Dental Dialog
Fall 2018

Highlighting news, programs, policies and tips for Aetna® participating dentists

aetna.com
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Continuing to fight the opioid epidemic

In the last issue of Dental Dialog, we shared some initiatives that Aetna Dental launched to help prevent misuse and abuse of opioids. In collaboration with the American Association of Oral and Maxillofacial Surgeons (AAOMS) and Pacira Pharmaceuticals, we were the first dental carrier to cover liposomal bupivacaine (EXPAREL®) in conjunction with extractions of impacted third molars.

The goal of the ongoing initiative is to reduce the number of opioid tablets prescribed to our members. In the latest enhancement of that program, we updated our provider search engines with information on surgeons who use medications such as EXPAREL.

We'll continue to expand our search engines as additional oral surgeons begin using EXPAREL. If you're an oral surgeon who's interested in receiving the required training to use EXPAREL, email Pacira at aetna@pacira.com or visit exparel.com to connect with a representative.

To make EXPAREL claims submissions easier, starting on January 1, 2019, oral surgeons will have a new CDT code to use when submitting a claim to us for EXPAREL in conjunction with impacted third molar extractions: D9613 — infiltration of sustained release therapeutic drug — single or multiple sites.¹

In the last issue, we also provided guidance on recommending nonsteroidal anti-inflammatory drugs (NSAIDs) and acetaminophen to patients for management of their mild, moderate and severe dental pain. To further help you in having effective counseling conversations with your patients regarding choosing and using OTCs for pain management, visit Get Relief Responsibly®. Various patient counseling resources are available for download, including:

• Pain reliever comparison chart
• Checklists for health considerations when choosing an OTC analgesic
• OTC pain reliever dosing charts for children and adults
• Materials to help your patients understand the OTC medicine label

We'll continue working hard to combat the opioid epidemic by reducing inappropriate opioid prescribing and encouraging non-opioid pain treatment options.

¹American Dental Association. CDT 2019 Dental Procedure Codes.
Don’t let your network status change — complete your FDR attestation today

If you are a participating provider in our Medicare and/or Medicare-Medicaid (MMP) plans, you must meet the Centers for Medicare & Medicaid Services (CMS) compliance program requirements for first tier, downstream and related (FDR) entities. You also have to confirm your compliance with these requirements through an annual attestation.

How to complete your attestation

You’ll find the resources you need to ensure your compliance on the Medicare Compliance FDR Attestation page of aetna.com. Once on the page, click on “See our Medicare compliance FDR program guide” or “See our office manual” under “Need more information?”

Once you review the information and ensure you’ve met the requirements, you’re ready to complete your attestation. Simply click the link on the Medicare Compliance FDR Attestation page that corresponds to your contracting status. A single annual attestation meets all of your Aetna, Coventry and/or MMP compliance obligations.

Where to get more information

If you have compliance-related questions not addressed in our guide, just call us at 1-800-624-0756 (TTY: 711). If you’re an MMP-only provider, you can email us at medicaidmmpfdr@aetna.com. You’ll find more information in our quarterly FDR Compliance Newsletter, too.
Announcements

Changes to provider information
Let us know about any demographic changes to help ensure we have accurate information for your office. Tell us about changes to:

- Name
- Tax identification number (TIN)
- Address/location
- Practice ownership
- Associate status in your practice (to help prevent claims payment errors, you must send us a new W-9)
- Phone numbers
- Email/website addresses

It’s easy to let us know
Just log in to aetnadental.com. Go to the DMO or PPO welcome page, and select the appropriate form to send back to us.

Timely and accurate customer service results
We strive to make it as easy as possible for you to do business with us. So we closely monitor our results. This helps ensure your communication with us is timely and accurate.

Here are some results through August 2018:

<table>
<thead>
<tr>
<th></th>
<th>Percentage of dental claims paid within 15 days:</th>
<th>Percentage of financially accurate claims paid:</th>
<th>Average time within which calls are answered:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>98.2%</td>
<td>99.3%</td>
<td>11 seconds</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Percentage of calls answered within 30 seconds:</th>
<th>Percentage of calls abandoned before answered:</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.5%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Eliminate headaches, so you can focus on toothaches

Remote Lite by Renaissance provides your practice with solutions for 95 percent of the most common reasons why a claim is rejected. And it makes tracking your claims as simple as tracking a package in the mail. Focus less on hunting down rejected claims and get back more time to spend with patients.

- Dental’s most affordable e-claims service — at $49.95/month, Remote Lite saves practices an average of $1,300 annually over other e-claims services.
- Attachments without worry — seeing requirements before submitting a claim, along with the strength of 750 payer connections, practically eliminates attachments as the reason a claim is rejected.
- Solutions that work for you — simplifying claims processing means providing your practice with tools that adapt to how you work. Remote Lite works with your current practice management software, and there’s no contract.

Visit dentalhero.com or call 1-866-712-9584 to get started.

Eliminating the frustration of paper claims attachments

Are you currently not using electronic claims attachments? Then, according to NEA Powered by Vyne, you’ve likely experienced one of these three common claims-attachment scenarios:

1. Claims attachments getting lost in transit and never received by the payer
2. Delayed response times for predeterminations
3. Unclear, unacceptable radiographs

The frustrations brought on by these scenarios turn what should be routine into unnecessary “emergencies” that cause many issues for practice personnel. The good news is that these issues can be easily overcome by using FastAttach® — a compliant, 100 percent electronic claims-attachment solution from NEA.

FastAttach lets providers electronically submit and track supporting documents for claims and predeterminations. It enhances efficiencies for a dental practice, improving claims reimbursement times and eliminating costs and time associated with manual processes. This process automation and improvement, in turn, reduces the number of unnecessary “emergencies” to be handled. Leaving staff more time to spend on tasks directly related to patient care.

Getting started with FastAttach couldn’t be easier. Thanks to an exclusive promotion for Aetna providers, you can receive registration and two months of service for FREE. And, if you don’t see an improvement in your reimbursements or feel that FastAttach has streamlined your workflows, you can cancel within the first two months at no cost.

To get started, call NEA at 1-800-782-5150 and choose option 3. Or visit their website at reg.nea-fast.com. Be sure to enter or mention promotion code AETRZ2M to get the discount.
Aetna is using ProView®

Aetna is now using the ADA® credentialing service, powered by CAQH ProView. It’s the electronic solution and industry standard trusted by more than 1.4 million providers for capturing and sharing self-reported professional and practice information. The fully electronic service was developed to save you and your staff the time it takes to complete lengthy paper credentialing forms. To learn more, visit ada.org/credentialing.

This service is a digital alternative to the slow and cumbersome traditional paper method of credentialing. Any U.S. practicing dentist (ADA member or non-member) can use this service. It helps streamline paperwork, allowing more time to spend with patients.

With CAQH ProView, dentists and their practice managers can:
- Self-report and electronically store professional information in one user-friendly online data source, and easily update it as needed
- Directly upload credentialing documents to improve the accuracy and timeliness of applications
- Share information common to multiple practice locations among providers in that practice
- Maintain control of professional information with security features and authorize specified organizations to receive it

Getting started
Go to the ADA website at ada.org/credentialingchecklist to see a checklist of the required documentation prior to filling out your profile.

Who to contact for help
In CAQH ProView, you can click on the chat icon at the top of any page to ask a question. You can also call the:
- ADA Member Service Center at 1-800-621-8099, Monday – Friday from 8:30 a.m. to 5:00 p.m. CT. Or you can send an email to msc@ada.org.
- CAQH Help Desk at 1-888-599-1771, Monday – Thursday from 7:00 a.m. to 9:00 p.m. ET and Friday from 7:00 a.m. to 7:00 p.m. ET.
Helpful information

Handling information/record requests for domestic violence victims

New York law requires insurers to develop a confidential way to handle information/record requests for victims of domestic violence. We must follow the protocol that the privacy office created.

View the protocol document. Please print the notice and hang it in your office.

Dentists in California: Use the Language Assistance Program (LAP) for non-English-speaking members

As a reminder, participating dentists in California must use the LAP when they provide care to non-English-speaking Aetna members. There’s no charge for this service. Call 1-800-525-3148 (TTY: 711) to reach an interpreter. This number bypasses our Dental Service Center. It connects members directly to qualified interpreters.

Reminders

DMO dentists: Send us your new 2019 DMO fee information

Are you changing your DMO fees for 2019? Please send them to us for review and approval.

Remember, the profile you submit should show the fees you will charge as of January 1, 2019. Feel free to use our DMO Fee Profile.

Use the appropriate CDT codes

Please use the appropriate, current CDT codes,* as nonstandard codes are not acceptable.

*Current Dental Terminology, American Dental Association. All rights reserved.
Working with Aetna

The Aetna Dental Access® network and Aetna Dental® Administrators plans continue to grow. Here’s a quick reference guide to help you easily welcome these participating patients to your office.

### Aetna Dental Access

**Discount programs supported by the Aetna Dental Access network**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCD selection required</td>
<td>✓</td>
</tr>
<tr>
<td>PCD referral required</td>
<td>✓</td>
</tr>
<tr>
<td>Submit claims to Aetna</td>
<td>✓</td>
</tr>
<tr>
<td>Collect payment from patient at the time of visit</td>
<td>✓</td>
</tr>
</tbody>
</table>

**Program overview:**

- Discount programs are not insurance.
- ID cards: Program names and brands will vary. Look for the Aetna Dental Access logo; it will appear on all ID cards.
- You don’t need to file a claim.
- Patient is responsible for entire payment at time of service. The payment is based on PPO fee schedule.
- Call with questions. You’ll find the number on the patient’s ID card.
- Visit [aetnadental.com](http://aetnadental.com) for a list of current plans that the Aetna Dental Access network supports.

### Aetna Dental Administrators

**Benefits plans supported by the Aetna Dental Access network**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCD selection required</td>
<td>✓</td>
</tr>
<tr>
<td>PCD referral required</td>
<td>✓</td>
</tr>
<tr>
<td>Submit claims to address on ID card (may not be Aetna)</td>
<td>✓</td>
</tr>
</tbody>
</table>

**Program overview:**

- Third-party administrators and other payers may administer these programs. Program designs may vary.
- ID cards: Program names and brands will vary. Look for the Aetna Dental Administrators logo; you’ll find it on all ID cards.
- Submit claims to the address on the ID card only.
- Call number on patient’s ID card to verify eligibility.
- Visit [aetnadental.com](http://aetnadental.com) for a list of current plans that Aetna Dental Administrators supports.

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Aetna Dental Access will appear on different ID cards in different places.

The Aetna® Vital Savings discount program is supported by the Aetna Dental Access network.

Aetna Dental Administrators will appear on different ID cards in different places.
Important numbers and addresses

Dentist Hotline

National Dentist Line
Have a question about the network, claim status, member eligibility, contact information or DMO supplies? Call the National Dentist Hotline at 1-800-451-7715 (TTY: 711).

Dentist Contracting Hotline
For PPO contract information, call the Dentist Contracting Hotline at 1-800-776-0537 (TTY: 711).

Dentist web address
Go to aetnadental.com to:
• Update your personal information, including your NPI and email address
• View Dental Office Guides
• Get continuing education courses and more

Addresses

All claims and specialist referrals
Aetna Dental
PO Box 14094
Lexington, KY 40512-4094

Encounters and encounter listings
Aetna Dental
PO Box 14530
Lexington, KY 40512-4530

Aetna DMO grievances and appeals
Northeast region
(CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV)
Aetna Dental
PO Box 14080
Lexington, KY 40512-4080

South region
(AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX)
Aetna Dental
PO Box 14597
Lexington, KY 40512-4597

West region
(AZ, CA, CO, HI, IA, ID, IL, IN, KS, KY, MI, MN, MO, NE, NM, NV, OH, OR, UT, WA, WI)
Aetna Dental
PO Box 10462
Van Nuys, CA 91410

Please note: The PO box number and the last four digits of the ZIP code vary with each address.

Aetna PPO grievances and appeals
Call the Dentist Contracting Hotline at 1-800-776-0537 (TTY: 711) for the correct mailing address.

CA Language Assistance Program
For free interpretation services, call 1-800-525-3148 (TTY: 711).
NEA is a registered trademark of National Electronic Attachment, Inc. All vendors are independent contractors and not employees or agents of Aetna.

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Aetna does not assume any liability in connection with the use or implementation of any techniques, policies or procedures discussed in this newsletter.

While this information is believed to be accurate as of the print date, it is subject to change. For more information about Aetna networks, refer to aetnadental.com.

Comments and suggestions are welcome. Please email DentalDialogNewsletter@aetna.com.