID  
LIVES



**45** PRODUCT  
SOLUTIONS



**46,000**  
MEDICARE LIVES



**217,000**  
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](mailto:providerrelations@envolvehealth.com).

**envolve**<sup>®</sup>  
Benefit Options

