



DENTAL BULLETIN

SPRING 2014



Providing care to members of the GRID network

As an in-network dental professional with Arkansas Blue Cross and Blue Shield, you are part of a national dental provider network through Life & Specialty Ventures, LLC (LSV) and Highmark/United Concordia Companies, Inc.* But, did you know that — under certain circumstances — you also are considered part of the Dental GRID?

HERE'S WHY:

Several Blue Cross and Blue Shield Plans around the nation, and the Blue Cross and Blue Shield Association, have developed the national Dental GRID, which enables dentists to see patients from other participating Blue Plans at their local-plan

reimbursement levels. GRID Dental Corporation (GDC) also has partnered with the Association to administer FEP BlueDental for the Federal Employees Program, which uses the GRID network as an in-network provider source.

WHAT THIS MEANS FOR YOU:

By participating in Arkansas Blue Cross' network, you also have access to FEP BlueDental members and Blue Plan members with Dental GRID coverage. More patients will turn to your dental office for their dental care, because you will be in network for patients who live in Arkansas but are members of Blue Cross and Blue Shield groups based in other states or are federal employees.

THE BEST PART:

You don't have to do anything! Nothing about your participating provider agreement or reimbursement with our plan changes, and your participation relationship remains the same with us. This simply increases your potential patient base.

HOW TO RECOGNIZE A GRID PROGRAM MEMBER:

On either the front or back of the member's dental ID card or his or her combined medical-dental ID card, you should see the word "GRID," along with a customer service number to contact with benefit or eligibility questions. FEP BlueDental members' ID cards will be identified with FEP BlueDental, along with the claims submission address and customer service number to verify benefits.

**Life and Specialty Ventures, LLC (LSV), Highmark/United Concordia Companies, claims administration for Arkansas Blue Cross and Blue Shield are independent companies that operate*

services and claims administration for Highmark/United Concordia Cross.

GRID FREQUENTLY ASKED QUESTIONS

Q: How do GRID reimbursement levels compare to Arkansas Blue Cross' dental program reimbursements?

A: GRID reimbursement levels are equal to our current reimbursement levels.

Q: Where do dentists send claims for GRID?

A: Send claims to the address on the member's ID card. Please check the front or back of the card for address information. Claims are paid by the Blue Cross and/ or Blue Shield plan where the member's group is located – but reimbursement is based on your current participating provider agreement.

Q: What else do dentists need to know?

A: The national Dental GRID provides you with access to local members of Blue Cross and Blue Shield plans that are based in other states. Nothing about your participating provider agreement or reimbursement with our plan changes, and your participation relationship remains the same with us. This simply increases your potential patient base.

Q: What if I have more questions?

A: Should you have any questions regarding your participation in Dental GRID please contact your dental provider representatives.

DID YOU KNOW –

If you want to know if a business has dental coverage through Arkansas Blue Cross and Blue Shield, you can contact the local sales and service office in your area. They are:

■ FAYETTEVILLE

516 E. Millsap Road, Suite 103
Fayetteville, AR 72703
Customer Service: 1-800-817-7726
Email: customerservicenw@arkbluecross.com

■ FORT SMITH

3501 Old Greenwood Road, Suite 5
Fort Smith, AR 72903
Customer Service: 1-866-254-9117
Email: customerservicewc@arkbluecross.com

■ HOT SPRINGS

1820 Central Avenue, Suite F
Hot Springs, AR 71901
Customer Service: 1-800-588-5733

■ JONESBORO

707 E. Matthews Ave.
Jonesboro, AR 72401
Customer Service: 1-800-299-4124
Email: neregioncs@arkbluecross.com

■ LITTLE ROCK

320 W. Capitol, Suite 900
Little Rock, AR 72201
Customer Service: 1-800-238-8379

■ PINE BLUFF

509 Mallard Loop Drive
Pine Bluff, AR 71603
Customer Service: 1-800-236-0369
Email: pbc@arkbluecross.com

■ TEXARKANA

1710 Arkansas Boulevard
Texarkana, AR 71854
Customer Service: 1-800-470-9621



New United Concordia IVR system

United Concordia’s new interactive voice response (IVR) system responds to your voice so you can obtain information about your patients without punching in a bunch of numbers. You can obtain information by voice, fax, mail or email.

The IVR connects you to a full range of services 24/7, including:

- Patient coverage effective dates
- Patient benefits
- Claim/predetermination status information
- Procedure history
- Maximum/deductible accumulations

Quick-Step User’s Guide

To use the IVR, call any United Concordia toll-free customer service number and say “**dental office.**”

Top new features for dental clinics:

- You can now use your tax ID number if you don’t know your UCD provider number. You also can use your clinic’s 10 digit NPI number. The system does not ask for the NPI number, but it can be used.
- You also can hear the top 25 line rejection codes. You still will be able to hear the claim-level rejections.
- The instructions will be repeated if you say “repeat.”

Say “benefits” or press 1	Say “claims” or press 2	Say “something else” or press 3
<ul style="list-style-type: none"> • Benefit details <ul style="list-style-type: none"> – Fax, email or mail • Coverage <ul style="list-style-type: none"> – Effective date – Group name – Network name • Benefit summary <ul style="list-style-type: none"> – Listen by procedure code or benefit category 	<ul style="list-style-type: none"> • Say or enter date of service • Listen to status of the claim 	<ul style="list-style-type: none"> • Procedure history or press 1 • Accumulations • Patient responsibility calculator (allowance) or press 2 • Add date of service or press 3 • Hear orthodontic information or press 4 • Copay schedule (DHMO only) or press 5 • More options or press 7

After you have completed a task, the IVR will ask you, “Is there anything else I can help you with?” If you say “yes,” you will have the opportunity to complete other tasks, such as changing the patient’s ID number and/or your dental provider number.

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!

GENERAL DENTISTRY

Dr. Kristian C. Dietz — *Bentonville*
Dr. David L. Grace — *Fayetteville*
Dr. Isaac A. Le — *Fort Smith*
Dr. William P. Aven — *Hope*
Dr. Justina A. Lester — *Hope*
Dr. Huda L. Ali — *Little Rock*
Dr. Shilpa Dhawan — *Little Rock*
Dr. Aundra L. Murphy — *Little Rock*
Dr. Keith Stillwell — *Little Rock*
Dr. Aaron LaMaster — *Lonoke*
Dr. Todd B. Wyatt — *Searcy*

ORAL SURGEONS

Dr. William Alfonso — *North Little Rock*
Dr. Steven F. Molpus — *North Little Rock*
Dr. Scott A. Schoen — *Little Rock*

ORTHODONTISTS

Dr. Kolin E. Weaver — *Jonesboro*
Dr. Brenton E. Glassell — *Little Rock*

