

April 26, 2010

Dear Avesis Doctor:

As the Chief Dental Officer for Avesis, I would like to thank you for your participation in the UPMC Health Plan dental programs administered by Avesis. We appreciate your patience as we work to address any remaining issues from the transition and increase our understanding of the dental programs that UPMC Health Plan has developed. I have spent as much time as possible in your state, meeting many of you and visiting your offices.

Avesis has a goal of establishing good communication with our network dental offices. This quarterly newsletter is one way to provide updates for our network dentists and their staff members. We hope that these letters will provide useful information that allows your dental office to work well with Avesis. Our intent is to help all of our dental teams to be more aware of issues and policies for the UPMC Health Plan programs that could impact your offices. In an effort to further positive communication with your offices, Avesis also has two Pennsylvania based staff members, one of whom is out in the field regularly visiting offices and providing education and assistance.

THE BEGINNING OF A NEW ERA

Avesis is pleased that we were selected by UPMC Health Plan to become their dental plan administrator for government programs and the FEHB program effective January 1, 2010. We strive to provide open communication and good service to our dental providers and Members of UPMC Health Plan.

For those of you who have been participating with UPMC Health Plan for many years, we are looking forward to a long, positive relationship with your office. If you are new to UPMC Health Plan programs, we hope that you have learned all that is necessary to work with our programs and look forward to serving you as well. Avesis is excited about the opportunity to work with UPMC Health Plan and the dental programs connected to the dental school and the UPMC hospitals. We invite you to call Avesis at 888-209-1243 with any questions concerning this change.

A. STARTING OFF THE PROGRAM

Avesis will be the first to admit that the last few months have not been easy for your offices or for our staff. The extensive planning and preparation by Avesis and UPMC Health Plan did not prevent some issues from arising relative to communication and claim payments. We apologize to you and your offices for any issues that you may have experienced. I can assure you that Avesis and our software vendor have worked diligently to correct issues quickly. At the end of February, we had identified a number of system issues that had caused confusion and incorrect denials of some payments. We have had our claim staff review all of the claims paid and have now corrected the incorrect denials and payments. Should you feel that a claim was not paid correctly or you have any questions regarding claims processing and/or payments, please contact one of our provider services representatives immediately at 888-209-1243 in order for this issue to be researched and resolved.

B. THE UPMC HEALTH PLAN DENTAL PROGRAMS AND WHO THEY SERVE

Your office may be keenly aware of all of the various plans that UPMC Health Plan has, but Avesis wanted to further illustrate who is served by each of the plans. There were some changes for this year's dental programs and we have had questions from offices concerning those changes. We know that you often deal with Members who are not sure of their dental benefits, so we want you to all be sure that you review the available dental benefits for each of the UPMC Health Plan programs. In addition to this notification Avesis has also posted the covered benefits schedule for each plan on the Avesis website at www.avesis.com. For those offices that do not have web capabilities, please contact our office at 888-209-1243 to request a hard copy be forwarded to you in the mail.

The following is a list of the plans and the groups within the community that they serve.

UPMC for You – This plan offers affordable dental care to Medical Assistance members. There are three levels of dental benefits: Children (members under age 21), Adult Full and Adult Partial (members ages 21 and over). Coverage varies according to the level of benefit the member has so be sure to confirm the benefit level when verifying eligibility. Dental coverage under the *UPMC for You* plan includes preventive, diagnostic and treatment dental services.

UPMC for Kids – CHIP for Pennsylvania. CHIP is a State and Federally funded program to provide health insurance for uninsured children from birth until they reach the age of 19. In 2007, Pennsylvania CHIP was expanded to offer health insurance to children and teens that are not eligible for Medical Assistance, regardless of family income. Dental coverage under the *UPMC for Kids* plan includes preventive, diagnostic and treatment dental services.

UPMC for Life- This plan is a Medicare Advantage plan that offers more choices for members than traditional Medicare, including routine dental benefits.

*UPMC for Life Specialty Plan** – This plan is a Medicare Advantage plan for Members who are dually eligible (meaning that they have both Medicare and Medical Assistance) that offers more choices than traditional Medicare, including routine dental benefits. Dental coverage under the *UPMC for Life Specialty Plan* includes preventive and diagnostic services. Members do not have benefits outside of the listed covered services. Please note that benefits available under this plan did change effective January 1, 2010.

UPMC for Community Living - This plan is a Medicare Advantage plan for Members ages 60 and over who are dually eligible (meaning that they have both Medicare and Medical Assistance) that offers more choices than traditional Medicare, including routine dental benefits. Dental coverage under the *UPMC for Community Living Plan* includes preventive, diagnostic and treatment services. In addition, members have a \$250 allowance towards services not listed on the covered benefits document as being payable at 100%. Please note that this is a new plan effective January 1, 2010.

UPMC FEHBP – This plan offers two levels of limited dental coverage to enrolled Federal Employees and their dependents. The first level includes routine, diagnostic, and preventive services that are provided at no cost to the member. The second level lists all of the other covered services and the corresponding fee due from the member according to standing office policies. Procedures not listed are the responsibility of the member.

PLEASE NOTE: The coverage for *UPMC for Life Specialty Plan* was changed effective January 1, 2010. Always consult the covered benefits schedule for the specific program in which the member is enrolled prior to rendering services.

C. NEW AREAS AND NEW PROGRAMS FOR UPMC Health Plan.

In addition to the traditional areas of service in western Pennsylvania, UPMC Health Plan has expanded into the Lehigh Capital area. Avesis is working with UPMC Health Plan to continue to identify dentists in these counties who are interested in providing dental services for UPMC Health Plan members. If you know dentists in the Lehigh Capital area who would consider working with UPMC Health Plan and Avesis, please contact our provider recruitment department by calling 888-209-1243 and selecting option 2.

UPMC Health Plan will soon be bringing a new dental program for more members of your community. It is an Adult basic needs plan and will cover routine services for adults that enroll in the program. We will provide all the necessary information once the program is finalized by UPMC Health Plan and has an effective date. As an already existing Avesis UPMC Health Plan provider you will not need to reenroll with Avesis in order to be able to render services to these members. Avesis will send you information about the plan at which time you can determine whether or not you wish to participate in the network to see these members.

D. AVESIS UPMC HEALTH PLAN PROVIDER MANUAL AND COVERED BENEFITS SCHEDULES

The dental provider manual and covered benefits schedules for all Avesis UPMC Health Plan programs are available on the Avesis website at www.avesis.com. You do not need to log in to the web portal in order to view these documents. Your office can download an electronic copy to reference on your computer or you may print the documents from the website should you wish to have a paper copy. If your office does not have internet access, you may request a paper copy of the provider manual or covered benefits documents by calling our Customer Service team at 888-209-1243. We urge your office to download or print both the provider manual and covered benefits schedules, as they provide you with Avesis' administrative guidelines for the UPMC programs as well as a complete summary of each UPMC Health Plan dental program.

E. FILING CLAIMS AND PRE-TREATMENT ESTIMATES WITH AVESIS.

Avesis is interested in making your claim submission and payment process as simple as possible. If your office is currently able to file claims electronically, we would encourage you to send your UPMC Health Plan claims and pre-treatment estimates to us electronically. If you have questions, please contact our Customer Service team and ask how you can get set up for electronic claims submission. You may also submit claims directly to Avesis on the Avesis web portal which can be found at www.avesis.com. Based on feedback from the provider network, our Information Technology department is developing some enhancements of the existing system to simplify the online claim submission process. Avesis anticipates this enhancement to be implemented in July 2010.

Providers may submit claims and pre – treatment estimates on an ADA claim form to the following address: Avesis, PO Box 7777, Phoenix, AZ 85011 – 7777.

Avesis has no restrictions or requirements as to which version of the ADA claim form providers may submit, however, providers must use at least CDT 2007 – 2008 codes when submitting claims and include the NPI number on the claim form. Failure to submit your NPI number on the claim form will result in your claim being returned to you unprocessed. Please be sure that your information is clearly in the appropriate field on the ADA claim form. Avesis scans all claim forms and they are entered into the system using OCR (Optical character recognition). If your information is not clearly in the appropriate field, it is possible that characters may be misread or not recognized as being present on the claim form at all. You will receive written notification of the status of both claims and pre-treatment estimates in the mail. Should you have claims or pre – treatment estimates for which you do not believe you have received a response, you may check the status of those claims and/or pre-treatment estimates on the Avesis web portal at www.avesis.com, or by calling our Customer Service team at 888-209-1243.

F. CLAIM ISSUES TO BE AWARE OF

- **X-ray limitations.** Avesis had been limiting the total value of x-rays in any one day to the value of a full mouth series (\$45) for members enrolled in the UPMC *for You* plan. Avesis has removed the daily maximum and will be reimbursing offices that were affected by this daily maximum limitation. Avesis will continue however to observe the \$69 per dentist or office annual limitation.
- **Examination limitations.** The Members are limited to one D0150 (comprehensive examination) per dentist or dental group per lifetime for members enrolled in UPMC *for You* and UPMC *for Kids*. If you or your office has previously performed a D0150 on a member and attempt to submit another D0150 on that same member, the system will deny the service and not automatically change to another examination code. If you find that you inadvertently submitted the incorrect examination code, you will need to resubmit a corrected claim with the appropriate examination code for consideration.

- **Prophylaxis limitations.** The prophylaxis benefits are based upon the Member's age at the time of treatment. If the Member is 12 years of age or older, the proper code is D1110, if that the member is 0 to 11 years of age the proper code is D1120. Our system compares the prophylaxis code submitted by your office to the Member's age and indicates the correct ADA code should you bill the incorrect code. Once the correct code is indicated the system will process the claim based on the Member's benefit plan.
- **Panoramic X-ray limitations.** The panoramic x-ray (D0330) is allowed once per dentist or dental group per 60 months for members enrolled in UPMC *for You* and UPMC *for Kids*. If you or your office has previously performed a D0330 on a member and attempt to submit another D0330 on that same member within 60 months, the system will deny the service.

G. PROGRAM INITIATIVES

Avesis wants to make you aware that we are working with UPMC Health Plan on several initiatives. One of those initiatives is related to fluoride and ensuring that children enrolled in UPMC *for You* and UPMC *for Kids* receive fluoride treatments, especially in those areas that lack fluoridation in the water. The initiative is in the early stages and more information about it will be forthcoming. If you or your office has an interest in participating in this initiative, please contact Avesis.

Both Avesis and UPMC Health Plan are committed to putting forth every effort to ensure that the UPMC Health Plan population is following AAPD (American Academy of Pediatric Dentists) standards encouraging a dental visit by age one. As time progresses, Avesis will continue to update the network on these initiatives and steps we are taking for its implementation.

Avesis is committed to providing responsive service to UPMC Health Plan and our dental providers. These are the latest issues in the UPMC Health Plan program for Avesis. If you have any questions about these issues, please contact our Customer Service team at 888-209-1243.

Sincerely,



Fred L Sharpe, DDS
Chief Dental Officer
Avesis Dental Plans