

WINTER **GET** 2023
ENVOLVED
THE ENVOLVE DENTAL PROVIDER NEWSLETTER

Envolve Dental is a leader in exceptional, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Each quarter we give you key information you can use to best serve your patients.

A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.

Changes in 2024 Medicare Dental Administration

We are pleased to continue partnering with dental providers in six states to continue Medicare administration into the new year. In other markets, some Medicare Advantage plans will transition to either DentaQuest or Liberty in 2024, as indicated in the table below.

	NJ, SC, TX, WA	AL, AZ, FL, GA, IL, IN, KS, LA, MI, MS, NV, NM, OH, OK, OR, PA, TN	MA, ME, MO, NE, NH, NC
2024 Wellcare Medicare Administrator	Liberty 866-544-4309	DentaQuest 855-873-1283	Envolve Dental (No change)

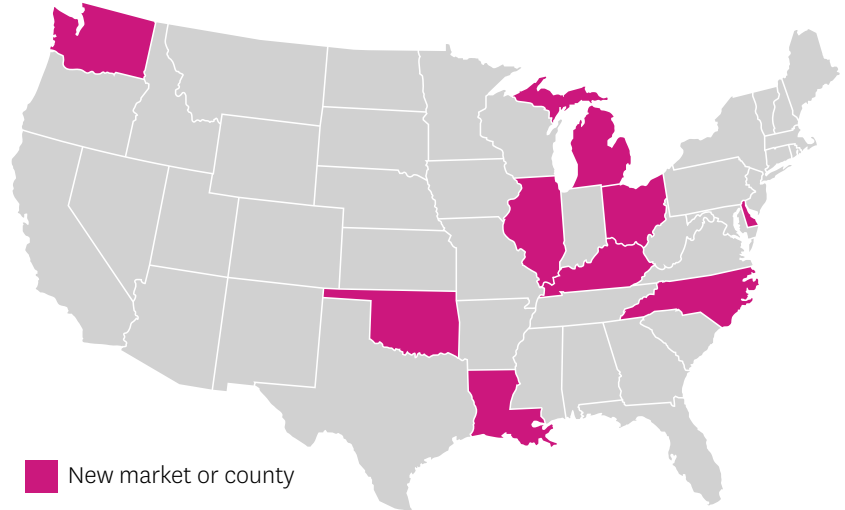
Any claim with a date of service on or after Jan. 1, 2024, should be submitted to the applicable dental benefit administrator. Please call us with any questions.



Ambetter Health Expanding Into New Markets

America's #1 Marketplace health insurance,* Ambetter Health, continues to expand into new markets in 2024. We welcome new providers and members in **Delaware**, as well as new counties in active markets including **Illinois, Kentucky, Louisiana, Michigan, North Carolina, Ohio, Oklahoma, and Washington**.

Envolve provides quality dental care solutions to **300,000 Ambetter members in 24 states** across the U.S.



*Statistical claims and the #1 Marketplace Insurance statement are in reference to national on-exchange marketplace membership and based on national Ambetter data in conjunction with findings from 2021 Rate Review data from CMS, 2021 State-Level Public Use File from CMS, state insurance regulatory filings, and public financial filings.

Local Market Updates

Below are important upcoming changes:

- **Nebraska Medicaid** – Effective January 1, 2024, dental services will be provided by the three managed care organizations (MCOs) in the state. Envolve Dental will be the dental administrator for Nebraska Total Care Medicaid members.
- **Ohio Medicaid** – All providers contracted with Envolve and registered to administer Medicaid benefits with the state must be displayed in the Find A Provider (FAP). Provider suppression is not allowed for Medicaid.
- **Louisiana Medicaid** – Adult value-add dental benefits are being terminated. These benefits will no longer be available after December 31, 2023.

Recordkeeping Requirements

Your commitment to accurate medical and dental recordkeeping is crucial. Envolve Dental mandates compliance with industry standards and the Provider Participation Agreement.

To ensure effective patient care and quality, your records must be legible, current, detailed, organized, and comprehensive. They should be easily identifiable by the member's name and accessible during services.

Moreover, your medical and dental records must always support medical necessity for dental service authorizations and claims. Envolve conducts retrospective reviews to ensure compliance, upholding the highest standards of patient care. In the realm of dental care, meticulous recordkeeping is not just an obligation; it's a commitment to exceptional service.



New ADA Guideline for Managing Pediatric Toothaches

The prescribing of opioids to treat dental pain in pediatric patients is down overall, but there is a new guideline set by the American Dental Association (ADA) to help when prescribing treatment for dental pain. For short-term pain, it is recommended to use acetaminophen or non-steroidal anti-inflammatory drugs (NSAIDs) like ibuprofen for children under the age of 12.

According to the article published by the ADA, “The guideline evaluated doses of acetaminophen and NSAIDs that may differ from the dosing printed on the over-the-counter packages of these medications. According to the guideline, when acetaminophen or NSAIDs are administered as directed by a dentist or other health care provider, the risk of harm to children from either medication is low.”

The new guideline will help manage acute dental pain for pediatric patients without over prescribing medication with abuse potential. Opioid prescriptions can be reserved for the rare occasion they are needed.

Source: [New Guideline Details Dental Pain Management Strategies for Pediatric Patients](#)



Can Patients with Disabilities Access Your Practice?

To enhance the availability of healthcare services for individuals with disabilities, we invite you to participate in the Provider Accessibility Initiative (PAI) survey. It is vital that patients have the most accurate information about your practice's accessibility.

Your involvement is particularly helpful to those patients who already struggle with many health care issues. According to the CDC, approximately one in four adults in the United States has a disability. Individuals with disabilities are more likely to:

- Have depression
- Struggle with obesity
- Have diabetes
- Smoke
- Have heart disease

Improving access to care for these at-risk patients is more important than ever. Please complete this short PAI survey to help make sure our members can find your practice when they need you most.

[Take the Survey Here](#)

Interpretation Services are Always Available

To provide culturally competent and proficient medical services, providers must ensure patients have access to medical interpreters, signers and TTY services. Any services provided to facilitate communication are at no charge to the patient. If you need TTY services for a patient, contact Customer Service.

Are You Enrolled to Administer Medicaid Benefits?

If you are contracted with us to see Medicaid members, please check that you are also registered with your state to administer Medicaid benefits to members. The Centers for Medicare & Medicaid Services (CMS) requires all providers who receive payment for members by a managed care organization (MCO) to be screened and enrolled with their state. For more information, visit envolvedental.com/notice.

Detecting and Preventing Fraud, Waste, and Abuse

Envolve Dental takes the detection, investigation, and prosecution of fraud, waste, and abuse very seriously. We perform ongoing claims audits, which in some cases may result in taking actions against those providers who, individually or as a practice, commit fraud, waste, or abuse. These actions include but are not limited to:

- Remedial education and/or training to prevent billing irregularity
- More stringent utilization review
- Recoupment of previously paid monies
- Termination of provider agreement or other contractual arrangement
- Civil and/or criminal prosecution
- Any other remedies available to rectify

Envolve Dental instructs and expects all its contractors and subcontractors to comply with applicable laws and regulations, including but not limited to the following:

- Federal and State False Claims Acts
- Qui Tam Provisions (Whistleblower)
- Anti-Kickback Statute
- Physician Self-Referral Law (Stark Law)
- HIPAA
- Social Security Act
- U.S. Criminal Codes

Fraud, Waste, and Abuse Hotline

- Envolve Dental Hotline:
800-345-1642
- Medicare Fraud Hotline of the HHS office Inspector General:
800-447-8477

Update Your Practice Information

The Provider Data Request form, found under *Managing Your Information* on our website [Provider Resources](#) page, is used to update any information relating to your practice. Please submit the form each time there is a change made to providers at your location, or if there is a change to the location itself. Once the form is complete, save a copy and email it to providerrelations@envolvehealth.com.

Clinical Policy Updates

Clinical policies are published and available on the Envolve Dental secure PWP at envolvedental.com/logon and the public website at envolvedental.com/policies. To request paper or electronic copies of clinical policy guidelines, please contact our Customer Service team.

No Referrals Required for Oral Exams

Envolve Dental does not require general or pediatric dentists to obtain a referral to dental specialists. If a specialist is needed, providers should recommend to members a specialist in the Envolve Dental network. Participating network specialists can be found on our website under [Find a Dentist](#) or the health plan's Find a Provider page.

Some specialists may have an office policy requiring a referral before they schedule an appointment for a member. Please consult directly with the specialist for office-specific referral requirements.

Timely Access to Care

Please refer to the chart below for guidance on patient access to care timelines. If you have any queries, please don't hesitate to get in touch with our Customer Service for assistance.

Type of Care	All States
Routine	Within 2 weeks
Sub-Acute Problem	Within 2 weeks
Chronic Problem	Within 4 weeks
Urgent	Within the same office day



DENTAL CARE BY THE NUMBERS

Engolve Dental Proudly Serves

 **31** STATES

 **79,000**
PROVIDERS

 **654,000**
MEDICARE LIVES

 **300,000**
HEALTH INSURANCE
MARKETPLACE LIVES

 **4.1M**
MEDICAID LIVES

About Us

Engolve Dental, Inc., is a wholly-owned subsidiary of Engolve Benefit Options, Inc., and Centene Corporation. Our innovative client solutions, education programs, personal attention, and provider support create a comprehensive dental care system that reduces administrative burden for providers and offers quality dental services for our clients' members. Questions? Please email us at providerrelations@engagehealth.com.

engage⁷
Benefit Options



Let Envolve be the Jewel in your Crown

envolve⁷
Benefit Options



As an Envolve network provider,
you'll enjoy:



Education
programs
and resources



Personal
attention
and support



Reduced
administrative
burden



Prompt
payment

Learn more:



www.EnvolveDental.com/ada