

VOLUME 2 - ISSUE 2 **GET** Q2 2020
ENVOLVED
THE ENVOLVE DENTAL PROVIDER NEWSLETTER

Envolve Dental is a leader in superior, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Every quarter we will share key news that you can use to best serve your patients.

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

COVID-19 Continues to Evolve

Envolve Dental continues to closely monitor new information and guidance, including updates to risk assessment and treatment options, relating to the COVID-19 pandemic in coordination with applicable CMS, federal, and state guidance. We rely on you, our provider partners, to help ensure our members receive the care that they need.

The following updates and resources are provided to help you identify the virus and care for your patients during this time of heightened concern:

- Updates to Envolve telehealth policies include expanded coverage through July 25, 2020. Any service that can be delivered virtually will be eligible for telehealth coverage. End date is subject to change as regulatory guidance evolves.
- Know the symptoms of COVID-19. Please refer to the CDC's Information for Healthcare Professionals about Coronavirus (COVID-19) webpage for updated information as it evolves: www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html



MEMBER BILLING REMINDER

Medicaid and Medicare members should not be billed for services including fees to cover the costs of personal protective equipment such as: infection control fee, biohazard fee, miscellaneous fee, etc. If your office requires financial assistance, the Department of Health and Human Services (HHS) announced that eligible Medicaid and Children's Health Insurance Program (CHIP) providers can apply to the Medicaid Targeted Distribution portion of the CARES Act Provider Relief Fund. To apply, please access the [portal here](#).

Opioid Awareness in the Dental Office: Helpful Tips



Be aware: Dentists may be the first to prescribe an opioid to an adolescent for pain management after third molar extraction. It is important to know that research has shown medical use of prescription opioids is highly correlated with non-medical use of prescription opioids among high school seniors. Among adolescents reporting both types of use, medical use generally came first. In view of this risk, consider using non-opioid analgesics for this population.



Counsel your patients if you prescribe an opioid pain medication:

- Ask about any other medications they are currently taking, and whether they or any family members have had problems with substance abuse, such as with alcohol, prescription medications, or illicit drugs.
- Explain the risks of taking the medication.
- Describe how to take the medicine and how long to take it.
- Explain that alcohol should never be used when taking an opioid medication.



Consider nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.



Register with and use your state's Prescription Drug Monitoring Program (PDMP) to promote the appropriate use of opioids and deter misuse and abuse. When opioid prescribing is indicated, risk of misuse and diversion may be mitigated by consistent PDMP use and patient education.

Envolve Dental is helping to address this nationwide epidemic by implementing a patient safety program to promote prudent prescribing practices. Included in the criteria for this safety initiative are dentists that provide more than three opioid prescriptions to a patient in a month or exceed the American Dental Association guidelines of a seven-day supply of opioids. You can request a copy of the opioid awareness quality improvement program by emailing providerrelations@envolvedental.com.

Cultural Competency Strengthens Patient Care

Envolve Dental is committed to the development, strengthening, and sustaining of healthy provider/member relationships. When healthcare services are delivered without regard for cultural differences, members are at risk for sub-optimal care.

The road to developing a culturally competent practice begins with the recognition and acceptance of the value of meeting the needs of your patients. Envolve Dental is committed to helping you reach this goal. Take into consideration the following as you provide care to members:

- **What are your own cultural values and identity?**
- **How do/can cultural differences affect your relationship with your patients?**
- **How much do you know about your patient's culture and language?**
- **Does your understanding of culture take into consideration values, communication styles, spirituality, language ability, literacy, and family definitions?**
- **Do you embrace differences as allies in your patients' healing process?**

For more information, the U.S. Department of Health and Human Services Office of Minority Health has published a suite of online educational programs to **Advance Health Equity at Every Point of Contact** through development and promotion of culturally and linguistically appropriate services.

Verify Member Eligibility on Date of Service

Member eligibility changes can occur throughout the month. Use one of the following methods to verify member eligibility on each date of service:



Log on to the Envolve Dental Provider Web Portal at [EnvolveDental.com/logon](https://www.envolvehealth.com/logon). Search by date of service and either of the following: Member name and date of birth, or member Medicaid ID and date of birth. Providers may access a list of eligible members who have selected or have been assigned to their office. The Patient Roster is reflective of all demographic changes made within the last 24 hours.



Call the automated member eligibility IVR system. Call the Provider Services number for your state and follow the appropriate menu options to reach our automated member eligibility-verification system 24 hours a day. The automated system will prompt you to enter the member Medicaid ID and the month of service to check eligibility.



Contact Envolve Dental Provider Services. If you cannot confirm member eligibility using the methods above, call the Envolve Dental toll-free number for your state. Provider Services will need the member name, member Medicaid ID, and member date of birth to verify eligibility.



Provider Web Portal Offers Fastest Way to Submit Claims

Although dental providers may submit paper claims via U.S. mail, Envolve Dental encourages network providers to submit claims and encounters electronically through our Provider Web Portal (PWP) or selected electronic clearinghouses for the fastest responses and payments.

The Envolve Dental PWP is user-friendly and has specific fields to enter all required information. It also contains an upload feature to attach all supporting documents, x-rays, and other useful information. To avoid delayed payments, refer to the benefit grids to ensure you include all required information before submitting. To access the portal, go to [EnvolveDental.com/logon](https://www.envolvehealth.com/logon). Contact us at providerrelations@envolvehealth.com for assistance.

DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves



18 STATES



15,000+ PROVIDERS



2.6M MEDICAID LIVES



45 PRODUCT SOLUTIONS



46,000 MEDICARE LIVES



200,000 HEALTH INSURANCE MARKETPLACE LIVES

More About Our Medicare Advantage and Health Insurance Marketplace Plans

Envolve Dental works with a variety of health plans to provide dental care benefits to Medicare and Health Insurance Marketplace members across the country. Depending on your state, service area and terms of your participating provider agreement, you may see members in at least one of the following plans, in addition to state-specific Medicaid plans:



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 members who are eligible for both Medicare and Medicaid. CMS also contracts with Allwell to provide Part D prescription medications to members enrolled in certain Medicare health plans that 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.

Ascension Complete

Ascension Complete is a licensed health maintenance organization (HMO) contracted with the Centers for Medicare & Medicaid Services (CMS) to provide Part D prescription medications to members enrolled in certain Medicare health plans with a Part D benefit. Envolve currently services Ascension Complete members in Florida, Illinois, and Kansas.

About Us

Envolve Dental, Inc. is a wholly-owned subsidiary of Envolve 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 members. Questions? Please email us at providerrelations@envolvehealth.com.

