Dental Dispatch

News and information for network providers

REMINDERS

Where Can I Find Newsletters?

The Dental Dispatch is available for network providers in the UniCare network. You can find current and previous newsletter issues at **https://www.unicare.com/ms/ dentalproviders/home.html**

Emails for Your Office

Watch your email box for periodic email updates from our provider networks team. To be sure your staff receives all updates and notifications, make sure our email address **donotreply-providercomm@email. unicare.com** is marked as a safe sender on your email list.

CLAIMS PROCESSING & AUGMENTED INTELLIGENCE

We have partnered with OverJet, Inc. to introduce augmented intelligence into claims processing. OverJet is a leader in the use of augmented intelligence and has partnered with payers, providers, and third-party intermediaries to incorporate augmented intelligence into dentistry.

Augmented intelligence will help expedite and optimize claims processing, by enhancing human abilities through the power of machine learning. For a list of frequently asked questions and to learn more, please visit **www.unicare.com/ms/dentalproviders/home.html** under Communications.

CONSOLIDATED APPROPRIATIONS ACT (CAA) PROVIDER DIRECTORY FEDERAL MANDATE

Provider Directories – Effective 1/1/2022

As required by the Consolidated Appropriate Act (CAA) and several state laws, we must ensure our Provider Directories are accurate. Your patients — our members — need the most up to date information to reach you. Please keep us informed of any changes impacting you or your office, especially those changes impacting the directory. We will reach out to our contracted providers as required by Federal and State laws to verify contact information. As a contracted provider, you must respond to the notification by providing updated contact information. We appreciate your due diligence in keeping us informed of any changes impacting you or your office. Working together, we ensure your patients — our members — can reach you quickly while we meet our compliance obligations.

UNICARE ®

DR. K'S CORNER

Dr. Mark Kahn, Dental Director, has a wealth of clinical and insurance experience, including provider relations and detecting and preventing medical waste, fraud and abuse.

HELP YOUR PATIENTS QUIT TOBACCO

Tobacco use, smoking, smokeless tobacco, compressed dissolvable tobacco, cigars, pipes and water pipes, and electronic cigarettes, is a leading cause of preventable illness and death. The adverse oral effects of tobacco use include gingival recession, impaired healing, oral cancer, mucosal lesions, periodontal disease, and tooth staining.

The most effective clinical modalities for treating tobacco use and dependence are counseling, medication, and both in combination. We know that dental practices can provide an effective setting for recognition (finding patients who smoke and offering information about quitting), recommending that patients quit, assess willingness to quit, help with counseling and pharmacotherapy, and arrange for follow-up contact.

Cognitive behavioral therapy has been found to improve rates of cessation as do other nonpharmacological strategies (hypnosis and acupuncture). Pharmacological interventions, nicotine replacement therapy, as well as other medications (bupropion, varenicline, inhalers) have been found to be effective.

To get started with a program, dental offices might consider including a question about tobacco use as part of their medical/dental history to allow identification of tobacco users and to assess a willingness to quit. UniCare can help through the Quitting Tobacco Roadmap Program available to our medical members. Other resources can be found at the websites of the American Dental Association and the Centers for Disease control and Prevention.

Reference:
www.cdc.gov/oralhealth/publications/features/dental-pros-help-your-patients-quit-tobacco.html

CREDENTIALING

CAQH PROVIEW

UniCare Dental Credentialing uses the ADA® credentialing service, powered by CAQH ProView®, the electronic solution and industry standard trusted by providers for capturing and sharing self-reported professional and practice information. ADA® credentialing service — powered by CAQH ProView®— is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper forms needed for each healthcare organization with which you are affiliated. Learn more by visiting **www.ADA.org/credentialing**.

Getting started

Prepare by reviewing the dental credentialing application checklist found at **www.ADA.org/credentialing** and gathering all required documentation prior to filling out your profile.

Any U.S. practicing dentist can get started in this service by visiting **www.ADA.org/godigital**. Once the terms and conditions are accepted, dentists will be redirected to a Welcome Page. There, dentists will see certain prepopulated information from the ADA — or the information attested to previously — making it easier and quicker for the dentist to complete and attest.

First-time users can complete their profile in about an hour, depending on how prepared you are when you first log in. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information — either by authorizing all of them or specific ones, including UniCare and their Affiliates.

Maintaining your self-reported information

If you have used CAQH ProView before, we recommend you access your profile by visiting www.ADA.org/godigital. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones.

- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate: leaves of absence, maternity leaves, illness, etc.

- Ensure that a current copy of your liability insurance is attached to your CAQH profile.

- **If you only authorize specific organizations access to your profile, please add UniCare and their Affiliates.**

Upon successful completion of your CAQH ProView profile, a confirmation email will be sent to the Primary Method of Contact email address on your profile. CAQH recommends you attest to your profile every 120 days to ensure other insurers you are contracted with can access your profile to start the credentialing process.

Need assistance for completing your profile? You can contact the ADA Member Service Center at **800-621-8099** or the CAQH Help Desk at **888-599-1771**.

CREDENTIALING

SUPPORTING DOCUMENTS CAQH PROVIEW FOR DENTISTS FAQS

What is CAQH ProView?
CAQH ProView is an online provider data-collection solution. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every dental plan, hospital and other healthcare organization.

CAQH ProView enables dentists and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database and authorizes participating organizations to access that information. CAQH ProView eliminates redundant paperwork and reduces administrative burden.

Do I need to be an ADA member to participate?
No, any U.S. practicing dentist can participate. If you are a non-member and would like to get started, **click here** to learn more about how to log in.

Does it cost anything to use CAQH ProView?
There is no cost for dentists to use CAQH ProView.

What does it mean to "attest" to my data in CAQH ProView?
After you enter your professional and practice data within CAQH ProView, you must personally attest to its accuracy.

I recently received an email from CAQH ProView, asking me to re-attest to my profile. What does that mean?
After you complete your CAQH ProView profile, the system will notify you every 120 days to re-attest that all information is still correct and complete – or to update it if not. This enables a dentist's contracted dental plans to access CAQH ProView profile information based on their different re-credentialing cycles. Please note that a dental plan or other participating organization will only be able to access your data once you have completed the re-attestation process, and only for those organizations where you have authorized access.

Does this mean I need to completely revise my profile every 120 days?
No, you only need to review the information already in your profile, update any information that has changed, and re-attest to its accuracy. In most cases, this will only take a few minutes.

Whom can I contact for help or if I have any questions about CAQH ProView?
Within CAQH ProView, you can click the chat icon at the top of any page to ask a question. You can also call:

- The ADA Member Service Center at **800-621-8099.** Monday through Friday 8:30 am – 5:00 pm (CT) or via email at **msc@ada.org.**

- CAQH Help Desk at **888-599-1771.** Monday through Thursday 7:00 am – 9:00 pm (ET) and Friday 7:00 am – 7:00 pm (ET)

CAQH. Solutions | PROVIEW.   ADA American Dental Association®

YOUR CREDENTIALING CHECKLIST: GET STARTED TODAY

The ADA® credentialing service, powered by CAQH ProView® provides a digital alternative to the slow and cumbersome traditional paper method. To streamline your credentialing paperwork process and spend more time with patients, any U.S. practicing dentist (ADA member or nonmember) can use this service. Here is what you will need to begin completing the simple form at **www.ADA.org/godigital**.

These items are necessary to complete your credentialing application:

- ☐ A copy of your state license
- ☐ A copy of your professional insurance face sheet
- ☐ Practice information
- ☐ NPI Number

You may also need the following*:

- ☐ Hospital affiliation information
- ☐ A copy of your anesthesia license
- ☐ A copy of your DEA (Drug Enforcement Administration) license
- ☐ A copy of your CDS (Controlled Dangerous Substances) license
- ☐ Medicare number
- ☐ Medicaid number
- ☐ BLS (Basic Life Support) certification information
- ☐ ACLS (Advanced Cardiovascular Life Support) certification information

*Depending on the state in which you practice, additional documents may be required.

HEALTH WATCH

OPIOID PRESCRIPTIONS UPDATE

Opioid pain relievers are commonly prescribed following surgery or injury, or for health conditions such as cancer. They may also be prescribed for moderate to severe acute dental pain.[1] While opioids can be effective for managing chronic pain and other conditions when properly administered, they carry significant risk when misused or abused.

Regular monitoring and identification of early risk factors is critical to recognizing patients who are most at-risk for prescription drug abuse issues and those who need treatment. Commitment across the healthcare industry is needed to effectively fight prescription opioid abuse.

What dentists can do:
As dentists, you have a significant role in ensuring appropriate prescription opioid use. To understand your role, you should be familiar with these two statements from the American Dental Association addressing opioid prescribing: **Statement on the Use of Opioids in the Treatment of Dental Pain**[2] and **Statement on Provision of Dental Treatment for Patients with Substance Use Disorders.**[3] These statements outline opioid management considerations including the importance of:

- Registering with and utilizing prescription drug monitoring program.

- Discussing with patients their responsibilities for preventing misuse, abuse, storage, and disposal of prescription opioids.

- Using non-steroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.

- Coordinating with other treating doctors, including pain specialists when prescribing opioids for management of chronic orofacial pain.

- Consulting with the patient's physician when the patient has a history of alcoholism or other substance use disorder.

The Centers for Disease Control and Prevention (CDC) notes that Prescription Drug Monitoring Programs (PDMPs) are among the most promising interventions to improve opioid prescribing, inform clinical practice, and protect patients at risk.[4] What you need to know:

- Enroll in your local PDMP.

- A PDMP allows you to identify situations in which you should not be prescribing a controlled substance to a patient. This enables you to move toward better medication adherence and helps to curb the prescription drug abuse epidemic.

1 American Dental Association. Oral Analgesics for Acute Dental Pain. Available at: https://www.ada.org/resources/research/science-and-research-institute/oral-health-topics/oral-analgesics-for-acute-dental-pain (Accessed May 2023).

2 American Dental Association. Statement on the Use of Opioids in the Treatment of Dental Pain. Available at: https://www.ada.org/about/governance/current-policies (Accessed May 2023).

3 American Dental Association. Statement on Provision of Dental Treatment for Patients with Substance Use Disorders. Available at: https://www.ada.org/about/governance/current-policies#substanceusedisorders (Accessed May 2023).

4 Centers for Disease Control and Prevention. Prescription Drug Monitoring Programs (PDMPs): What Clinicians Need to Know. Available at: https://www.cdc.gov/opioids/healthcare-professionals/pdmps.html (Accessed May 2023).

DID YOU KNOW

UNICARE DENTAL LANGUAGE ASSISTANCE PROGRAM FOR YOUR OFFICE

No interpreter? No problem.

UniCare wants you to be able to communicate with your UniCare dental patients clearly and accurately.

- It's easy
- It's free
- No advance notice required
- All languages

To utilize UniCare language assistance services, contact us at the phone number listed on the members' identification card.

When you call, please be prepared to give the representative the UniCare dental patient's identification number for eligibility verification, as well as your dental practice name and tax identification number. Upon verification of eligibility, the appropriate translator will be obtained and you will be connected to the "language line" for telephonic interpretation.

MISROUTED PHI

Dental providers and facilities are required to review all member's information received from UniCare to ensure no misrouted PHI (Protected Health Information) is included. Misrouted PHI includes information about members that a provider or facility is not currently treating. PHI can be misrouted to providers and facilities by mail, fax, email, or electronic remittance.

Dental providers and facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are providers or facilities permitted to misuse or re-disclose misrouted PHI. If providers or facilities cannot destroy or safeguard misrouted PHI, providers and facilities must contact Customer Service or call the number listed on the documentation received to report receipt of misrouted PHI.

Dental providers and facilities should review claims and documents carefully before submitting for payment to ensure that the member ID and name listed on the claim is accurate. Taking these additional steps will help eliminate explanation of benefits being sent to the wrong member and prevent HIPAA violations.

QUICK REFERENCE GUIDE

If you need help with...	For Prime and Complete	For All Other Products
Paper Claims Address	Please review the back of the member's ID card to determine the appropriate dental claims mailing address. (Address varies by group.) In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim.	Please review the back of the member's ID card to determine the appropriate dental claims mailing address. (Address varies by group.) In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim.
Electronic Claims	Follow current process or contact your clearinghouse	Follow current process or contact your clearinghouse
Customer Service #s	See back of patient's ID card	(800) 627-0004
Grievance/Appeals	Attn: Dental Claims Appeals and Grievances P.O. Box 1122 Minneapolis, MN 55440	Appeals: First Level Appeals Review P.O. Box 659471 San Antonio, TX 78265
Professional Services	(866) 947-9398	(866) 947-9398
Language Assistance Program	See back of patient's ID card	(800) 627-0004

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