



Dental News

Oregon Dental News

Dental Consultant Travels with Northwest Medical Teams

Regence has been a supporter of Northwest Medical Teams' (NWMT) efforts to bring hope and healing to thousands of people who have nowhere else to turn for help. More than 1,000 teams of dedicated volunteers from across the United States have traveled in 36 countries in the past 22 years.

The 1989 overthrow of Romania's dictator, Nicolae Ceausescu, brought to the world's attention a country burdened with enormous health and human services challenges, along with crumbling economic and social infrastructure. NWMT started work in Romania in 1991. Since then it has sent more than 120 teams with more than 1,000 volunteers to the troubled country. In 1997, NWMT partnered with Fundatia Heart of Hope to provide material support, educational assistance, medical and dental care and foster care training to benefit vulnerable Romanian children.

Regence consultant and Portland dentist, J.T. Eilers, D.M.D., was part of a team dispatched to Turna Rosa orphanage in Sibiu, Romania, from November 17 - 26, 2006. The team was lead by Weston Heringer Jr, D.M.D., director of the Pediatric Dentistry program at Oregon Health Science University (OHSU), who was making his fifth trip to the orphanage. Other team members included OHSU pediatric resident Dustin James, D.M.D.; Jill Eilers; Nancy Heringer; future dental student

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National Provider Identifier (NPI) – share it!

Have you applied for your National Provider Identifier (NPI) yet? Hopefully you have completed the application process and now just need to share your NPI with the various carriers you do business with. Share your NPI today with all carriers!

We **must** receive your NPI before the May 23, 2007, mandated date in order to load it in our systems. If we receive your NPI by May 23, we will be able to recognize your office or facility when you submit electronic claims using your NPI as the sole identifier.

After May 23, 2007, if you haven't already notified us of your NPI using one of the methods below, your electronic claim may be rejected at the clearinghouse level with an error message indicating the need to provide your NPI to Regence.

It is extremely important that once you obtain your NPI, you submit it to us using one of these four submission methods:

- **Online** submission is available on our provider Web site, www.or.regence.com/provider. Select Dental Professionals, then Dental Library, and scroll down to Dental Forms. Complete the electronic Provider Information/Provider Directory Update Form and submit it electronically.
- **Print** the Provider Information/Provider Directory Update Form from our provider Web site (go to Dental Professionals, Dental Library, and scroll down to Dental Forms). Fax the completed form to (503) 225-6911.
- **Call** your dental services representative.
- **Mail** your NPI to:

Regence BCBSO
Attn: Dental Services NPI
P.O. Box 1271, M/S E7F
Portland, OR 97207-1271

Until the May 23, 2007, deadline, you can submit electronic claims with either your Regence provider number alone, or with both your Regence provider number and your NPI. During this transition period, do not submit claims with only an NPI. After May 23, 2007, you must use only your NPI on electronic claims.

The latest NPI information, including answers to frequently asked questions, is in the Claims and Billing section, under NPI on our provider Web Site at www.or.regence.com/provider.

Please send only duplicate radiographs

When submitting x-rays for claims processing, please submit **duplicate** x-rays **only**. They should be of diagnostic quality and properly identified, dated and labeled "left" or "right."

As of June 1, 2007, Regence will no longer be returning any supporting documentation, including x-rays, that have been submitted for claims processing.

X-rays are required **only** for:

- Multiple anterior crowns
- Veneers
- Implants (full mouth or panorex)

Make sure you're using current CDT codes

Please be sure to bill your services using the newest CDT-2007 codes. In this last update, there were several new codes and three deletions. If you use one of the ADA[®] deleted codes, we will need to reject the service for proper coding.

Regence selects new national dental director to ramp up market growth



Jeff Sulitzer will help guide roll-out of new options for Individuals and groups

Regence has recruited Jeff Sulitzer, D.M.D., as its new director of dental programs to help the company expand its focus and competencies in its dental programs. Regence serves more than 800,000 dental members in Oregon, Idaho, Washington and Utah.

Dr. Sulitzer brings an established track record of helping other major health coverage carriers turn around and grow their dental business. He is expected to drive similar growth at Regence as the company prepares to expand its dental portfolio with the launch of products such as its new voluntary dental coverage.

“We conducted a lengthy and robust search for a dental programs expert and leader. As a dentist and a health care industry leader, Jeff recognizes the importance of creating greater access to dental benefits and in the connection of oral health with a holistic approach to wellness and prevention. Jeff will be working in the Health Care Services Division with a team of professionals and clinicians focused on an integrated approach to serving our members,” said John Wagner, vice president of Network Strategy and Performance at Regence.

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Jenna Knight; Portland Community College instructor Ann Jackson, RDH; and hygienists Bree Neet, RDH, and Michelle Turner, RDH. The team saw 120 eight- to eighteen-year-old orphan girls and boys with special needs. Dental care included extractions, amalgam and composite restorations, stainless steel crowns, prophies, sealants and fluoride treatments.

We're proud of Dr. Eilers and his focus on the wellness of our global community.



Dr. Sulitzer most recently served as the CEO of Atlantic Dental, Inc, located in Coral Gables, Florida. As CEO, he was responsible for growing the business by enhancing the government contracting/private label channel and by creating a commercial sales channel, penetrating the small and middle-sized group dental benefits market. The membership of the plan grew about 100,000 members during his tenure, to a total dental membership of approximately 700,000 lives.

Dr. Sulitzer also served as the dental head of Anthem Blue Cross and Blue Shield. At Anthem, he was responsible for the stabilization and growth of the dental business. Dr. Sulitzer also served as general manager for WellPoint Dental. At WellPoint, he grew dental profit and made the dental side of the business a true value-added benefit.

Please join us in welcoming Dr. Sulitzer to the Regence community.

Contact Us

We're here for you.

Don't hesitate to contact Customer Service or any of our service teams with your questions. Our Dental Business team is also dedicated to helping you. Contact information for your dental service representative is in the Dental Professionals sections of our *Provider Web Site*.

Customer Service

Portland: 1 (800) 722-5086 or (503) 225-6619

Salem: 1 (800) 228-0978 or (503) 371-3249

FEP Customer Service

1 (800) 962-2731

Provider Web Site

www.or.regence.com/provider

Dental Representatives

Misty St. Amour, RDH

(503) 225-6899 / 1 (800) 547-0939, ext. 6899
mxstamo@regence.com

Dental offices in the Portland metropolitan area, the north coast areas, and Vancouver, Washington.

Jackie Neufeld

(503) 225-6995 / 1 (800) 547-0939, ext. 6995
jrneufe@regence.com

Dental offices from Wilsonville to California, western coastal areas, Central And Eastern Oregon.

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