

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 amends 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/Providers**.

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

Each issue is published online in the Provider section at **NebraskaBlue.com/Providers**.

For permission to reprint material published in the Dental Update, email Loraine Miller, at Lorraine.Miller@NebraskaBlue.com.

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What's New

Medicare Advantage Dental Benefit

Blue Cross and Blue Shield of Nebraska (BCBSNE) Medicare Advantage provides certain dental benefits to members, including two oral exams, two cleanings and one dental X-ray with an annual benefit maximum of \$250 for the Core plan and \$300 for the Choice plan.

To receive reimbursement for dental services, members must complete a [dental claim reimbursement form](#). Members should fill out one form per person and include an itemized bill from the dental provider with original receipts to show proof of payment.

The information on the dental provider's bill should be on clinic letterhead and include:

- The date the service was provided
- Provider name
- Provider NPI/TIN
- Total amount charged for service(s)
- Procedure description and/or codes

BCBSNE gave members information on how to complete the form for reimbursement. For questions about BCBSNE Medicare Advantage dental benefits, please have members call Customer Service at **888-488-9850** or 711 for TTY.



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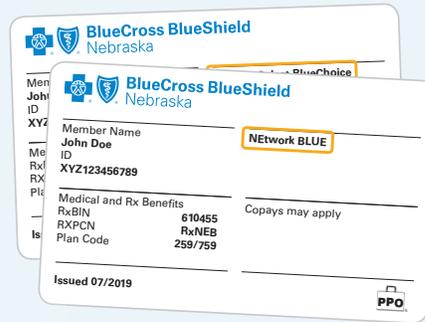
FEATURED:

BCBSNE Transitions to New Claims System

Member ID cards

As you may be aware, we are transitioning to a new claims processing platform called HealthRules.

As our members, including Medicare Supplement clients, are moved to the new system, we recommend that you obtain a copy of your patients' member ID cards at every visit to ensure you have the most up-to-date coverage information.



ID cards/Plan code

- The volume of patients with new ID cards will increase as the year progresses.
 - Please note, the prefix on the new cards may change, but some may stay the same.
 - Please ensure you get a copy of the new cards, so you may file claims using the correct ID number.
- You may see a **new plan code on ID cards 259/759**.
 - This new plan code identifies members that have already transitioned to HealthRules.
 - Note: You will still see ID cards with the current plan codes (263/763). These are members that have not transitioned yet.
 - Plan codes may be referenced in the Policies and Procedures manuals as well as future newsletters. Please be sure to note this information to determine if the message applies to your patient.



REMINDERS:

Dental Claim Form

Effective Jan. 1, 2020, BCBSNE will return claims not submitted on the American Dental Association (ADA) 2012 dental claim form.

To expedite claims payment, use the ADA 2012 claim form. To obtain copies of the form, visit ADAcatalog.org or call **800-947-4746**.

Note: You must enter the number of units in field 29.b.

Change of Address Forms

It's important to ensure BCBSNE has the most up-to-date information for providers.

If you have a change in practicing, mailing or billing address, please complete the "change of address" form located on NebraskaBlue.com/Providers. Then, send the form to HealthNetworkRequests@NebraskaBlue.com.

Not updating your address may result in:

- Mail going to the wrong location
- Delay in authorization approvals
- Location displaying incorrectly in the directory for members
- Remits/payments not getting to providers
- Submitted claims with new information not matching up to existing information in our system, causing claim return

If you have any questions about the change of address process, please reach out to ProviderExecs@NebraskaBlue.com.

Where to Submit Dental Claims

When determining where to submit dental claims, please make sure to check both the front and back of the member's ID card. When a patient has dental coverage through BCBSNE, most of the time their claims will come to BCBSNE, but if a member's dental coverage is with a different carrier, their claims will go to another location. By checking the information on the back of a member's ID card, you can ensure you submit the claim to the correct plan and avoid delays in processing and payment.



Social Security Numbers

Social security numbers should not be used as a patient account number on claim forms.



Provider Site Visits

Your provider executive is available to come to your office to address your concerns. If you are interested in having your provider executive make a site visit, please call or email them for scheduling. To find your provider executive, reference the [provider contact directory](#).