

Arkansas Blue Cross helps Arkansas Mission of Mercy



Mike Brown (left), executive vice president and chief operating officer, and **Mark White**, president and chief executive officer for Arkansas Blue Cross and Blue Shield, lend a helping hand during the Arkansas Mission of Mercy, a free dental service offered by the Arkansas State Dental Association in Springdale on May 8 and 9. The event provided services to 1,970 patients who could not otherwise afford dental treatment. In total, there were 3,015 extractions, 1,480 fillings and \$822,075 dollars of donated treatment.

The Blue & You Foundation for a Healthier Arkansas also donated \$25,000 to purchase additional dental instruments so that more sterilized instruments could be available faster. This allowed the dentists to serve more patients.



Dental gets its own sections on the Web

Have you looked at the providers' page on the Web sites for Arkansas Blue Cross and Blue Shield and BlueAdvantage Administrators of

Arkansas lately? Dental has its own sections! No more searching for the right forms or wondering who to call for more information.

1. Go to arkansasbluecross.com or blueadvantagearkansas.com
2. Click on the "Providers" tab
3. Scroll down to "Tools for Dental Providers"

The "Tools for Dental Providers" includes:

- "Why Blue is Good for You" — This brochure outlines the reasons why joining our network is good for your business.
- Authorization Form for Clinic/ Group Billing — To be used if a dentist is joining a clinic or group.
- Provider Change of Data Form — To be used to report a change

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**Arkansas
BlueCross BlueShield**

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A note from Linda and Debbie

Welcome to the Spring 2009 *Dental Bulletin*. Thank you for all the great feedback we've received on the first issue, which we released late last year. We plan on publishing a *Dental Bulletin* at least twice a year, but may increase the number as we find more information to share with you.

We wanted to let you know that we really enjoyed visiting with all the dentists and their staff members at the Arkansas State Dental Association meeting in

April. It was so nice to see all of you who stopped by our booth. We were so busy! We also enjoyed the dance on Friday night, sponsored by Arkansas Blue Cross and Blue Shield. It was great seeing everyone having so much fun.

As we make our visits to dental providers across the state, we are always happy to get feedback on how we can make your jobs easier. If you have any questions or concerns, don't wait for a visit, give us a call or send us an e-mail (see back page for contact information). We love hearing from you and we want to make your experience with Arkansas Blue Cross the best it can be.



Linda Duelmer and Debbie Jines

Practice in multiple locations?

Many dentists have practices in multiple locations, but may have only listed their primary location in the Arkansas Blue Cross and Blue Shield Provider Directory.

Why not list all your locations?

If we are missing a location for your practice, please fill out a Change of Data form from our Web site. The form currently only has space for one location, but you can add as many locations as you need by including the information on a sheet of letterhead from your office. Be sure and include all locations so it is clear that you are adding more locations and not simply moving

your practice. Add the NPI Type 2 number for each location as well.

Please fax the completed form with supporting documents to 501-378-2465. Or you can send the information by mail to:

Provider Enrollment
PO Box 2181
Little Rock, AR 72203

Coordination of Benefits

At Arkansas Blue Cross and Blue Shield, we want to make sure you are paid for your valuable skills in a timely and efficient manner. In order to help us process your claims, please ensure the following information is complete for members of Arkansas Blue Cross and Blue Advantage Administrators of Arkansas:

- Policyholder/subscriber information (Fields 12-17).
- Patient information (Fields 18-23) for the member or covered dependent.

We know that determining the primary insurance carrier can sometimes be difficult, but we appreciate all your efforts to do so as it makes the claims process much smoother. When applicable, please note Other Coverage information in (Field 4) of the

claim form.

Please be aware that the claim should not be submitted to the secondary carrier until the Explanation of Benefits (EOB) is received from the primary carrier. Once received, that EOB should be included as an attachment to the claim submitted to the secondary carrier. Claims submitted without the primary carrier's EOB – or for which we must determine the order of benefits – may be denied.

Response to call for Type 2 NPI

We have had a great response from many of you on submitting your Type 2 National Provider Identifier (NPI) information to us. We appreciate your time, because it truly makes all our jobs easier!

Who needs a Type 2 NPI?

If you have an incorporated business (Inc.), a professional corporation (PC) or a limited liability company (LLC), and have an employee identification number, you should register your business

for a Type 2 NPI.

Type 1 NPI is used for individual provider identification. If you are not required to have an NPI Type 2, please use your NPI Type 1 in both fields 49 and 54 on the dental claim form. Don't leave any fields blank or use your Social Security number.

Having both types of NPIs distinguishes the dentist providing the services from the practice billing the service. This will ensure that tax responsibilities are properly assigned. In order for each location where you provide services to be reimbursed separately, you will need to have separate Type 2 NPIs. These NPIs must be registered in

the Arkansas Blue Cross provider databases as well as be submitted on the claims.

Applying for a Type 2 NPI:

1. The most efficient way to receive an NPI number is to log on to the National Plan and Provider Enumeration System (NPPES) Web site at <https://nppes.cms.hhs.gov> and apply online.
2. You may print a paper application from the NPPES Web site and mail it to the address on the application.
3. You also may call for a copy of the application at 1-800-465-3203 or TTY 1-800-692-2326.

Welcome New Arkansas Blue Cross Providers!

The following dental providers have joined the Arkansas Blue Cross and Blue Shield network since Jan. 1, 2009. Thanks for being part of the Blue team!

Dr. William Alfonso – North Little Rock
 Dr. John M. Burrows – Marion
 Dr. Mel T. Collazo – Little Rock
 Dr. Christopher M. Fergus – Rogers
 Dr. Wendy Nichols Gregory – Jonesboro
 Dr. Barry Henbest – Rogers
 Dr. Danielle LeBlanc – Fayetteville
 Dr. Kevin Mann – Paragould
 Dr. Steven Molpus – North Little Rock
 Dr. April Parker – Fort Smith
 Dr. John H. Puckett – Paragould
 Dr. Blake Showalter – Searcy
 Dr. Ken Showalter – Searcy
 Dr. Robert Start – Springdale
 Dr. Scott Stubbs – Gentry
 Dr. Stephen Taylor – Heber Springs
 Dr. James Williams – Blytheville

Tools for Dental Providers

Why being Blue is Good for You (3382 KB PDF)

Authorization Form for Clinic/Group Billing (56 KB PDF): Use for notification that a practitioner is joining a clinic or group.

Provider Change of Data Form (209 KB PDF): Use to report a change of address or other data. Completion of this form DOES NOT create any network participation.

Termination Form for Clinic/Group Billing (100 KB PDF): Use for notification that a practitioner is leaving a clinic.

Member Dental Claim Form (622 KB PDF)

Accident form for Dental Injury (47 KB PDF)

Claims and Benefits Information

Dental Bulletin

Dental Network Development Representatives

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of address, additional addresses or other data. (Completion of this form does not create any network participation.)

- Termination Form for Clinic/Group Billing — To be used for notification that a dentist is leaving a clinic or group.
- ADA Dental Claim Form for Members
- Accident Form for Dental Injury
- Claims and Benefits Information — Includes addresses and telephone numbers for claims issues.
- *Dental Bulletin* — Our publication for the dental community.
- Dental Network Development Representatives — Jumps straight to contact information for our dental representatives.



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arkansasbluecross.com

good for
YOU.

Dental Provider Relations

Customer Service 1-877-203-9921

Dental Provider Representatives

Linda Duelper
Phone: (501) 378-2195
Fax: (501) 378-2465
Toll-free: 1-800-843-1329

Debbie Jines
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