

dental bulletin

Summer 2011

Arkansas Blue Cross represented at 2011 ArMOM

For two days in May, thousands of people filled the Statehouse Convention Center in Little Rock, seeking relief from dental pain they couldn't afford on their own. Arkansas Blue Cross and Blue Shield representatives were among the volunteers at the 2011 Arkansas Mission of Mercy (ArMOM).

ArMOM is a free dental clinic sponsored annually by the Arkansas State Dental Association. All services are provided free to underserved Arkansans by members of the Arkansas State Dental Association, assisted by a host of volunteers. Many of the people served by ArMOM are from working families who do not have access or cannot afford dental insurance.

"I have volunteered for ArMOM for the past two years, and it is amazing to see the number of people, children included, who are served by this outpouring of compassion on behalf of the dental community," said Mark White,



Arkansas Blue Cross president and chief executive officer. "While it does require a commitment and results in a very busy day, it is so satisfying to know you have helped to ease the suffering of someone who could not afford it otherwise."

"I saw people from all walks of life, in many different situations," said Dan Stevens, manager of Provider Network Operations. "It was rewarding to be helping people who probably wouldn't be able to afford dental work." Dan said he showed up around 5:30 a.m. on Friday, and the line for assistance was already wrapped around the block.

He volunteered in several areas, from triage to assisting people to and from the dental chair. He said he helped one woman who had dyslexia fill out her paperwork, and by chance, was there to guide one man through the entire process.

"He was lost in the convention center, and I took him to the right place," Dan said. "After my break, I saw him in the main area and then when I was reassigned I saw him after he had received anesthesia. I had the chance to take him to the dental chair and escort him out after he had recovered."



**Arkansas
BlueCross BlueShield**

An Independent Licensee of the Blue Cross and Blue Shield Association

Continued on Page 3

Federal Employee Program dental claims

Did you know that the Federal Employee Program (FEP) now accepts dental claims electronically? The following steps outline the process:

1. Dental providers must have the ability to create a 4010A1 837D transaction. If you are using a software vendor, contact them about their arrangements with the clearinghouse and ask them to send FEP claims electronically.
2. Each dental provider must enroll with EDI Services by completing a Trading Partner Agreement (TPA) and be issued a submitter number. To enroll in FEP dental claims, go to the "Providers" section of the arkansasbluecross.com Web site and select "Electronic Data Interchange" and then, under EDI Forms, select "Trading Partner Agreement."
3. After a provider is enrolled, an EDI Services submitter number will be assigned. The provider will need to pass this number to the vendor or clearinghouse. The submitter

number must be used in the 1000A NM109 field. The vendor or clearinghouse submitter's number must be used at the ISA 06 field. Each clearinghouse must have its own EDI submitter number.

4. Vendor and clearinghouses must pass testing with EDI Services and FEP before sending production claims.

How do I test FEP dental claims?

All transactions must comply with the FEP 837D Companion Guide and the 4010A1837D IG. To download the FEP 837D Companion Guide, go to the "Providers" section of the arkansasbluecross.com Web site and select "Electronic Data Interchange" and then select "FEP 837 Health Care Dental Claim Companion Document."

1. Each electronic submitter will need to test 25 FEP claims that must consist of at least five predetermination claims. FEP contracts begin with an

"R" followed by eight numeric digits. The same members can be used on different claims with different types of services.

2. The test file will be processed in about 15-20 minutes and reports will be placed in your pickup folder after they have been received.
3. You will need to download and review your reports to determine what changes may need to be made within your data.
4. EDI Services will notify you or your vendor/clearinghouse after completion of successful testing and change your status from test to production.

For more information, contact EDI Services at 501-378-2419 or e-mail edi_services@arkbluecross.com.

FEP Basic Option dental copayment increase

For the 2011 benefit year, FEP made a change to the Basic Option dental copayment, increasing the member copayment from \$20 to **\$25** for the covered services under the Service Benefit Plan.

As part of the MyBlue Wellness incentive card program, members can use their earned funds on

covered dental services. Members do not have to provide a receipt or Explanation of Benefits (EOB) if the value of the transaction is equal to the related dental copayment.

The majority of dental service transactions from our Basic Option membership tied to a MyBlue Wellness incentive purchase have

come in as \$20. These purchases show that the dental providers offices within our network are unaware of the copayment increase to \$25. Please be aware of this change.

Continued from Page 1

Jamey Bentley, pastor of Canvas Community, a United Methodist community in downtown Little Rock, has volunteered for ArMOM since its inception, and has seen the impact the program has on the people of Arkansas.

"The initial impact is that it provides so many people relief from pain, but the bigger issue for many is it gives them their pride back," Jamey said. "There is a stigma to not being able to afford dental work, and when you look bad and feel bad, it is difficult to feel good about yourself. After the dental work is complete they start to feel better about themselves. And knowing that there are people who care ... I think the humanitarian part of this has as big an impact on the workers as it does the patients. You get as much out of it as you put into it."



Dan Stevens helps out during the ArMOM event.

The next ArMOM will be held April 27 and 28, 2012, at the Arkansas State University Convocation Center in Jonesboro. You can find out more at arkansasdentistry.org. Arkansas Blue Cross is a proud sponsor of ArMOM and has provided \$75,000

in grants in past years through the Blue & You Foundation for a Healthier Arkansas for the purchase of dental instruments, portable dental chairs and lights.

ArMOM Statistics

	2011	Total (since 2007)
PATIENTS	1,884	8,219
EXTRACTIONS	4,361	15,967
RESTORATIONS	1,044	7,738
ECONOMIC IMPACT	\$1,395,561	\$4,195,636



**Arkansas
BlueCross BlueShield**
An Independent Licensee of the Blue Cross and Blue Shield Association

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

Did you know ... ?

Each year the American Dental Association releases an updated copy of their *Current Dental Terminology Procedure Code Book*. This book has a wealth of information to assist you and your staff with filing correct dental procedures. While not all services may be covered under a member's plan, it is imperative you bill for what you do. We **want** to pay you for the services you render and utilize our members' benefits!

Welcome New Providers

The following dental providers have recently joined the Arkansas Blue Cross and Blue Shield network. Thanks for being part of the Blue team!

Dr. D. Ross Atkinson — Hot Springs
Dr. David S. Baker — Rogers
Dr. Matthew Bittle — Fort Smith
Dr. Beth Bowen — Jonesboro
Dr. John N. Clark — Cabot
Dr. Margaret G. Collins — Little Rock
Dr. Clint Conner — Conway
Dr. Todd Corbitt — Little Rock
Dr. Jessica Holt Cox — Jonesboro
Dr. Donald Deems — Little Rock

Dr. Kelly Gwynne Fergus — Jonesboro
Dr. F. Marlin Grimes — Jonesboro
Dr. Mark F. Harris — Fayetteville
Dr. Douglas Jackson — Paragould
Dr. Candace Kann — Hot Springs
Dr. William T. Mahon — Springdale
Dr. Nancy Massey — Blytheville
Dr. Douglas Miller — Little Rock
Dr. Michael Oliver — Jonesboro
Dr. Jerry Richardson — Little Rock

Dr. Jacob Sandlin — Jonesboro
Dr. David Snoddy — North Little Rock
Dr. James Summitt — Little Rock
Dr. Sarah Buckalew Sunde — Little Rock
Dr. Frank S. Sutherland — Pine Bluff
Dr. AnnaKate Tatum — Harrison
Dr. Matthew Teale — Hot Springs
Dr. Eldon C. Thompson, Jr. — Berryville
Dr. Vance Tutor — Jonesboro
Dr. Brian Webb — Jonesboro

MPI #872



**Arkansas
BlueCross BlueShield**
An Independent Licensee of the Blue Cross and Blue Shield Association

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

Debbie Jines, RDH, BS
Phone: 501-378-3296
Fax: 501-378-2465

Arkansas Blue Cross and Blue Shield
Dental Provider Relations
P.O. Box 2181
Little Rock AR 72203