

The **Dental Update** is a provider newsletter that contains up-to-date information about Blue Cross and Blue Shield of Nebraska (BCBSNE) for health care providers. It is published by the Health Network Management Services Department (HNS).

If you are a contracting BCBSNE health care provider, this newsletter serves as an amendment to your agreement and affects your contractual relationship with us. You are encouraged to file every issue of the Dental Update within your BCBSNE Policies and Procedures manual and reference it often. You may also view the current manual in the Provider section at [nebraskablue.com](http://nebraskablue.com).

As a service for Blue Cross and Blue Shield members, we also send this newsletter to non-participating Nebraska providers.

We also publish each issue online in the Provider section at [nebraskablue.com](http://nebraskablue.com)

For permission to reprint material published in the Dental Update, email Michelle Tanga, at [Michelle.Tanga@nebraskablue.com](mailto:Michelle.Tanga@nebraskablue.com)

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## Credentialing

### New provider process overview

- Complete the online CAQH application. You must receive confirmation from CAQH that your application is complete before BCBSNE can begin the credentialing process.
- Send an e-mail to BCBSNE with required information (information available online).
- Respond to any request for additional information.
- Wait to receive your acceptance letter.
- To begin the credentialing process, refer to [NebraskaBlue.com/credentialing](http://NebraskaBlue.com/credentialing) for information on how to get started.

### Important notes

- Applications:
  - All applications are received via CAQH (online).
  - They must be completed in their entirety with current documents and information. Please make sure all information is current.
  - Make sure appropriate contact information is on your CAQH application. If we need additional clarification, it is important to be able to reach the appropriate person.
  - CAQH requests you review your application and documents every 120 days to ensure they are current and up to date.
- Two common issues related to insurance certificates are:
  - Expired certificates being uploaded to CAQH. Please make sure the insurance certificate is current and will not expire within 90 days of the application date.
  - Provider's name not on the certificate. Make sure the individual practitioner's name is listed on the insurance certificate.
- Once you are credentialed and approved, you will receive a letter indicating your effective date.
  - Please do NOT indicate you are participating with BCBSNE or see BCBSNE patients prior to receiving your approval letter.
  - If you see a BCBSNE member prior to receiving your acceptance letter, you must inform them that you are not participating with BCBSNE.

### Recredentialing

- Providers are re-credentialed every three years.
- You will be notified by CAQH 4-6 months prior to the month you are due.

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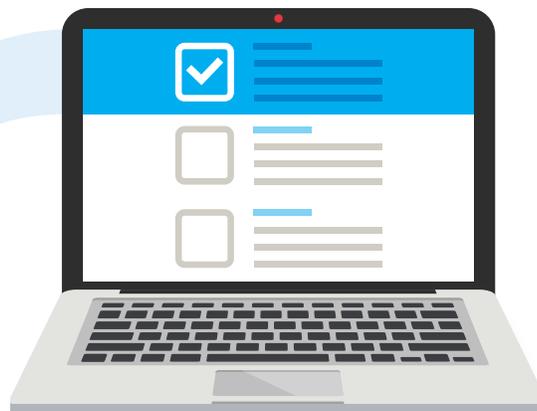
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## Claim submissions

- Electronic is the preferred method of claims submission.
- HIPAA allows a maximum of 32 service lines per claim.
- When submitting a claim on paper, you must use the most updated dental claim form, [the American Dental Association 2012 form](#).
  - Beginning January 1, 2019, if an older version of the dental claim form is received it will be returned to you to resend on an updated form.



To obtain copies of the form, [visit the ADA Store](#) or call 800-947-4746.



## Filing for medical services

- As a network provider you have agreed to file all claims, dental and/or medical on behalf of the member.
- You must use the CMS 1500 form when billing for services covered under the patient's medical plan.
- For more information visit [the Dental Policies and Procedures manual](#).

# Opioids and dentistry

Abuse of prescription opioids continues to be a national epidemic and public health issue. Drug overdose is the leading cause of accidental death in the United States<sup>1</sup>.

Opioid pain relievers are commonly prescribed following surgery or injury, as part of treatment for health conditions such as cancer, or for pain related to toothache or abscesses. While opioids can be effective treatment 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.

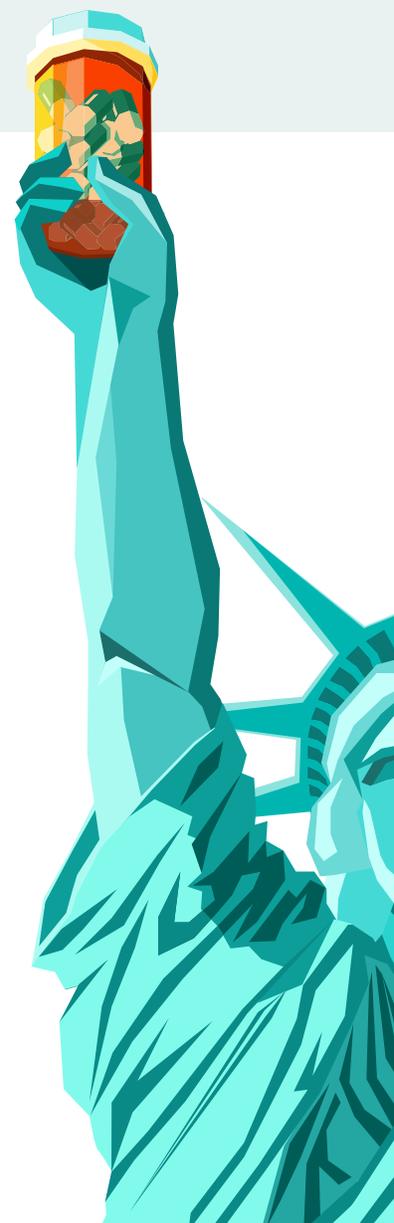
Commitment across the health care industry is needed to effectively fight prescription opioid abuse.

### What you can do:

Dentists have a significant role in ensuring appropriate prescription opioids use. Dental providers are the leading prescribers of opioids for teenagers. The largest increase in dental prescriptions from 2010 to 2015 occurred in 11- to 18-year-olds<sup>2</sup>.

The American Dental Association has adopted two statements addressing opioid prescribing: Statement on the Use of Opioids in the Treatment of Dental Pain<sup>3</sup> and Statement on Provision of Dental Treatment for Patients with Substance Use Disorders<sup>4</sup>. These statements outline opioid management considerations including the importance of:

- Registering with and utilizing prescription drug monitoring program
- Discussions with patients regarding their responsibilities for preventing misuse, abuse, storage and disposal of prescription opioids
- Consideration of nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management



*continued >*

## *Opioids and dentistry - continued*

- Consideration of coordination with other treating doctors, including pain specialists, when prescribing opioids for management of chronic orofacial pain
- Encouragement to seek consultation with the patient's physician, when the patient has a history of alcoholism or other substance use disorder

### **References:**

Article provided by DeCare

1. American Society of Addiction Medicine website. Opioid Addiction 2016 Facts & Figures. Available at: [asam.org](http://asam.org) (Accessed November 2016)
2. Journal of the American Dental Association. Opioid prescribing practices from 2010 through 2015 among dentists in the United States. Available at: [https://jada.ada.org/article/S0002-8177\(18\)30009-6/fulltext](https://jada.ada.org/article/S0002-8177(18)30009-6/fulltext) (Accessed April 2018)
3. American Dental Association. Statement on the use of opioids in the treatment of dental pain. Available at: <https://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/substance-use-disorders> (Accessed March 2017)
4. American Dental Association. Statement on Provision of Dental Treatment for Patients with Substance Use Disorders. Available at: <https://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/substance-use-disorders> (Accessed March 2017)

