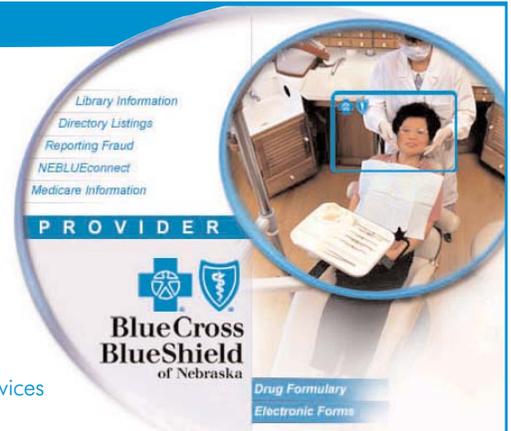


february 2006

dental update

A newsletter produced for dental providers by the Health Network Management Services Department (HNS) at Blue Cross and Blue Shield of Nebraska.



Partnering with you for a healthier Nebraska

www.bcbsneprovider.com

The *update* provider newsletter contains up-to-date information about Blue Cross and Blue Shield of Nebraska (BCBSNE) for dental providers throughout Nebraska to continually communicate with those who contract with us.

If you are a BCBSNE Participating, BlueClassic and/or BluePreferred dental provider, this newsletter serves as an amendment to your agreement with us. Therefore, it is your responsibility to comprehend and act upon all information that affects your contractual relationship with BCBSNE.

You are encouraged to file every issue of the *update* within your BCBSNE Policies and Procedures manual.

As a service for BCBS members we also send this newsletter to non-participating Nebraska providers.

We also publish each issue online at:

www.bcbsne.com/update

For permission to reprint material published in the *update*, e-mail the editor Marian Gramlich at:

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If I submit on Monday, I'm usually paid by Friday.

That's how Shandra Wilkins, Business Manager of Dental Care Center in Omaha, Nebraska summarizes her experience filing dental claims electronically to BCBSNE. Because she works in a busy office with three doctors serving over 8,000 active patients, Shandra is focused on doing things efficiently. In a short two years with the practice, she has eliminated the need to file paper claims and she does it all without using a claims clearinghouse.

"Before we used PC-ACE, we submitted claims through a clearinghouse ... by eliminating the middleman, we save time and money."

A few months ago, Shandra began using PC-ACE software to prepare and transmit claims to BCBSNE. The software is available to dentists at no cost and claims can be transmitted directly over the phone line without any charge and that's not all that using PC-ACE doesn't cost her. Shandra said, "We were considering the purchase of equipment that would allow us to become a digital office. Since we began using PC-ACE, I haven't had to send even one x-ray to BCBSNE. I never have to print a claim. This is huge for us and cost effective because now we don't have to invest in the digital equipment." Not having to invest in additional equipment is a big savings, but Shandra has realized additional saving saying, "We also save on postage and envelopes."

How much time does it take to install, learn and use PC-ACE?

Shandra credits Sean Blair, her EDI Account Manager with making the process of installing PC-ACE very easy and it only took her a day to learn to use it. Shandra said, "If I have any questions, I know Sean is available to help." Usually it takes less than a minute to create a claim, especially if the patient information is already loaded in the database. Claims are generally transmitted the same day patients are seen.

Shandra has experienced savings by submitting claims electronically saying, "Before we used PC-ACE, we submitted claims through a clearinghouse and we worked twice as hard following up on lost claims, tracking claims, contacting payers and vendors. Now, by eliminating the middleman, we save time and money. That makes the doctors happy and I couldn't be more pleased." **HNS**

Catch the *EDI* Wave

Electronic data interchange is abbreviated as EDI and it's the term we use to refer to the electronic transactions that have been standardized by HIPAA legislation. EDI is the preferred method of submitting claims to BCBSNE and it's the *wave of the future!*

NEBLUEconnect is the EDI division of BCBSNE. Two EDI Account Managers, Sean Blair and Howard Jones, are dedicated to assisting you with your electronic transaction efforts. Please see their contact information below.

EDI information is published in a single location on our website at www.NEBLUEconnect.com. Check out the surfer-dudes in the following pictures for some website highlights!

The screenshot shows the NEBLUEconnect website interface. On the left, a navigation menu includes 'Library Information', 'Directory Listings', 'Reporting Fraud', 'NEBLUEconnect', and 'Medicare Information'. Below this, a 'NEBLUEconnect Overview' section lists various links like '>Mission Statement', '>EDI Contacts', and '>Support Center'. The 'NEBLUEconnect Library' section is circled in red, with a red arrow pointing to the 'Companion Documents' and 'PC-ACE Documentation' links. The main content area features a 'Welcome to NEBLUEconnect' heading, followed by text explaining the division's role and the benefits of EDI. A 'Catch an edi wave!' section includes a 'News' graphic and three links: 'Stop Paper Remits', 'File Transfer Password', and 'Change', all of which are circled in red with a red arrow pointing to them.

An important feature of the NEBLUEconnect website is the **Companion Documents** in the **NEBLUEconnect Library Section**. Companion documents describe specific requirements to be used for processing data at Blue Cross and Blue Shield of Nebraska in compliance with HIPAA EDI standards.

Whether you submit your claims directly to BCBSNE through NEBLUEconnect or through a clearinghouse, it's important to keep up on changes to the companion documents. All new trading partners must be certified by testing claim files. The companion documents contain requirements that are critical to passing the testing and certification process.

The **NEWS** section on this page changes often. If there is something new related to EDI, you'll know about it by looking here.

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Recent Changes to BCBSNE Companion Documents

837 I, P and D Companion Documents To Accommodate NPI

Effective May 23, 2005, providers can apply for a National Provider Identifier (NPI). BCBSNE accepts this new information electronically if submitted as described in the revised Companion Documents 837 I, P and D. The revised documents are published on our website at:

<http://www.bcbsneprovider.com/NEBLUEconnect/Library/CompanionDocuments/Companion.asp>

The companion documents have been changed as follows:

If the NPI is in the NM1 segment (NM 108/109 fields, where NM 108 is equal to the value of XX), then BCBSNE requires the provider ID in the REF 02 segment.

NOTE: BCBSNE does not require submission of the NPI at the present time. However, if your file contains the NPI number, it must be sent in the format described in the companion document. At this time, BCBSNE does not use the NPI to adjudicate claims.

276 HealthCare Claim Status Request

A BCBSNE business rule has been removed from the 276 Companion Document. Please review the example for details; the **red text** has been removed from this transaction:

Data Element Summary
Segment: NM1 Provider Name
Position: 050
Loop: 2100C Optional (Must Use)
Level: Detail
BCBSNE Trading Partner Business Rules

If you send multiple Provider requests within a 276 request, all subordinate BCBSNE 6 character IDs must relate to the same Federal Tax ID in 2100B NM1. If they do not match, you will receive an error.

Is Our Free Software Right for You?

Another feature of our website is located in the **Products and Services Section**. Clicking on the link to **PC-ACE** takes you to a page of information that is designed to help you to evaluate this software. PC-ACE is provided at no cost to Nebraska billers. Rather than extol its virtues in this newsletter, we invite you to go on-line and explore the information at:

<http://www.bcbsneprovider.com/NEBLUEconnect/ProductsServices/PC-ACE/PC-ACE.asp>

To get a feel of the software, check out our new demo that shows you the look of the claim screens. **HNS**

Medicare Supplement to Offer Dental Coverage

Blue Cross and Blue Shield of Nebraska (BCBSNE) is currently offering dental coverage to Nebraska State Education Association (NSEA) BlueSenior members. The plan includes Preventative, Restorative and Complex level benefits. You can identify members who have chosen coverage by matching the **YET** prefix of the member ID with the **“PPO-Dental”** indicator displayed in the upper right-hand corner of the member’s card.

The NSEA BlueSenior dental benefits – as with all

BCBSNE member coverage – can be determined by calling GABBI (**G**reater **A**ccess to **B**lue Cross and **B**lue Shield of Nebraska **I**nformation) at 1-800-635-0579. By entering the member’s ID you can access the **Dental Plan Code** number which provides a matrix of benefit levels and maximums. The **“Dental Benefits by Plan Code Description”** is available on our website at www.bcbsneprovider.com under “Library Information” then “Resources.” Please contact your Health Network Consultant if you have questions. **HNS**



BlueCross BlueShield of Nebraska

A Not-For-Profit Mutual Insurance Company and an Independent Licensee of the Blue Cross and Blue Shield Association

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If you would like to receive an e-mail each time we post a new issue of this newsletter on the provider website, please go to: www.bcbsne.com/update and fill out the form provided. You will also receive news about special announcements such as workshops, online resources, and other information from BCBSNE's Health Network Management Services Department!

ANNOUNCEMENT:

BCBSNE was awarded the dental insurance contract for The Nebraska Medical Center, headquartered in Omaha, effective January 1, 2006.

This account consists of approximately 3,200 contracts.

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