

**Q4 2019
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“*A smile is a curve
that sets
everything
straight.*”
— Phyllis Diller

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

GET INVOLVED

THE ENVOLVE DENTAL PROVIDER NEWSLETTER



ABOUT ENVOLVE DENTAL

Envolve Dental is a Dental Benefits Manager committed to improving the oral health of the community one smile at a time, which leads to improved overall health of individuals. Envolve Dental’s 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 client’s members.

You are among **15,000+ unique dental providers**, including independent providers and popular retail chains, within our network. Together we are educating members on necessary and preventative dental care and making patients healthier and happier, to improve their overall well-being.

Thank you for partnering with us to provide quality dental services to your patients. Should you have any questions about your participation on this panel or your Agreement with Envolve Dental, please contact Customer Service at EBOCustomerService@envolvehealth.com.



DENTAL CARE BY THE NUMBERS

16 STATES COVERED	2.4M MEDICAID LIVES	15,000+ PROVIDERS
34 PRODUCT SOLUTIONS	32,000 MEDICARE LIVES	

Envolve Dental Membership



As a participating provider in the Envolve Dental network, you have access to substantial patient volume and are a valuable member of our excellent dental care delivery team.



We offer and encourage you to use our Provider Web Portal to verify eligibility, file and submit claims, check claim status, view clinical criteria, Provider Manuals, procedures and print EOBs: pwp.envolvedental.com

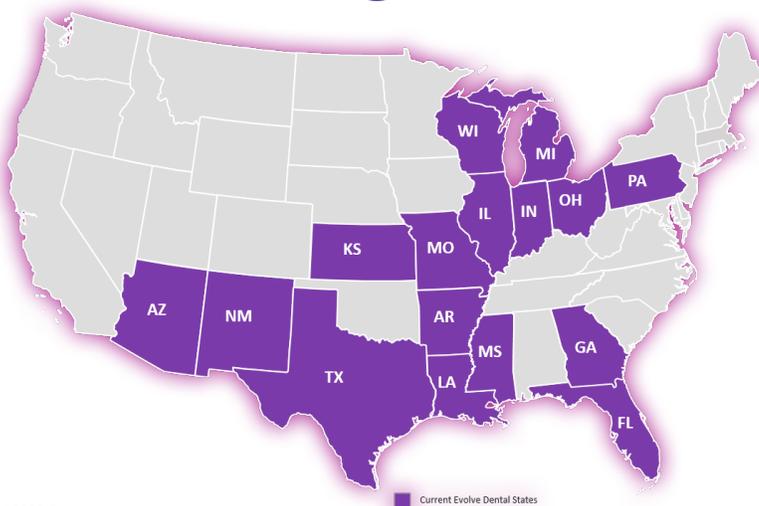


Allwell is a licensed health maintenance organization (HMO) contracted with the Centers for Medicare & Medicaid Services (CMS) to provide medical and behavioral health services to dual-eligible Medicare members. CMS also contracts with Allwell to provide Part D Prescription medications to members enrolled in certain health plans with include a Part D Benefit.



Ambetter is a Qualified Health Plan (QHP) as defined in the Affordable Care Act (ACA) and is offered to consumers through the Health Insurance Marketplace. Envolve Dental administers services for all Allwell and Ambetter plans across the United States.

State Coverage:^{*}



The Envolve Network team is in the process of reviewing provider files to ensure contracted providers have access to our full range of members. You can now see Ambetter and Allwell members, in addition to the members you currently see.

Medicaid
(13 states)

Marketplace
(9 States)

Medicare
(13 States)

*** 2020 Expansions:**

- January 1 → Allwell (Medicare) Expansion
 - New Mexico - Nevada
- Ascension Complete (Medicare) Offerings
 - Florida - Illinois - Kansas
- Ambetter (Marketplace) Expansion
 - Arizona - Pennsylvania - South Carolina - Texas



Questions? Contact Us!

Customer Service: EBOCustomerService@envolvehealth.com

Follow Envolve on Social Media!



Important Reminders



Review Updated Clinical Policies

Envolve Dental's clinical criteria, Provider Manuals, policies and procedures are available by logging into Provider Web Portal. Once logged in, the updated clinical policies are located on the top of the portal homepage.

Important reminders, notices, benefit grids, and provider manuals are located in the Documents tab and communicated to providers via fax, mail, or email.

If you do not have access to Provider Web Portal, register for access at:

pwp.envolvedental.com/Registration



Office Information Updates

Please verify that your office information and appointment availability is up-to-date. Providers must be able to offer appointments within the appointment wait time as established by state guidelines. Please log into the Provider Web Portal and ensure all relevant information is updated in the Entity Management tab.

Appointment accessibility standards are available in the Envolve Dental Provider Manual located in the Documents tab of the Provider Web Portal.



The Envolve Dental Commitment

As part of our ongoing commitment to members and providers, please review the following Affirmative Statement:

- Envolve Dental Utilization Management staff decision making is based only on appropriateness of care, service, and existence of coverage.
- Envolve Dental does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Envolve Dental does not offer financial incentives for Utilization Management decision makers to encourage decisions that result in underutilization.