

## Affordable DentalBlue® insurance plans available for all ages

Good oral health is an important part of overall health, and Arkansas Blue Cross and Blue Shield's DentalBlue® individual insurance plans for 2011 offer a variety of valuable benefits from essential preventive services to major restorative services. And, for the first time, Arkansas Blue Cross is offering dental plans for individuals age 65 and above.

There are three individual DentalBlue plans from which to choose, whether a person is age 1 or 100.

- **DentalBlue Bronze<sup>SM</sup>** provides basic, preventive care such as initial and periodic exams, prophylaxis (teeth cleanings), fluoride treatments, X-rays and sealants.
- **DentalBlue Silver<sup>SM</sup>** covers these preventive services and adds minor restorative services such as fillings and simple extractions.



- **DentalBlue Gold<sup>SM</sup>** covers preventive services, minor restorative services and adds in major restorative services including endodontics (root canals), oral surgery, surgical

extractions, inlays, onlays, crowns, bridges, partials and dentures, implants and periodontics (treatment of gum diseases). Also, there is no exclusion for missing teeth. An

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**Arkansas  
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annual maximum rollover benefit allows members to “roll over” a portion of their unused calendar-year maximum to the next year.

With DentalBlue, members receive other important benefits including:

- Freedom to choose any dentist.
- Maximum plan benefits when they visit a dentist in the DentalBlue participating provider network.
- No claim forms to complete when they choose a

participating dentist.

If your patients are in the market for an affordable dental insurance plan, DentalBlue may be just the thing to make them smile.

| DentalBlue Plans                                      | BRONZE         | SILVER         | GOLD      |
|---|----------------|----------------|-----------|
| Individual Deductible                                 | \$50           | \$50           | \$50      |
| Calendar-Year Maximum                                 | \$1,000        | \$1,000        | \$1,000   |
| Annual Maximum Rollover                               | No             | No             | Yes       |
| <b>What the plan pays after the deductible is met</b> |                |                |           |
| Preventive & Diagnostic                               | 100%           | 100%           | 100%      |
| Minor Restorative Services                            | Not covered    | 80%            | 80%       |
| Major Restorative Services                            | Not covered    | Not covered    | 50%       |
| Implants  | Not covered    | Not covered    | 50%       |
| <b>Waiting periods</b>                                |                |                |           |
| Minor Restorative Services                            | Not applicable | 6 months*      | 6 months* |
| Major Restorative Services                            | Not applicable | Not applicable | 12 months |
| <b>Rates</b>  |                |                |           |
| Individual  | \$17.77        | \$21.68        | \$28.83   |
| Individual + Spouse                                   | \$35.54        | \$45.97        | \$61.13   |
| Individual + Child(ren)                               | \$34.46        | \$44.97        | \$59.80   |
| Family  | \$52.23        | \$67.95        | \$90.63   |

\* The 6-month waiting period for Minor Restorative Services for DentalBlue Silver or DentalBlue Gold will be waived if:

1. Your DentalBlue application is received within 30 days of the termination date of your prior coverage;
  2. You have had at least 6 months of prior continuous coverage for minor restorative benefits; and
  3. You provide us with a copy of your Certificate of Coverage verifying your previous dental coverage within 30 days of your DentalBlue effective date.
- To be eligible for a DentalBlue insurance plan, you must be an Arkansas resident. Other eligibility rules may apply.

## Web tools make your job easier!

Dental information is available right at your fingertips on the Arkansas Blue Cross and Blue Shield Web site. Go to [arkansasbluecross.com](http://arkansasbluecross.com), select the “Providers” tab, and then look for the “Tools for Dental Providers.”

Our tools for dental providers include:

- *Why being Blue is Good for You* — An overview of the network and how it helps providers.
- Authorization form for clinic/group billing — Notification that a practitioner is joining a clinic or group.
- Provider change of data form — A form to report a change of address or other data. (Completion of this form does not create any network participation.)
- Termination form for clinic/group billing — To notify us that a provider is leaving a clinic.
- Member dental claim form
- Accident form for dental injury
- Claims and benefits information
- *Dental Bulletin* — The winter issues include the fees schedules for general dentistry and specialists.
- Dental network development representatives — How to reach us by fax, telephone or e-mail.

# My Dental Information Manager

My Dental Information Manager (MDIM) is a secure web portal for dental transactions for your Arkansas Blue Cross and Blue Shield

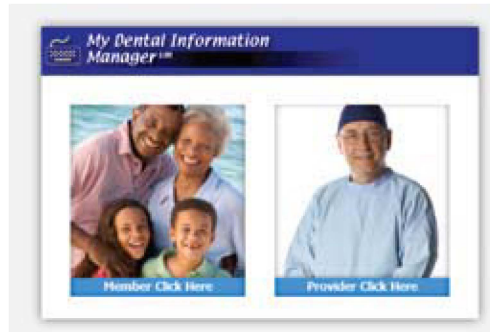
patients. It is free to our providers and the information is in an easy to read and maneuverable format.

## Use My Dental Information Manager to:

- Verify eligibility and get an overview of benefits
- Track claims and pre-determination
- Check benefits and deductibles

## To Register:

- 1) Log on to [mydentalinformationmanager.com](http://mydentalinformationmanager.com)



filing your Arkansas Blue Cross claims).

- 2) Select "Provider Click Here"
- 3) Accept the terms and conditions
- 4) Enter your TIN or SSN (the number you use when filing your Arkansas Blue Cross claims).
- 5) You will be prompted to either:
  - a. Enter your credentialing ID: (You can obtain this 12-digit ID number from your provider relations representative or Customer Service).
  - or
  - b. Enter information regarding a claim previously submitted and processed by Arkansas Blue Cross. The patient's name, date of service and Arkansas Blue Cross claim number will be provided. You

will be asked to enter:

- 1) The patient's date of birth.
- 2) Any procedure code from the claim.
- 3) The total claim charges.

New users first will be required to register as a profile administrator. Subsequent users from your office or group then will be allowed to register as office staff. Multiple users can register under a single tax ID number.

If you have not provided Arkansas Blue Cross with your NPI, you will be prompted to go to the NPPES Web site to apply. Your MDIM registration will be delayed until your NPI is documented in our system. If you have not notified us of your NPI, please fax it to 501-378-2465.

## Verifying the status of a claim

You can verify the status of an Arkansas Blue Cross member's claim by using any of the following search criteria:

- Date range
- Patient name
- Claim number

You will need the patient's Arkansas Blue Cross ID, date of birth and gender to complete the transaction.

**BlueAdvantage members:** The last two digits (00, 01 or 02) should be omitted. (Example: M1234567800 on ID card, enter only M12345678 to register).

The screenshot shows the 'My Dental Information Manager for Providers' website in a Windows Internet Explorer browser. The page title is 'My Dental Information Manager for Providers'. The URL is 'https://www.mydentalinformationmanager.com/au/ProviderIndex.jsp'. The page has a navigation menu with links: 'Eligibility and Benefits', 'Claims Status', 'Pre-Treatment Estimates', 'Other Dental Insurance', 'Benefit Information', 'Modify Profile', and 'Contact Us'. The main content area is titled 'Eligibility and Benefits' and contains an 'Eligibility and Benefits Information Search' form. The form includes a 'Dental Plan' dropdown menu, a 'Member ID' text box, a 'Patient's Birthdate' date picker, a 'Gender' dropdown menu, and a 'Date of Service' date picker. Below the form, there is a 'Please Note' section and a 'I want' section with radio buttons for selecting the type of information to view: 'Basic eligibility', 'View all Dental Care Benefit Information', 'General eligibility and benefits information by service type and diagnosis', and 'Eligibility and benefits for a specific procedure and diagnosis'. At the bottom of the form are 'Continue' and 'Clear Form' buttons.

**All other DentalBlue and BlueCare Dental members:** The prefix "XCD" should be omitted. (Example: XCD123456789 on ID card, enter only 123456789 to register).

## Searching for a remittance

You will be able to retrieve copies of your remittance documents by entering a date range. You will then receive a listing of all payments for that time period. Choose "Select" and then "Search."

*Note:* Remittance documents are stored by the date they are created in the Arkansas Blue Cross claims system, not by the service date.

## Frequently Asked Questions

**Can our office register more than one user for MDIM?**

Yes. Once your Profile Administrator has created a new profile, additional users can register as office staff. We encourage you to have multiple staff members registered for back-up purposes.

**On the "Contact Us" page of MDIM, the claims mailing address is different that the one I use. Which address is correct?**

Claims should continue to be mailed to:

Dental Claims Administrator  
P.O. Box 1206  
Elk Grove Village IL 60009-1206

**When I select the option to "Get a Pre-Treatment Estimate" will I be able to view prior pre-treatment estimates?**

Through your search, you will be able to access pre-treatment estimates processed by Arkansas

Blue Cross. This offers you the ability to discuss treatment planning with your patient. MDIM provides access to both finalized claims and pre-treatment estimates.

## Key Contacts:

Obtain an NPI — Go to the NPPES Web site: [NPPES.cms.hhs.gov](http://NPPES.cms.hhs.gov) and follow the directions listed.

Report your NPI — Fax your NPI to Provider Network Operations, 501-378-2465

Ask a MDIM registration question — Customer Service 1-877-203-9921

Arkansas Blue Cross Dental Provider Representatives —  
Debbie Jines 501-378-3296; Linda Duelder 501-378-2195

The screenshot displays the "My Dental Information Manager for Providers" web application. The page title is "Eligibility and Benefits" and the date is 09/23/2010. The patient's name is JANE DOE, and the member ID is Z54321. The patient's date of birth is 05/18/1970. The eligibility response is "This patient has active coverage for dental." The patient's address is 54321 ANYSTREET, ANYTOWN, AR 99999. The patient's relationship is SUBSCRIBER, and the coverage level is FAMILY. The patient's student status is NOT A STUDENT, and the policy type is GROUP. The patient's group number is 98Z654321, and the group name is ABCBS EE DENTAL. The patient's effective date is 01/01/2007, and the benefit period is 01/01/2010 - 01/01/2011. The page also includes a note about deductibles and copayments, and a link to view a graphical tooth chart for the patient. At the bottom, there are buttons for "All Dental Benefits", "Benefits by Service Type", "Benefits by Procedure", "Back", and "New Search".

# FEP dental claims now can be filed electronically

Arkansas Blue Cross and Blue Shield now is accepting electronic dental claims for the Federal Employees Program (FEP).

Benefits of sending electronic claims include:

- Confirmation or denial of claim

within minutes of electronic submission.

Fewer telephone calls • with the payer than with paper claims.

- More efficient office staff, since they do not have to spend as much time on the telephone.

If you would like to begin filing FEP claims electronically, contact Jessica Jensen, Health Information Network customer support representative, at 501-378-2151, or send an e-mail to [edi@arkbluecross.com](mailto:edi@arkbluecross.com). Dental providers will need to use a vendor that

## Welcome New Providers

The following dental providers have joined the Arkansas Blue Cross and Blue Shield network since October 2009.

Thanks for being part of the Blue team!

Dr. Sloan Ashabranner — Rogers  
 Dr. E Ballard — El Dorado  
 Dr. James Beck — Little Rock  
 Dr. Tad Beene — Bryant  
 Dr. B Benton — Hot Springs  
 Dr. Angela Black — Jonesboro  
 Dr. Michael Blanscet — North Little Rock  
 Dr. Taruna Bolding — Fayetteville  
 Dr. J Boley — Van Buren  
 Dr. Matthew Bridwell — Sheridan  
 Dr. Angela Broomfield — Rogers  
 Dr. Kirby Bunel — Texarkana  
 Dr. Sheryl Clements — Magnolia  
 Dr. Suzanne Coco — Little Rock  
 Dr. James Cook — Clarksville  
 Dr. Noble Dallison — Bella Vista  
 Dr. David DeRuyter — Mayflower  
 Dr. Martin Donaldson — West

Memphis  
 Dr. Jacob Duke — Texarkana  
 Dr. Eunjung Edwards — Jonesboro  
 Dr. Elizabeth Graham — Wynne  
 Dr. Kristin Green — Fayetteville  
 Dr. Erin Guy — Rogers  
 Dr. James Hall — Hot Springs  
 Dr. Ryan Hanry — El Dorado  
 Dr. Montgomery Heathman — Benton  
 Dr. Bryan Hiller — Hot Springs  
 Dr. William Hixson — North Little Rock  
 Dr. Daniel Holsinger — Jonesboro  
 Dr. Robert Hubbard — Harrison  
 Dr. Neall Jackson — Wynne  
 Dr. Joseph James — Texarkana  
 Dr. Peter Jeppsen — Siloam Springs  
 Dr. Robert Kaloghirou — Jonesboro  
 Dr. Etasam Khan — Jonesboro  
 Dr. Brandon Kitchens — Little Rock  
 Dr. Harold Koppel — Hot Springs  
 Dr. Glenn Lance — Nashville  
 Dr. Joshua Leal — North Little Rock  
 Dr. Preston Lee — Jonesboro  
 Dr. Tiffani Long — Farmington

Dr. Wanda Mccaskey — Harrison  
 Dr. Hayley Moore — Jonesboro  
 Dr. Dan Moore — Texarkana  
 Dr. Kara Morgan — Hamburg  
 Dr. James Palmer — Homer  
 Dr. Sarah Payne — Texarkana  
 Dr. Kimberly Petkovich — Mountain Home  
 Dr. John Phillips — Fort Smith  
 Dr. Jonathan Rakstang — Fort Smith  
 Dr. Rachel Sauser — Rogers  
 Dr. Stephen Scott — El Dorado  
 Dr. Sandra Shambarger — Texarkana  
 Dr. James Shambarger — Texarkana  
 Dr. Swati Sharma — Fayetteville  
 Dr. Deborah Sparling — Hot Springs  
 Dr. Terry Turner — Jonesboro  
 Dr. Donald Warren — Clinton  
 Dr. Darryl Warren — Clinton  
 Dr. Bruce Welsh — Fayetteville  
 Dr. Monte Wheeler — Springdale  
 Dr. Benetta Whitfield — Little Rock  
 Dr. Courtney Williams — Hope  
 Dr. Kenneth Wood — Jonesboro  
 Dr. Ruth Youngquist — Little Rock



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P.O. Box 2181  
Little Rock, AR 72203-2181

## Did you know ... ?

Once your patient has reached their maximum contract benefit, you may balance bill them according to **your** fee schedule. This means you have no write-offs after the maximum has been met!

As a participating provider with Arkansas Blue Cross and Blue Shield; you are in the **Arkansas** network, and **not** other Blue Cross and Blue Shield plans in other states. Your signed contract means you participate with **Arkansas** and not other states. You may bill **your** fee schedule for the other state plans!



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[arkansasbluecross.com](http://arkansasbluecross.com)

good for  
**YOU.**

## Dental Provider Relations

**Customer Service** 1-877-203-9921

### Dental Provider Representatives

Linda Duelder, MHP  
Phone: (501) 378-2195  
Fax: (501) 378-2465  
Toll-free: 1-800-843-1329

Debbie Jines, RDH, BS  
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