

# Dental OfficeLink Updates™



Welcome to the latest edition of Dental OfficeLink Updates (OLU). As always, we provide you with relevant news for your office.



## HIGHLIGHTS IN THIS ISSUE

### **Check patient eligibility and ADA codes online**

We know that running a dental practice can be time-consuming and stressful.

One of the most important aspects of dental practice management is ensuring that patients are eligible for the services they receive.

Use the DentalXchange website to search for patients and for multiple ADA codes at the same time. | [PAGE 4](#)

### **Help patients ace their next dental checkup**

Many patients do not associate redness, bleeding and inflammation with the presence of gingivitis or early gum disease.

Dental health care providers are the #1 reason why patients consider changing their oral care behaviors.

LISTERINE® Gum Therapy could be an effective addition to your patients' home care routine. | [PAGE 6](#)

### **Educational partnership with Columbia University**

As a dental provider, you know that continuing education (CE) is an essential aspect of your profession.

That's why Aetna Dental® is continuing its partnership with Columbia University to offer continuing education courses.

Topics include tech advancements, new modalities and emerging trends in dental care. | [PAGE 7](#)

## TABLE OF CONTENTS



### Notices and important reminders

[Help patients care for their oral health every day](#)  
[Quadrant information for scaling and root planing](#)  
[Check patient eligibility and ADA codes online](#)  
[Take the complexity out of oral surgery coverage](#)



### News for you

[Patients can ace their next dental checkup with healthy gums](#)  
[Continuing education with Aetna Dental® and Columbia University](#)



### Medicare

[Aetna® PPO dentists and Aetna Medicare Advantage \(MA\)](#)  
[Aetna Dental® MA providers — stay in compliance](#)  
[CMS opt-out providers reimbursed for services to MA members](#)  
[Treating Minnesota Medicare members](#)



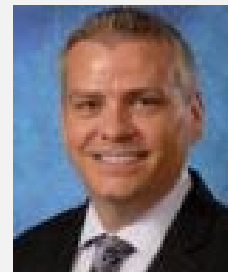
### How to contact us

[Phone numbers](#)  
[Web and mailing addresses](#)  
[Aetna PPO grievances and appeals](#)  
[CA Language Assistance Program](#)  
[Comments and suggestions](#)



## Staying connected with the next generation of dentists

The year 2023 is full of promise and excitement, and Aetna® is thrilled to be a part of it. I recently had the opportunity to visit several dental schools, such as Temple University, University of the Pacific, University of Southern California, and Howard University, with our chief dental officer, Dr. Mary Lee Conicella, to gain a better understanding of the challenges facing dental school graduates. We were able to interact with students, faculty and administrators to learn about the latest developments in dental education and the changing needs of the dental workforce.



It was a truly inspiring experience to witness the passion and dedication of these future dental professionals. From their rigorous coursework to their hands-on clinical experiences, these students are well-prepared to enter the dental field and make a difference in the lives of their patients. I was also impressed by the innovative ways that dental schools integrate technology and interdisciplinary collaboration into their curriculum.

As the dental industry continues to evolve, it is crucial that we stay connected to the next generation of dentists and understand their perspectives and needs. By visiting dental schools and engaging with students and educators, we can ensure that we provide the support and resources necessary to help these graduates succeed.

At Aetna, we are committed to supporting the dental profession and providing high-quality care to our members. We believe that by working closely with dental schools and recent graduates, we can continue to innovate and improve the delivery of dental services.

I am excited about the future of dentistry and the role that Aetna will play in shaping it.

A handwritten signature in black ink, appearing to read "Chad Cressler".

— Chad Cressler  
AVP, Network Management, Dental



## Notices and important reminders

### Help patients care for their oral health every day of the year

Tell your patients about our discounts on dental care products.

Home oral care is an important contributor to oral health. Good oral health can help patients avoid extensive dental intervention and make their appointments easier and more efficient. This is why we give our Aetna Dental® members access to quality dental care products at great prices. Some of our featured discounts include:

- An extra 20% off on select CVS Health® oral health products (including sale items), like teeth-whitening products, mouthwash, toothpaste, and toothbrushes, available on our exclusive member website.
- Discounts on Aetna-branded toothbrushes, replacement brush heads and oral health care kits.

We appreciate the role you play in educating patients about managing their oral health, which is why we partner closely with you to ensure that our members are aware of these savings.

You can help your Aetna® patients take control of their oral health by mentioning these available discounts, which they can access on their personalized member portal.

### Quadrant information for scaling and root planing

Check Clinical Policy Bulletin 041.

As described in Clinical Policy Bulletin 041 (CPB 041), usually no more than two quadrants of scaling and root planing are performed per appointment due to the length and nature of the procedure and the use of local anesthetic.

Documentation should be retained in the patient's dental record and provided to Aetna® upon request to support the number of quadrants being performed per appointment.

Our CPBs are available on [Aetna.com](https://www.aetna.com).

## Check patient eligibility and ADA codes online

Read on for tips on how to use DentalXchange to search multiple codes at once.

We know that running a dental practice can be time-consuming and stressful. One of the most important aspects of dental practice management is ensuring that patients are eligible for the services they receive.

### Verify eligibility online

Log in to [Aetna Dental](#) and select Access Electronic Services. This will bring you to the DentalXchange website, where you can search for a patient.

### Tips that will save you time

DentalXchange allows you to search up to nine American Dental Association (ADA) codes in a single transaction. Go to the benefit search box and select the procedure code option. Then add the nine codes of your choice.

If your computer is set on autofill, it will save the codes you previously entered. For the next patient, you only need to start entering the first code to see all the codes you entered before. No need to enter those nine codes again.

### More information

Coming soon: a complete guide on how to search DentalXchange.

## We help take the complexity out of oral surgery coverage and claims

Get in touch with our dedicated teams if you need help verifying coverage or ensuring that claims are correctly processed.

Oral surgery claims can often be confusing. Aetna's Oral Surgery Unit consists of two dedicated teams that work together to help make oral surgery benefits easier to understand and administer.

- The Oral and Maxillofacial Surgery Patient Management team consists of board-certified oral and maxillofacial surgeons and nurses who clinically review services on the national pre-certification list.
- The Oral Surgery Center of Excellence (OSCoE) is a specialized team that handles oral surgery calls and claims.

Our dedicated OSCoE team is trained on both dental and medical traditional plans. This ensures the claims are correctly applied against a member's medical or dental coverage. As a result, less than 1% of the 300,000 oral surgery claims processed annually by the OSCoE require rework.

### Questions?

All questions regarding oral surgery should be directed to our dedicated unit at [1-800-531-7895 \(TTY: 711\)](tel:1-800-531-7895). We are here to help with understanding and verifying coverage and ensuring that claims are processed correctly.



## News for you

### Patients can ace their next dental checkup by keeping their gums healthy

Celebrate Oral Health Care Month at CVS Health®: Ace your next dental checkup by keeping gums healthy with LISTERINE®.\*

LISTERINE® Gum Therapy offers powerful protection against early gum disease by working below the gum line. Nearly three in four adults suffer from some form of gum disease and may not know it,<sup>1</sup> and many patients do not associate redness, bleeding and inflammation with the presence of gingivitis or early gum disease.

#### How LISTERINE® Gum Therapy works

When used twice a day, LISTERINE® Gum Therapy helps reverse the signs of early gum disease such as bleeding, redness, and inflammation for four-times healthier gums in three weeks versus brushing alone.<sup>2</sup> The fixed combination of eucalyptol, menthol, methyl salicylate and thymol essential oils is proven to deeply penetrate plaque biofilm and kill bacteria that can lead to gingivitis, while zinc chloride works to control tartar buildup.<sup>2</sup>

#### Recent studies

A Johnson & Johnson Consumer Inc. clinical study found that LISTERINE® antiseptic is 4.6 times more effective than flossing\*\* for sustained plaque reduction above the gumline\*\*\* and 1.8 times more effective for gingivitis reduction.<sup>3</sup> The twelve-week study evaluated the efficacy of LISTERINE® antiseptic compared to flossing by a dental hygienist or under supervision, both in combination with brushing twice daily. Only those participants who used LISTERINE® antiseptic in combination with brushing experienced a statistically significant reduction in supragingival plaque buildup compared to brushing alone.

## How you can help

Dental health care providers are the #1 reason why patients consider changing their oral care behaviors. One study shows that 60% of patients won't start a healthy habit without a recommendation from a professional.<sup>4</sup> LISTERINE® Gum Therapy could be an effective addition to your patients' home care routine.

Help your patients ace their next dental checkup.

\*All registered company names, products and services are the property of their respective owners.

\*\*Flossing by a dental hygienist.

\*\*\*Sustained plaque reduction after a dental prophylaxis.

<sup>1</sup>[DentalPlans.com Fast Facts & Figures \(PDF\)](#). Accessed March 2, 2023.

<sup>2</sup>Data on file, Johnson & Johnson Consumer Inc.

<sup>3</sup>Bosma ML, McGuire JA, Sunkara A, et al. [Efficacy of flossing and mouthrinsing regiments on plaque and gingivitis: a randomized clinical trial](#). Journal of Dental Hygiene. June 2022; 96(3): 8–20.

<sup>4</sup>Based on self-reported data from a survey of patients in the United States, United Kingdom, Thailand, Brazil and Japan (N=4134).

## The Aetna Dental®/Columbia University continuing education (CE) partnership

Stay updated by taking courses on topics like technological developments and new treatments.

As a dental provider, you know that CE is an essential aspect of your profession. It enables you to stay updated with the latest advancements in the field and provides you with the knowledge and skills to deliver high-quality dental care to your patients.

That's why Aetna Dental®, one of the leading dental insurance providers, is continuing its partnership with Columbia University to offer continuing education courses to its dental providers. You'll have access to a range of CE courses and monographs offered by Columbia University's College of Dental Medicine.

### Course topics

Topics include:

- The latest advancements in dental technology
- New treatment modalities
- Emerging trends in dental care

The courses are available online, making it convenient for you to complete them at your own pace.

[Enroll now.](#)

## **ABOUT COLUMBIA UNIVERSITY**

Columbia University is a world-renowned academic institution known for its dental education programs. Its College of Dental Medicine is consistently ranked among the top dental schools in the country, and its faculty comprises some of the most distinguished dental professionals in the world. By partnering with Columbia University, Aetna Dental is bringing in the expertise and knowledge of these renowned dental professionals to its provider network.



Medicare

## **Aetna® PPO dentists and Aetna Medicare Advantage**

[Read on to understand coverage, networks and how to submit claims and confirm eligibility.](#)

Aetna Medicare now has over 1.9 million members with dental coverage. In 2023:

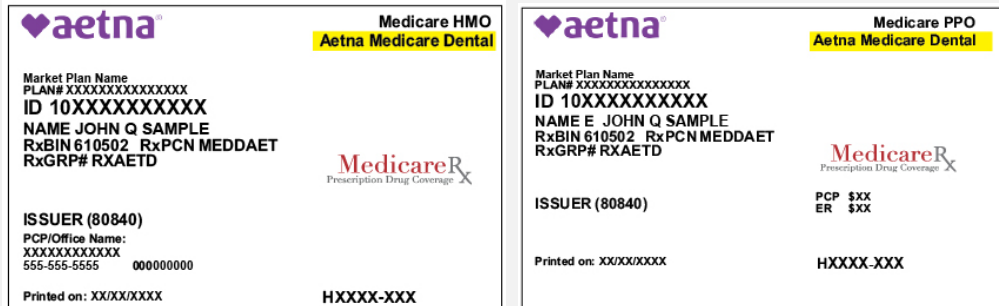
- About 1.6 million use the Aetna Dental® PPO network plan.
- About 285,000 are on Medicare Advantage plans that offer dental coverage via direct member reimbursement (DMR). DMR plans do not have a dental network.

### **What you need to know**

- You can treat all Aetna Dental Medicare Advantage members who are in plans that use the Aetna Dental PPO Network.
- Medicare members have a combined dental/medical ID card. So, you may see references to HMO, DSNP, HMO-POS, or PPO.



- Regardless of the medical plan, if the ID card says “Aetna Medicare Dental” in the upper-right-hand corner, then the member has a network dental plan. And you’ll be reimbursed according to the PPO fee schedule you have with us.



- For our plans offering a DMR, please be sure to give your patient an itemized receipt. It should include your name and address, the date of service, service descriptions and ADA codes, and proof of payment. Members can remit for reimbursement using the [Medicare Medical Claim Reimbursement Form \(PDF\)](#).

### Claims, eligibility and support — we’re here for you

Submit claims to the address on the member ID card. If the member indicates they have dental coverage with Aetna but there is no mention of Aetna Medicare Dental on their ID card, they may have a non-network plan. In that case, contact us to confirm eligibility.

To confirm eligibility for Aetna members who have a Medicare plan, call us at [1-800-624-0756 \(TTY: 711\)](tel:1-800-624-0756) or log in to [Aetna Dental](#), select Access Electronic Services, and follow the prompts.

Our dedicated Medicare Provider Services team offers personalized customer service and can help you with questions about Medicare dental plan eligibility, benefits and claims.

### More information

You can also log in to [Aetna Dental](#) to view our 2023 Medicare Quick Reference Guide, which contains plan benefits and claims submission information. Just look for the purple banner that says “What’s New” and click on the guide, or look under the Helpful Links tab.

Thank you for participating with us as a dental provider in our portfolio of products. We value your participation in our network.

# Aetna Dental® Medicare Advantage providers — stay in compliance

CMS requires you to have a compliance program. Read on to understand the requirements and how to comply with them.

Do you know that dentists are considered First Tier, Downstream, and Related entities (FDRs) based on your contract with Aetna®? The Centers for Medicare & Medicaid Services (CMS) requires all FDRs to have an effective compliance program.

## What are the requirements?

- Distribute either the [CVS Health Code of Conduct \(PDF\)](#) or your own conduct standards or compliance policies to employees/subcontractors.
- Perform exclusion screenings on employees/subcontractors both prior to hiring or contracting and monthly thereafter to ensure that they are not excluded from participating in federal programs. You must enter the names of your employees/subcontractors into both the [Office of Inspector General](#) site and the [Exclusions page of SAM.gov](#) to determine if any of them are excluded. If any of them are, you must remove them from work related to Aetna Medicare, and you must let Aetna know about the exclusion.
- Have a process in place for employees/subcontractors to report compliance and fraud, waste and abuse issues. If any of those issues affect Aetna, you must report the problem to Aetna. To meet this requirement, you may, for example, display our [reporting poster \(PDF\)](#).
- Oversee any subcontractor that performs services for Aetna to ensure that the subcontractor complies with the CMS compliance program.

## How to comply

More details about CMS compliance requirements and how to meet them are outlined in the [FDR Guidebook \(PDF\)](#), which also provides helpful tools that you can use to determine whether you are meeting requirements. If you are not meeting any of these requirements, we encourage you to make corrections to your processes.

## Ask questions

[Send us an email message](#) and we can work with you to develop a Corrective Action Plan.

## CMS opt-out providers are now reimbursed for providing dental services to Aetna Medicare Advantage members

New guidance from CMS allows CMS opt-out providers to be reimbursed for providing supplemental dental services to Medicare Advantage members with dental benefits.

Beginning January 1, 2022, providers who have opted out of participation with the Centers for Medicare & Medicaid Services (CMS) are allowed to participate in Aetna Medicare Advantage plans with dental benefits for the provision of dental services. New guidance from CMS allows CMS opt-out providers to be reimbursed for providing supplemental dental services to Medicare Advantage members with dental benefits.

Previously, CMS guidelines prohibited Aetna® from reimbursing providers who did not participate with CMS for any services provided to Medicare Advantage members.

## Treating Minnesota Medicare members with dental coverage through Allina Health | Aetna

Find out what the Total Choice dental benefit is and how it works.

Allina Health | Aetna Medicare Advantage plans include a Total Choice dental benefit. Aetna Dental® and Allina Health teamed up to offer this benefit to our Medicare members.

### How it works

As a participating dentist in the Aetna Dental network, you are in network for all Allina Health | Aetna Medicare Advantage members.

- We reimburse according to your contracted Aetna® PPO fee schedule.
- This Aetna Dental plan offers both preventive and comprehensive care at 100% coverage up to an annual maximum amount.
- There is no member copay.
- An Aetna Dental PPO network provider must render covered services.

### Limitations and exclusions

There are no waiting periods for covered services. Coverage is limited to services associated with an ADA/CDT code.\* And these services are not covered:

- Services related to teeth whitening
- Late or missed appointment penalties or fees
- Copying or duplicating records
- Sales tax

## 2023 member ID card

Allina Health | Aetna Medicare members have a single card with combined medical and dental IDs. Below is an example of the ID card the member will present.



## Submitting a claim

To give your patients the best experience possible, please ask them to present their card every time they visit your office. Submit the claim on their behalf either by mail or electronically using the information shown below. Any balance remaining after discounts and payments have been applied should be billed directly to the patient.

### By mail

Aetna Medicare  
PO Box 981106  
El Paso, TX 79998-1106

### Electronically

EDI Payer ID: #54935

If the patient pays up front and is charged the out-of-network rate, keep in mind that you will be responsible for reimbursing the difference directly to the patient.

## How to reach us

Thank you for participating as a dental provider in our network and helping us create the best possible experience for our Medicare members. If you have any questions, you can contact our dedicated Medicare Provider Services team. Just call [1-800-624-0756](tel:1-800-624-0756) (TTY: 711).

\*Current Dental Terminology, ©2023 American Dental Association. All rights reserved.



## How to reach us

### Phone numbers

#### **National Dentist Hotline**

Have a question about the PPO or DMO network, claim status or member eligibility? Call the National Dentist Hotline at [1-800-451-7715](tel:1-800-451-7715) (TTY: 711).

#### **Dentist Contracting Hotline**

For PPO contract information or DMO® supplies, call the Dentist Contracting Hotline at [1-800-776-0537](tel:1-800-776-0537) (TTY: 711).

#### **Medicare Dentist Hotline**

Have a question or need help with our Medicare plans? Please reach out to our dedicated Medicare Provider Services team. They offer personalized customer service and can help you with Medicare eligibility, claims or dental plan benefits questions. Call [1-800-624-0756](tel:1-800-624-0756) (TTY: 711).

### Web and mailing addresses

On the [Aetna Dental website](#), you can:

- Update your personal information, including your National Provider Identifier (NPI) and email address
- View dental office guides
- Take continuing education courses, and more

#### **Claims address:**

Aetna Dental  
PO Box 14094  
Lexington, KY 40512

## Aetna PPO grievances and appeals

Call the National Dentist Hotline at [1-800-451-7715](tel:1-800-451-7715) (TTY: 711).

## CA Language Assistance Program

For free interpretation services, call [1-800-525-3148](tel:1-800-525-3148) (TTY: 711).

## Comments and suggestions

Please [send us an email](#) if you have comments or suggestions. We welcome them.

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While this information is believed to be accurate as of the print date, it is subject to change. Refer to [AetnaDental.com](https://www.aetnadental.com) for more information about Aetna® networks.

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