



# Dental OfficeLink Updates™

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Send us your questions and suggestions. We welcome them.

**Welcome to the latest edition of Dental OfficeLink Updates (OLU). As always, we bring you regular updates and relevant news for your office.**

## **New continuing education (CE) courses available through Aetna®**

Aetna Dental network providers can take CE courses for free. Register for a free user account to participate in the activities, complete evaluations and receive credit. | PAGE 7



# Notices

## California Assembly Bill (AB) 1184: Confidentiality of Medical Information Act

California [Assembly Bill \(AB\) 1184](#) went into effect on July 1, 2022. This new law permits a member enrolled in a fully insured commercial product to designate a confidential mailing address, telephone number or email address for any communications regarding “sensitive services.”

Sensitive services include:

- Mental health and substance use disorder (MH/SUD) counseling or treatment
- Sexual and reproductive health care services (including testing and services for sexually transmitted infections)
- HIV (human immunodeficiency virus) testing
- Gender-affirming care
- Services for rape, incest and intimate partner violence

You must honor all requests by a protected individual to designate a confidential mailing address, telephone number, or email address for any communications regarding sensitive services.

### **What types of communications must be sent confidentially upon request?**

Communication types include the following:

- Bills
- Utilization management determinations
- Explanation of Benefits (EOB) statements
- Descriptions of services provided and other information related to a visit
- Written, oral or electronic communications that contain protected health information (PHI)



## Important reminders

### You need permission to use offshore entities

An offshore entity is an individual or entity that is physically located outside of the United States or one of its territories.

If you are a participating provider in our PPO or DMO® plans and you have opted out of Aetna Dental® Medicare Advantage, then, in accordance with your commercial participation agreement with Aetna®, you must request permission to use an offshore entity for any services where the offshore entity may receive, process, transfer, handle, store or access the protected health information (PHI) of Aetna Dental members.

To request permission to perform offshore services, submit a [Commercial Dental Offshore Services Attestation form](#). If you are already using an offshore entity, please submit an attestation form as soon as possible.

If you are a provider who participates in the Aetna Dental Medicare Advantage network, please refer to the [FDR guidebook \(PDF\)](#).

### Update your demographic information

Let us know about any demographic changes to help ensure that we have accurate information for your office. Tell us about changes to your:

- Name
- Tax identification number (TIN)

- Address/location
- Practice ownership
- Associate status in your practice (to help prevent claims payment errors, you must send us a new W-9)
- Phone numbers
- Email/website addresses

### **It's easy to let us know**

Just log in to [AetnaDental.com](https://www.aetnadental.com). Go to the Helpful Links tab and choose Update Office Information. Select the appropriate form to send to us.

## You no longer have to submit U&C fee profiles

Remember, as of February 2022, Aetna® no longer requires Dental Maintenance Organization (DMO®) primary care dentists to submit their Usual & Customary (U&C) fee profiles.

- For percentage coinsurance: Member coinsurance is determined by applying the plan's coinsurance percentage to your current office U&C fee for each covered service provided.
- For fixed copayments: Members are responsible for their fixed copayment amounts as outlined in the Dental Office Guide. You can find the guide by logging in to [AetnaDental.com](https://www.aetnadental.com) and clicking the Helpful Links drop-down arrow.

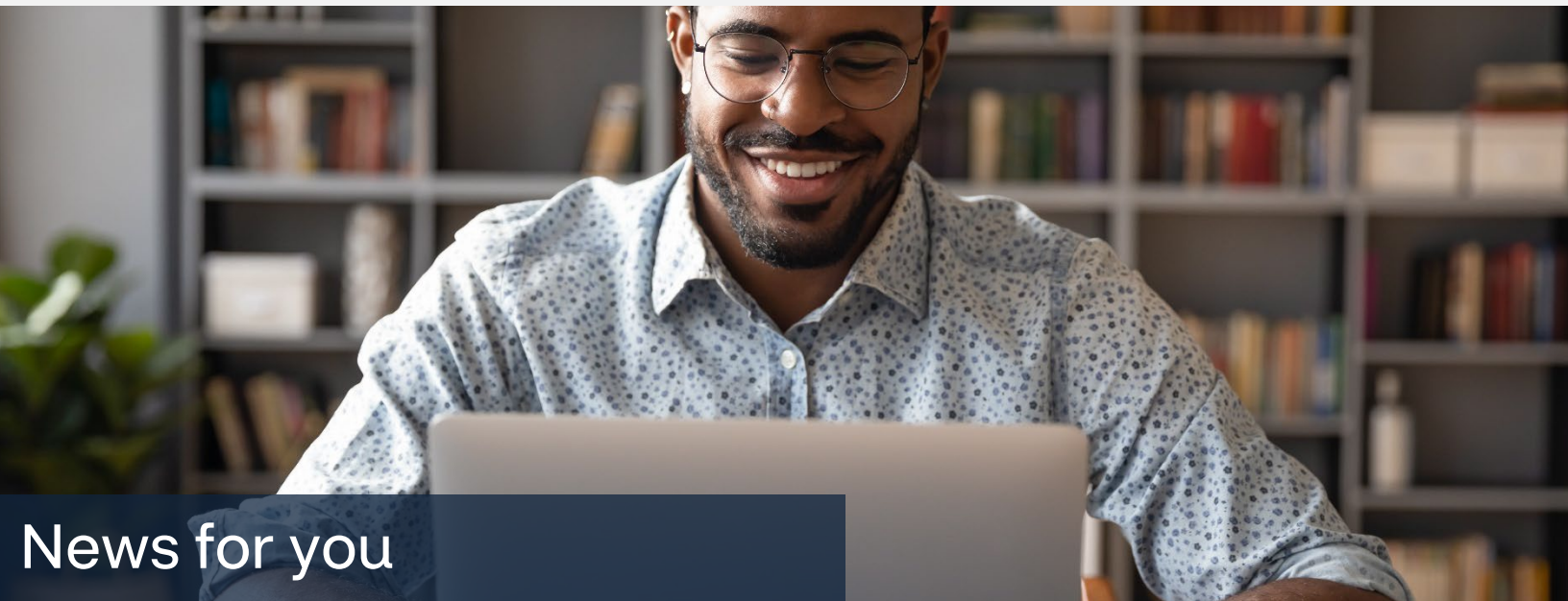
Should we find that your U&C fee is above the industry norm for your area, we will reach out to you to discuss it.

## Providers can easily be added to our network

Once a provider is on the [Apply for Participation](#) page, they should choose their state and application method. Once they've submitted their application, the credentialing process will begin. Note that the process varies by state.

If a provider is not already participating in the state of service, that provider will need to be fully credentialed and should use the process outlined above.

If a provider is fully credentialed in the state of service and just needs to be added to a location in that same state, log in to our [provider portal](#). Go to Resources and Programs > Forms for Network Dentists. Then, choose your state. After that, choose Office Information Update Forms > Add Request.



## News for you

### A new study shows value in antiseptic use

A recent Johnson & Johnson clinical study revealed that LISTERINE® antiseptic can provide powerful protection against plaque, gingivitis, and bleeding — even among those who don't floss well or don't floss at all.<sup>1</sup>

In the study, LISTERINE antiseptic was found to be 4.6 times more effective than flossing for sustained plaque reduction above the gumline.\* In addition, it was shown to be 1.8 times more effective than flossing for gingivitis reduction\*\* and also provided a 76% reduction in mean bleeding index.

The twelve-week study evaluated the efficacy of LISTERINE antiseptic compared with flossing by a hygienist or under supervision, all in combination with brushing twice daily. Only those participants who used LISTERINE antiseptic in combination with brushing experienced a statistically significant reduction in supragingival plaque buildup.

#### **More information**

Tune in to a free American Dental Hygienists' Association (ADHA) [recorded webinar](#) to learn about the findings. Registration is easy.

\*Flossing by a dental hygienist. Sustained plaque reduction after dental prophylaxis.

\*\*Flossing by a dental hygienist.

<sup>1</sup>All statistics in this article come from Bosma ML, McGuire JA, Sunkara A, et al. [Efficacy of professional flossing, supervised flossing and mouth rinsing regimens on plaque and gingivitis: a 12-week, randomized clinical trial](#). Journal of Dental Hygiene. June 2022; 96(3). Accessed on September 26, 2022.

## Programs that could increase your patient base

### **Aetna Dental Access® program**

- ID card: Look for “Aetna Dental Access”
- Compensation: Same as maximum fee on preferred provider organization (PPO) fee schedule
- Claims: No claims filing required. Patient responsible for entire payment at the time of service.
- To verify eligibility: Call the number on the patient’s ID card or call our Aetna Voice Advantage® telephone self-service system at **1-888 BE VITAL (1-888-238-4825) (TTY: 711)**.

### **Aetna Dental® Administrators program**

- ID card: Look for “Aetna Dental Administrators”
- Compensation: (PPO) fee schedule
- Claims: Submit claims to the address on the ID card only
- To verify eligibility: Call the number on the patient’s ID card

Aetna Dental Administrators will enable us to extend our services to, and form relationships with, a variety of select third-party administrators and other payers. In turn, these relationships could bring more patients to your office.

The administrators and payers included in this program have agreed to meet Aetna’s claims payment and other important standards, and we hope that you are as excited about this opportunity as we are. However, should you have any questions or concerns, please do not hesitate to call our Dentist Contracting Hotline at **1-800-776-0537 (TTY: 711)**.

### **Discount programs supported by the Aetna Dental Access network**

The Aetna® Vital Savings program and other discount programs supported by the Aetna Dental Access network are growing. Your participating Aetna Dental Access office may be seeing new patients enrolled in these discount programs soon.

- ID card: Look for “Aetna Dental Access”
- Patients are responsible for payment at the time of treatment
- To verify eligibility: Call the number on the patient’s ID card (some cards might have an alphanumeric ID — use only the numbers when calling)

## New continuing education (CE) courses available through Aetna®

If you are an Aetna Dental network provider, you can take CME Outfitters continuing medical education/continuing education (CME/CE) courses below for free. You'll need to register for a free CME Outfitters user account to participate in the activities, complete evaluations and receive credit.

When creating your CME Outfitters user profile, enter "Aetna" in the Company/Organization field.

### Digital badging

CME Outfitters offers free digital badge credentials for education in Diversity & Inclusion.

[Learn more about this digital credential.](#)

### Diversity and inclusion courses

[Proceedings of the Forum: Addressing Unconscious Bias and Disparities in Health Care: A Call to Action](#) (60 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ADA CERP, ABIM MOC, ABP MOC

This CME Outfitters monograph focuses on historical and present-day sources of health care disparities as discussed in a trail-blazing, two-day, round-table seminar. The discussion included the effects that disparate health and health care have on vulnerable minority populations, and specific strategies to mitigate structural and interpersonal racism to counter these disparities and promote best practices for equitable patient treatment.

[Closing the Gap: Disparities in Oral Health and Access to Dental Care](#) (45 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ADA CERP, ABIM MOC

This CME Outfitters podcast focuses on the systemic and social determinants that contribute to oral health disparities, particularly the factors that contribute to dental health disparities in patients of color.

The activity provides action steps for medical and dental HCPs to help mitigate inequities in oral health and the consequences of poor dental care.

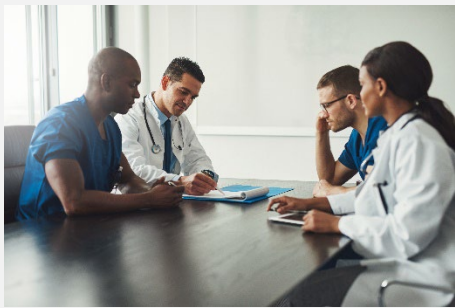
**Promoting Equitable Oral Health in Patients of Color** (45 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ADA CERP, ABIM MOC

This CME Outfitters BriefCase activity focuses on patient cases that illustrate disparities in oral health and practical steps dental health professionals can take to mitigate these in their own practice to eliminate barriers to equitable dental and oral health care in patients of color.

**Equity and Health Care Disparities: The Role of Leaders in Addressing the Crisis** (30 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ABIM MOC

This CME Outfitters podcast focuses on the role of health systems in addressing structural racism and clinician/staff biases and how health systems administrators can integrate best practices to support patients and reduce disparities in care.

**Pain management courses**

**On Target with Pain Management: Leveraging Change for Positive Outcomes** (60 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ABIM MOC

This REMS Adaptive OnDemand experience focuses on the underlying mechanisms of pain and strategies for optimizing safe and competent prescribing in addition to tools for how to best identify risk factors of opioid use disorder.

The activity will provide learners with strategies to engage patients in education about their own pain.



**Patient Education to Manage Expectations About Pain and Pain Management** (15 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ABIM MOC

This podcast focuses on making informative treatment decisions for pain management in order to change habits and improve outcomes.

Part of that process is to educate patients in order to manage their expectations, and the podcast features expert faculty discussing strategies on how to best assess patients for misuse and communicate necessary information with patients.

**Talking Safety and NSAIDs** (15 minutes)



Credit types: ACCME, ANCC, ACPE, AAPA, ABIM MOC

This podcast focuses on NSAID myths and precautions to take when prescribing NSAIDs for acute and chronic pain.

**More information**

Questions? Please contact [CME Outfitters](#).

**National Dental Association honors Aetna Chief Dental Officer, Dr. Mary Lee Conicella, with its prestigious President's Award**

We are excited to announce that Dr. Mary Lee Conicella has been recognized by the National Dental Association (NDA) as a recipient of their President's Award this year.

Her support of the dental profession and longstanding partnership with the Association has made a huge impact here at Aetna, and we want to take this time to congratulate her on this achievement and thank her for instrumental role she plays in helping develop dental care solutions that improve the health and well-being of our members.

Since 2001, no other leader from a corporation has received this award.

## Preventive oral health care improves overall wellness

Recent studies continue to reinforce that preventive oral health care and the treatment of periodontal disease improves overall wellness and lowers the total cost of care.

A recent article, co-authored by Aetna's own Chief Dental Officer, Dr. Mary Lee Conicella, highlights why Aetna's Dental-Mental Integration (DMI) program is viewed as the gold standard for how insurance companies should manage programs for high-risk members.<sup>1</sup>

<sup>1</sup>Jonckheere J, Conicella ML. [Advancing dental-mental integration: plans, providers and patients](#). Compendium of Continuing Education in Dentistry. September 2022; 43 (8). Accessed on September 23, 2022.

## Check claims guidelines online

We want to help you and your staff members eliminate administrative challenges, such as the strain of having to contact the call center or having to resubmit supporting documentation, so that you can have more face-to-face time with your patients.

Did you know that you can find claims tips and guidelines online? Simply log in to [AetnaDental.com](https://www.aetna.com), click on Claims & Electronic Solutions, and then click Claims Tips and Guidelines.

### **How to submit attachments**

Under "How to submit attachments," you will find a guide that explains our claims documentation guidelines. It also provides a list of CDT codes, what documentation may be needed to review the service, and the coverage guidelines.

Benefits are subject to the member's plan, which means that exclusions and limitations may apply.

### **Example: D4341 and D4342 codes**

D4341 and D4342 require current dated pre-operative periodontal charting. If three or four quadrants are done in one day, you'd also submit chart notes, including the length of the appointment, the anesthetic used for the date of service, and the rationale for performing multiple quadrants (3 to 4) at one appointment.

D4341 and D4342 benefits require root surface calculus, radiographic bone loss and bleeding upon probing. Additional information, such as gingival recession, frenum involvement and furcation defects, are also evaluated. But in general, documented 5 to 8 mm pockets determine benefits.

## Aetna Voice Advantage® (AVA) now provides last paid date and remaining visits

Did you know that our [Aetna Voice Advantage](#) telephone self-service system now gives the last paid date and remaining visits for some common ADA codes? This information is now included in our general breakdown of benefits for both our PPO and DMO products.

By calling our National Dental Line at **1-800-451-7715 (TTY: 711)**, you can get the last paid date and remaining visits via AVA or fax for the following codes:

Exams	D0120/D0140/D0145/D0150/D0160/D0170/D0180
X-Rays	D0210/D0330/D0270/D0272/D0273/D0274/D0277
Full Mouth Debridement	D4355
Scaling with Moderate to Severe Inflammation	D4346
Periodontal Maintenance	D4910
Fluoride	D1208/D1206

The following codes are available on the Basic Eligibility Fax (but not on DMO Basic Eligibility faxes):

D0120 — Periodic Oral Exam	D2750 — Crowns
D0140 — Limited Oral Evaluation (Problem Focused)	D2950 — Core Buildup
D0150 — Comprehensive Oral Exam	D3330 — Root Canal
D0210 — Full Mouth X-Rays	D4341 — Perio Scaling and Root Planing
D0220 — Intraoral Periapical (1st image)	D4346 — Scaling with Moderate to Severe Inflammation
D0230 — Intraoral Periapical (additional images)	D4355 — Full Mouth Debridement
D0272 — Bitewing X-Rays	D4381 — Arestin®
D0274 — Bitewing X-Rays	D4910 — Periodontal Maintenance
D0330 — Panoramic X-Ray	D5110 — Complete Denture Maxillary
D0431 — Adjunctive Pre-Diagnostic or Oral Cancer Screening	D5120 — Complete Denture Mandibular
D1110 — Adult Prophylaxis	D7140 — Simple Extraction
D1120 — Child Prophylaxis	D9110 — Palliative Treatment
D1208 — Fluoride	D9220 — Anesthesia
D1351 — Sealant	D9230 — Nitrous Oxide
D2391 — Composite Fillings	D9310 — Consultation

**What else AVA can do for you**

AVA will also allow you to receive claims status on specific dates of service, receive benefits and eligibility information, and receive benefits details for all ADA codes on multiple patients — all during one phone call.



## Medicare updates

### Aetna Dental® Medicare Advantage providers — stay in compliance

Do you know that dentists are considered First Tier, Downstream, and Related entities (FDRs) based on your contract with Aetna®? The Centers for Medicare & Medicaid Services (CMS) requires all FDRs to have an effective compliance program.

#### What are the requirements?

- Distribute either the [CVS Health Code of Conduct \(PDF\)](#) or your own conduct standards or compliance policies to employees/subcontractors.
- Perform exclusion screenings on employees/subcontractors both prior to hiring or contracting and monthly thereafter to ensure that they are not excluded from participating in federal programs. You must enter the names of your employees/subcontractors into both the [Office of Inspector General](#) site and the [Exclusions page of SAM.gov](#) to determine if any of them are excluded. If any of them are, you must remove them from work related to Aetna Medicare, and you must let Aetna know about the exclusion.
- Have a process in place for employees/subcontractors to report compliance and fraud, waste and abuse issues. If any of those issues affect Aetna, you must report the problem to Aetna. To meet this requirement, you may, for example, display our [reporting poster \(PDF\)](#).
- Oversee any subcontractor that performs services for Aetna to ensure that the subcontractor complies with the CMS compliance program.

#### How to comply

More details about CMS compliance requirements and how to meet them are outlined in the [FDR Guidebook \(PDF\)](#), which also provides helpful tools that you can use to determine whether you are meeting requirements. If you are not meeting any of these requirements, we encourage you to make corrections to your processes.

## Ask questions

[Send us an email message](#) and we can work with you to develop a Corrective Action Plan.

## Participating Aetna® PPO dentists also participate with Aetna Medicare Advantage

Aetna Medicare network membership has more than doubled in 2022. Many of our members moved from the Aetna Direct Member Reimbursement (DMR) plan to our PPO network plan.

### What you need to know

As a network dentist, you'll be able to see all Aetna Dental® Medicare Advantage members. Many of our members have switched to our ever-growing PPO dental network.

### ID cards and reimbursement details

Medicare members have a combined dental/medical ID card, so you may see references to HMO, DSNP, HMO-POS, or PPO. Regardless of the medical plan, if the ID card says "Aetna Medicare Dental" in the upper-right-hand corner, then the member has a network dental plan, and you will be reimbursed according to the PPO fee schedule you have with us.

### Claims, eligibility and support — we're here for you

Submit claims to the address on the member ID card. If the member indicates they have dental coverage with Aetna but there is no mention of Aetna Medicare Dental on their ID card, they may have a non-networked plan. In that case, contact us to confirm eligibility. To confirm eligibility for Aetna members who have a Medicare plan, call us at **1-800-624-0756 (TTY: 711)** or log in to [AetnaDental.com](https://www.aetnadental.com), select Access Electronic Services and follow the prompts to verify member eligibility.

Our dedicated Medicare Provider Services team offers personalized customer service and can help you with questions about Medicare dental plan eligibility, benefits and claims.

You can also log into [AetnaDental.com](https://www.aetnadental.com) to view our 2023 Medicare Quick Reference Guide, which contains plan benefits and claim submission information. Just look for the purple banner that says "What's New" and click on the guide, or look under the Helpful Links tab.

Thank you for participating with us as a dental provider in our portfolio of products. We value your participation in our network.

## Aetna Dental® Medicare Advantage network membership has doubled

### **What you need to know**

As a network dentist, you'll be able to treat all Aetna Dental Medicare Advantage members. You'll be reimbursed according to the PPO fee schedule you have with us even if the member says they have an HMO, DSNP, HMO-POS or PPO plan.

## CMS opt-out providers are now reimbursed for providing dental services to Aetna Medicare Advantage members

Beginning January 1, 2022, providers who have opted out of participation with the Centers for Medicare & Medicaid Services (CMS) are allowed to participate in Aetna Medicare Advantage plans with dental benefits for the provision of dental services. New guidance from CMS allows CMS opt-out providers to be reimbursed for providing supplemental dental services to Medicare Advantage members with dental benefits.

Previously, CMS guidelines prohibited Aetna® from reimbursing providers who did not participate with CMS for any services provided to Medicare Advantage members.



## State-specific updates

### Colorado: Complete your anti-bias training, provider directory updates and a survey

#### **The anti-bias-training requirement**

To offer a culturally competent network, the Colorado Division of Insurance requires that providers and front office staff who participate in Individual and Small Group ACA plans complete anti-bias, cultural competency, or similar training annually to assist patients who experience higher rates of health disparities or inequities.

Providers and their front office staff must have this training no later than January 1, 2023. Providers are responsible for coordinating their own training.

Each carrier must report this information annually to the Division of Insurance for their provider network.

#### **The directory update requirement**

The provider directory must indicate whether providers are multilingual, have extended hours and are accessible for people who have disabilities.

#### **The mandatory survey**

Complete one [survey](#) per office/facility. Please take it by January 20, 2023.





# How to reach us

## Phone numbers

### **National Dentist Hotline**

Have a question about the PPO or DMO network, claim status, member eligibility, contact information or DMO® supplies? Call the National Dentist Hotline at **1-800-451-7715 (TTY: 711)**.

### **Dentist Contracting Hotline**

For PPO contract information, call the Dentist Contracting Hotline at **1-800-776-0537 (TTY: 711)**.

### **Medicare Dentist Hotline**

Have a question or need help with our Medicare plans? Please reach out to our dedicated Medicare Provider Services team. They offer personalized customer service and can help you with Medicare eligibility, claims or dental plan benefits questions. Call **1-800-624-0756 (TTY: 711)**.

## Web and mailing addresses

On the [Aetna Dental website](#), you can:

- Update your personal information, including your National Provider Identifier (NPI) and email address

- View dental office guides
- Take continuing education courses, and more

**Northeast region (CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV)**

Aetna Dental  
PO Box 14080  
Lexington, KY 40512-4080

**South region (AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX)**

Aetna Dental  
PO Box 14597  
Lexington, KY 40512-4597

**West region (AZ, CA, CO, HI, IA, ID, IL, IN, KS, KY, MI, MN, MO, NE, NM, NV, OH, OR, UT, WA, WI)**

Aetna Dental  
PO Box 10462  
Van Nuys, CA 91410

## Aetna PPO grievances and appeals

Call the Dentist Contracting Hotline at **1-800-776-0537 (TTY: 711)** for the correct mailing address.

## CA Language Assistance Program

For free interpretation services, call **1-800-525-3148 (TTY: 711)**.

## Comments and suggestions

Please [send us an email](#) if you have comments or suggestions. We welcome them.

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Aetna® does not assume any liability in connection with the use or implementation of any techniques, policies or procedures discussed in this newsletter.

While this information is believed to be accurate as of the print date, it is subject to change. Refer to [AetnaDental.com](https://www.aetnadental.com) for more information about Aetna® networks.

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