



# Dental Word of Mouth

Third quarter 2021



## Front and center



### Welcome our new Employer plans!

#### West

- Rise, Inc.
- Ace Parking Management, Inc.
- Bridge Group HH, Inc.
- Discovery Behavioral Health

#### Southeast

- Wood Real Estate Investors, LLC

#### Central

- Employee Management Services (EMS)
- The Scott Fetzer Company
- Lovejoy Independent School District

#### Northeast

- Weston & Sampson
- Ferraro Foods
- County of Warren



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# Portal enhancements to help keep you on track

Serve your patients more effectively with our recent enhancements to [UHCdental.com](https://UHCdental.com).



## Calculate treatment costs

Get accurate treatment pricing and view patients' out-of-pocket expenses.

- After logging in to the portal, enter the subscriber ID or the name and date of birth on the [UHCdental.com](https://UHCdental.com) home page
- Select "Treatment Plan Cost Calculator," and create and update a treatment plan customized to the patient. The plan can be printed and shared with your patient to give them a clear view of potential out-of-pocket costs before receiving treatment.

The screenshot shows the UHCdental.com portal interface. At the top, there is a navigation bar with links: Dashboard, Search, FAQ, Treatment Plans, Claim Information, and Resources. Below the navigation bar, there are three main sections: Patient, Provider Network Status, and Provider Location. The Patient section includes fields for DOB, Relationship, Spoken Language, and Language Assistance. The Provider Network Status section includes fields for Subscriber ID, Product ID, Product Type, Group ID, Group Name, Product Line, Effective Date, Plan Year Begins, Eligible, Essential Health Benefits, and Term Date. The Provider Location section is currently empty. At the bottom of the page, there are four buttons: Utilization Search, Fee Schedule, Treatment Plan Cost Calculator (highlighted with a red box), and Submit Claim/PTE.



## Monitor and handle cases and tickets

Check the status of your submitted service requests and respond to actions required by your practice.

- To see your tickets, log in to [UHCdental.com](https://UHCdental.com). Under Quick Links, select "Provider Self Service."
- Select "My Cases" on the top navigation bar for details on case types and status, and start and end dates
- Collect the documents for cases labeled "Waiting on Provider Response," upload them to the system and click "Save"



## Track courses for required training

Get up to speed on courses required by our network or for state programs.

- To see if you have any outstanding training, log in to [UHCdental.com](https://UHCdental.com) and select "Provider Self Service" under Quick Links
- A red bar at the top of the screen identifies any actions you need to take



## Examine your DentaQual scorecard

P&R Dental Strategies, a neutral third party, generates scorecards of dentists' performances based on statistical analysis of de-identified and aggregated claims data. The scores are generated for 5 categories:

- Treatment outcomes
- Cost-effectiveness
- Treatment recommendations
- Commitment to best practices
- Patient retention

Knowing your performance rating can help you stay competitive with other dentists in your field.

- To view your scorecard, log in to [UHCdental.com](https://UHCdental.com) and Select "Provider Self Service" under the Quick Links bar
- From the top navigational bar, select "DentaQual Scorecard"

If you do not see a score for yourself or have questions regarding your score, please reach out to DentaQual at [DentaQual@pandrdental.com](mailto:DentaQual@pandrdental.com) or 609-216-0446.



## We're here to help

For more information about these and other resources on our provider portal, please review our new [UHCdental.com](https://UHCdental.com) instruction manual.

# Educating parents on home dental care

by Dr. Leonard Weiss

Home dental care is the first line of defense against dental diseases. We rely on parents to oversee their children's oral hygiene, especially with COVID-19 limiting in-person visits. As dental professionals, it's our responsibility to educate "dental home" caregivers on proper preventive care so they can model and reinforce appropriate behavior with their children.

Showing parents how to identify and guard against chronic childhood oral diseases will limit the need for lifelong treatment of preventable complications. When you communicate with parents — whether in your clinic or through an outreach program — give them simple instructions and direct guidance so they can more easily manage their child's oral care.



Leonard Weiss, DMD

## Teaching parents about oral hygiene for children and adolescents

Most parents warn their children about cavities. But they may not know 60% of children will develop caries in their primary teeth by the time they're age 5. Sharing the effects of tooth decay might entice parents to be more vigilant. You can tell them how premature tooth loss and tooth spacing can:

- Lead to complex orthodontic treatments
- Inhibit chewing
- Influence negative eating habits
- Obstruct speaking
- Effect self-esteem

Gingivitis is another common disease to warn parents against. Knowing about periodontitis can help parents watch for excessive gum inflammation so they can bring their child in for treatment before bone loss becomes an issue.

## Home dental care education

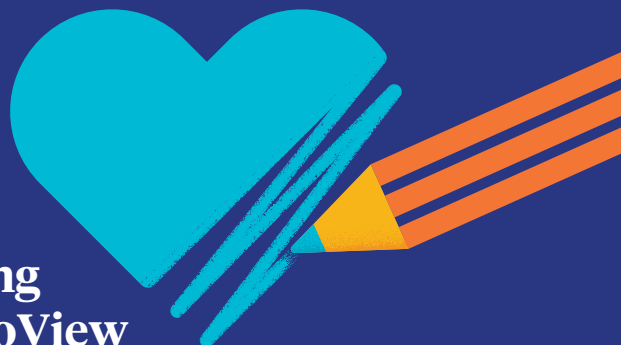
Consider sharing these tips for parents as a guide to managing their child's oral care. You can tailor your recommendations for the child based on discoveries made during dental visits.

Parents' guide to home dental care for children	
<b>Proper brushing technique</b>	Brush with fluoride toothpaste a minimum of twice daily — in the morning, at bedtime and immediately after meals. Children should take their time when brushing teeth and gums, and use a gentle, circular motion. Brushing the tongue will help destroy unwanted bacteria.
<b>Flossing</b>	Floss once per day to stimulate the gums, reduce plaque and clean areas of the tooth not reached by brushing. Waxed dental floss will help reduce sensitivity.
<b>Mouthwash</b>	Rinse with mouthwash to help strengthen teeth, reduce acid and clean areas that are hard to brush.
<b>Dental checkups</b>	Visit the dentist twice each year. A caries risk-based assessment will determine whether additional dental visits are required. Discuss the child's oral habits, such as fingernail biting, teeth clenching or grinding (bruxism), and self-injury or self-mutilation.
<b>Medical and nutritional review</b>	Inform the dentist of any medical diseases or conditions to determine if it will affect the child's oral health. Identify the child's intake of refined carbohydrates and snacking frequency to understand how they relate to caries development.
<b>Dental educational programs</b>	Encourage school authorities to include oral hygiene and overall dental care in the curriculum.



**Dental Benefit  
Providers**

## Simplify the credentialing process with ADA credentialing service, powered by CAQH ProView



### American Dental Association® (ADA) and CAQH ProView® team up to simplify the credentialing process for dentists.

The ADA credentialing service, powered by CAQH ProView, is making it easier to submit and maintain your professional information in one central place for credentialing and other business needs. Your information will be accessible to you and the participating organizations you choose. And it's FREE to dentists.

- All U.S. practicing dentists, ADA members and non-members, visit [ADA.org/godigital](https://ada.org/godigital) to log in
- Once there, update your ADA account, or go directly to the credentialing login page
- Complete your CAQH ProView professional profile, submit your supporting documents electronically and attest to their accuracy
- Authorize UnitedHealthcare/Dental Benefit Providers to access your information
- Come back to one place to stay current by updating any information in your profile that has changed or expired, and then attest

#### Go digital!

Spend less time with paper and more time with your patients.

Visit [ADA.org/godigital](https://ada.org/godigital).

### Less paperwork. One solution. Countless hours saved.

#### Ready to get started?

- Log in at [ADA.org/godigital](https://ada.org/godigital)
- Your ADA account information will be used to log in to your ADA account and from there, you will be able to access CAQH ProView to complete your credentialing profile

Need help getting started? Contact the ADA Member Service Center at **800-621-8099**, 8:30 a.m.–5 p.m. CT, Monday–Friday, or by email at [msc@ada.org](mailto:msc@ada.org).

#### Dentists already using CAQH ProView

Log in at [ADA.org/godigital](https://ada.org/godigital) and remember the following items:

- Authorize UnitedHealthcare/Dental Benefit Providers to access your profile
- Ensure all your information is correct (e.g., ID #s, addresses, phone numbers and email address)
- Confirm your credentialing documents are current (e.g., malpractice insurance, CDS and/or DEA)

#### Need help with CAQH ProView?

Log in for chat support or call **888-599-1771**.

## Questions?

Contact the CAQH ProView Help Desk at **888-599-1771**  
7 a.m.–9 p.m. ET, Monday–Thursday | 7 a.m.–7 p.m. ET, Friday  
Or contact UnitedHealthcare Provider Services at **800-822-5353**



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**Dental Benefit  
Providers**

# Rhode Island Medicaid Frenectomy Policy related to nutrition and breastfeeding

The Rhode Island Executive Office of Health and Human Services implemented the Rhode Island Medicaid Frenectomy Policy related to nutrition and breastfeeding, effective May 3, 2021. Frenectomy is an oral procedure releasing tissue that limits movement of the tongue or lip. It is identified as a medical benefit by a managed care organization (MCO) when performed for lactation purposes.

Frenectomy may be performed for dental and non-dental purposes, such as those related to tongue-tie and the breastfeeding function. Dentists wanting to perform the procedure must:

- Be trained in a safe and effective manner
- Be enrolled as a provider under the medical managed care in-plan benefit
- Not charge members and/or their parents/guardians out-of-pocket costs in place of participating in the medical managed care program

Trained dentists can perform the frenectomy procedure if:

- All treatment alternatives were considered
- A referral was made by a pediatrician

Proof of collaboration with the pediatrician must be documented in the patient's medical record, and both the medical MCO and dental MCO must provide a seamless care transition.





## UnitedHealthcare Dental is now on UHC On Air



### Innovation. Anytime, anywhere.

UHC On Air's innovative programming can be accessed on demand from any device.

Dental plan	Website	UHC On Air access
Commercial/Medicare Advantage	<a href="https://uhcdental.com">uhcdental.com</a>	Log in and click Provider Training via UHC On Air under Quick Links
UnitedHealthcare Dual Complete®/Medicaid	<a href="https://uhcdentalproviders.com">uhcdentalproviders.com</a>	Prior to logging in, click Provider Training under Provider Information
Texas Children's Medicaid and CHIP	<a href="https://uhc.com/dentaltx">uhc.com/dentaltx</a>	Select Provider Sign In; prior to logging in, click Provider Training under Provider Information

#### Easy, convenient access to valuable content and information about:

- ✓ Educational video resources
- ✓ Interactive training materials
- ✓ Portal navigation
- ✓ Claim submission
- ✓ Electronic capabilities
- ✓ Eligibility verification
- ✓ Clinical guidelines
- ✓ Market-specific programs



**Continually evolving with new content designed to support you and your practice.** Explore **UHC On Air** today.



**We're here to help**

If you have questions or need more information about UHC On Air, call us at **800-822-5353**.

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# New mailing address for County of Orange paper claims

The mailing address for claims filed for County of Orange members, a group administered by Blue Shield of California (BSCA), is changing, effective July 1, 2021. As of this date, please mail your claims to:



Blue Shield of California  
P.O. Box 30605  
Salt Lake City, UT 84130-0605

This change applies only to paper claims filed for County of Orange members. If you submit claims electronically, there is no change to the current process.

Continue to send paper claims filed for individuals and groups administered by BSCA who are outside of Orange County to the current address:



Blue Shield of California  
P.O. Box 30567  
Salt Lake City, UT 84130-0567

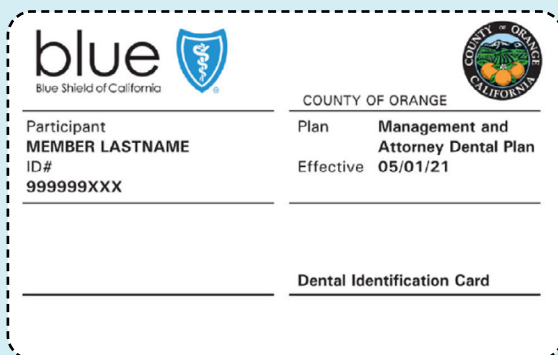


## Helpful hint

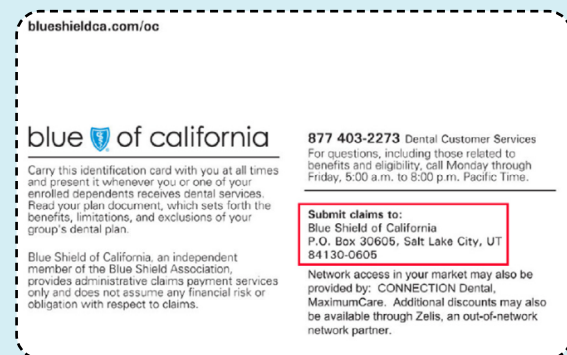
Get information on [UHCdental.com](https://UHCdental.com) without waiting for call center hours to find answers. Still need to speak to the call center? Avoid potential wait times by calling Wednesday–Friday before 10 a.m. or after 2 p.m. CT.

## Sample ID card

You'll see the new address on your patients' BSCA ID cards.



Front



Back

## California after-hours emergency requirement

Each year, all health plans in California require contracted providers to relay emergency information to patients calling during non-business hours. The instructions must inform callers how to:

- Obtain urgent or emergency care
- Reach an on-call provider to triage or screen a situation by phone and deliver urgent or emergency care, if needed

## California dentists: Reminder of the language assistance regulations

The Department of Managed Health Care's language assistance regulation mandates that all health plans in California provide language assistance services to members with limited English proficiency (LEP). The regulation that requires all health plans to inform providers of the services each year went into effect on Jan. 1, 2009.

Our policies and procedures on language assistance services are located in your provider manual and on [UHCdental.com](https://www.uhc.com/dental). After logging in, click Provider Resources under Quick Links to access the manual. Review details and information on how to:

- Train office staff on handling routine contact with LEP members
- Access language assistance services for members of Dental Benefit Providers of California

As a contracted provider in California, you also have access to these services through our provider portal at [UHCdental.com](https://www.uhc.com/dental).



### Dental fun facts

- The average person only brushes for 45 to 70 seconds a day — the recommended amount of time is 2–3 minutes
- The average amount of money left by the tooth fairy in 1950 was 25¢, in 1988 it was \$1.00, and the going rate now is \$2.00
- Paul Revere, most known for his role in the American Revolutionary War, was also a dentist
- In 1866, Lucy Beaman Hobbs became the first licensed female dentist

**Aug. 22**

**National  
Tooth  
Fairy Day**

### Comments?

UnitedHealthcare Dental Provider Solution wants to hear from you

Please submit your newsletter comments and suggestions to [uhcdentalnewsletter@uhc.com](mailto:uhcdentalnewsletter@uhc.com)