

# Dental



Regence  
BlueCross BlueShield  
of Oregon

An Independent Licensee of the Blue Cross and Blue Shield Association

October 2002

## News from Provider Affairs for dentists, office managers and billing personnel

### Electronic Claims Clearinghouse service update

Regence BlueCross BlueShield of Oregon is moving forward to fully implement our electronic claims submission through the Health Information Network (“THIN”). If you have not already done so, please contact your vendor or billing service to begin the process of converting your electronic claims to the clearinghouse. As noted previously, while there may be modest vendor costs for this conversion, there will be no per-claim cost charged for electronic claims submitted via THIN to other payers who accept electronic claims as long as you are submitting Blue Cross and/or Blue Shield claims electronically. It is our goal to have all submitters transitioned by December 15, 2002. If you have questions, please contact our Electronic Media Claims department at (503) 220-3924 or at [or\\_cron@regence.com](mailto:or_cron@regence.com).

### System Conversion coming to Regence BlueCross BlueShield of Oregon

- Regence BlueCross BlueShield of Oregon will be undergoing a major system conversion we refer to as the Regence Membership and Claims (“REMAC”) system. Be sure to take a minute and read all Regence communications concerning the REMAC project. We

are committed to ongoing communication with you throughout this fall and spring as the details of this conversion are finalized.

- In preparation for REMAC, we are replacing our highlight color printers with faster, black-only printers in November. This change is needed to service the anticipated increase in workload as a result of REMAC, and to position us to serve the black-only design of REMAC documents. This black-only version will give our current explanation of benefits, vouchers and identification cards a new look. Blue highlights have been converted to black-bold, and the blue logos have been converted to black.

### Help expedite your paper claims

To expedite your paper claims through the upcoming REMAC system conversion, we ask that you include your current unique nine-digit Regence-assigned provider number on your claim forms (your provider number is shown on your payment voucher on the top left-hand side).

The most current ADA dental claim form reserves block 44 for this code. If your claim form does not provide space for your provider number, please enter it behind the dentist’s name in the middle of the form.

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## Surgical extraction review

During the past year, Regence BlueCross BlueShield of Oregon has determined a need for additional review of claims for surgical extractions. We were seeing a much higher percentage of claims for this service than the national average.

Currently, an x-ray is required to document the presence of a condition which would require the surgical procedure. The need for surgical extractions cannot always be determined from the appearance of a tooth on x-rays. Therefore, **if the x-ray does not clearly support the surgical procedure**, a narrative or copy of the operative report needs to be submitted when filing a claim for surgical extractions (D7210).

If there is a lack of evidence that the procedure correlates with the CDT-3 coding description for D7210, the claim will be processed as a simple extraction (D7110). The patient will be notified that the amount covered is the contractual allowance for this procedure.

We appreciate your continued assistance in providing required documentation to assure that benefits are being appropriately applied.

## Coding Corner

Below are the guidelines for three commonly asked coding questions. If the patient's dental plan provides a benefit for these services, benefits would apply as follows.

### ■ Build-up

ADA Code	Benefit	Administrative Guideline
D2950	Restorative	Allowed as a separate benefit for teeth with prior endodontic treatment (i.e. a root canal). After 01/01/02, on our member's group renewal, buildups will be limited to <b>posterior</b> teeth.

### ■ General Anesthesia/Nitrous Oxide

ADA Code(s)	Benefit	Administrative Guideline
D9220 & D9221	Restorative	Allowed in the following situations: <ul style="list-style-type: none"><li>■ With at least two partial bony (7230) or full bony (7240) extractions</li><li>■ Children under age seven</li></ul>

### ■ Nightguards

ADA Code	Benefit	Administrative Guideline
D9940	Major	Allowed for the diagnosis of Bruxism

## HIPAA readiness update

The Regence Group, comprised of Regence BlueCross BlueShield of Oregon, Regence BlueShield (in Washington), Regence BlueCross BlueShield of Utah and Regence BlueShield of Idaho, is committed to keeping our dentists and other professional dental providers informed of our progress to comply with the mandates of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Here's an update of our efforts towards compliance:

- The Regence Group has established a dedicated HIPAA Program Management Office ("PMO") which is responsible for achieving overall HIPAA readiness. The PMO has developed an enterprise-wide HIPAA compliance plan and prepares monthly status reports for executive staff, the HIPAA Oversight Committee and periodically, to the Board of Directors.
- The Regence Group filed for an extension of the deadline originally set by HIPAA mandating standardized transactions and code sets across the industry. The original compliance date for transactions and code sets was October 16, 2002. In December 2001, President Bush approved a one-year extension [House Rule 3323 ("HR3323")]. Covered entities are required to submit a compliance plan to

the Department of Health and Human Services ("DHHS") to be granted the extension. The Regence Group and our affiliated plans will file for the extension and use the additional time to build, test and successfully implement the transactions and code set requirements. HR 3323 also requires that the compliance plan include a testing phase to begin no later than April 16, 2003.

- Final security regulations haven't been released; however, we're actively implementing changes based on the proposed regulations and in support of the privacy regulations.
- Our privacy efforts are in full force. We've hired a corporate privacy officer who has developed a corporate-wide privacy policy.
- To date, most management and staff in Oregon, Washington, Utah and Idaho have had HIPAA privacy awareness training. The privacy team has completed a detailed assessment to identify any gaps between The Regence Group's privacy policy and our current business practices. The privacy team has developed procedures for bringing each department into full HIPAA privacy compliance. These implementation efforts are currently underway and The Regence Group will be in full compliance with privacy regulations by April 14, 2003.
- The Regence Group will provide updates and information regarding our progress in future communication. Look for information on our Oregon provider information Web site:

**[www.regence.com/provider/bchso](http://www.regence.com/provider/bchso)**

If you have any question regarding training or information about HIPAA compliance, please contact your professional organization. The regulations can be found on the DHHS administrative simplification Web site at:

**[aspe.hhs.gov/adminsimp](http://aspe.hhs.gov/adminsimp)**

This update is the first in a series designed to keep you informed about the status of our compliance efforts. It is not intended to be an interpretation of the various regulations, nor is it intended to replace at the advice and counsel of your legal advisors.

If you have question regarding The Regence Group's HIPAA implementation activities, please contact your Provider Service representative.

## Billing tips

- Use an approved ADA dental claim form
- When billing for code D9630, please include the specific name of the medication
- Adjunctive services require a brief narrative to describe the necessity of the service or a procedure code
- Always indicate the following on the claim form:
  - ✓ Date of birth
  - ✓ Identification number
  - ✓ Provider name
  - ✓ Provider tax identification number
- If applicable, be sure to include the following on the claim form:
  - ✓ Specific tooth
  - ✓ Surfaces
  - ✓ Initial placement versus replacement
  - ✓ Missing teeth
  - ✓ Description of services
  - ✓ Periodontal chart

## What is MOB?

Maintenance of Benefits ("MOB") can be a challenge to understand. Not to be confused with coordination of benefits ("COB"), the following are characteristics specific to MOB:

- If a plan is determined to be the primary carrier, claims are paid according to contract benefits.
- If a plan is determined to be the secondary payer, benefits are first calculated as if the plan is the only payer. These benefits are then compared to the primary insurance benefit. No secondary benefits are paid if the primary plan's benefits are equal to or better.
- At no time is the deductible or stop loss credited in a MOB situation.

Examples :

- A payable claim is received for \$100. The primary plan benefit is 80 percent and the secondary plan benefit is also 80 percent. MOB results in no additional payment.

*(Continued)*

MOB Continued

■ A payable claim is received for \$100. The primary plan benefit is 50 percent and the secondary plan benefit is 80 percent. MOB results in the secondary plan processing additional benefits for the remaining 30 percent.

■ A payable claim is received for \$100. The primary plan benefit is 80 percent and the secondary plan benefit is 70 percent. MOB results in no additional payment as secondary coverage.

If you have any questions about MOB rules, please contact Customer Service.

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Watch for our new and improved provider information site!

[www.or.regence.com/provider/bcbso](http://www.or.regence.com/provider/bcbso)

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### Your Provider Service Representative

For dental offices in the Portland metropolitan area, the north coast areas and Vancouver, Washington, your Provider Service representative is:

Shalee Seely, RDH  
(503) 225-6899  
1 (800) 547-0939, ext. 6899  
e-mail: [saseely@regence.com](mailto:saseely@regence.com)

For dental offices from Wilsonville to California, western coastal areas, Central and Eastern Oregon, your Provider Service representative is:

Jackie Neufeld  
(503) 225-6995  
1 (800) 547-0939, ext. 6995  
e-mail: [jrneufe@regence.com](mailto:jrneufe@regence.com)

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