

## PROVIDER NEWSLETTER • SUMMER 2024

*Centene Dental Services is a leader in exceptional, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Each quarter we give you key information you can use to best serve your patients.*

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

## Local Market Reminders

- **Arizona Medicaid** – Arizona Care1st and Arizona Complete Health will be integrating and operating under the Arizona Complete Health name beginning October 1, 2024. Arizona Complete Health population has expanded to include Long-Term Care members (ALTCS). The expansion go-live date is October 1, 2024.
- **New Mexico Medicaid** – Medicaid product of New Mexico Western Sky Community Care terminated June 30, 2024.



## Provider Directory Validation Calls

We are validating our provider directory to make it easier for members to contact your offices. Your office may receive a brief phone call from us to verify information about your location. Please work with the customer service representative to update anything that is out of date. We appreciate your cooperation.

**Have a few minutes?** Don't wait for our call. Verify your office locations and contact information by giving us a call or looking up your office location on the [Find A Provider](#) tool. If any information needs to be updated please complete the [Provider Data Request form](#) and email it to [dentalproviderrelations@centene.com](mailto:dentalproviderrelations@centene.com).

**Reminder:** Submit the Provider Data Request form as soon as any information changes to ensure your information is always accurate.



# Remain Vigilant Regarding Cybersecurity

The following information was posted on our Provider Web Portal (PWP) during May and part of June to ensure your safety. Please remain vigilant and report suspicious activity to the FBI as requested.



**Cybersecurity Warning for Providers:** On May 6, 2024, the FBI informed the American Dental Association and the American Association of Oral and Maxillofacial Surgeons of a credible cybersecurity threat to the practices of oral and maxillofacial surgeons. The group behind the attacks is threatening to target oral surgery practices; however, the FBI believes general dentistry and other specialty practices could be targets in the future, according to a May 7 release from the ADA.

Centene Dental Services reminds dental practices to only open email attachments from known and credible sources. The FBI requests dental practices that experience any fraudulent or suspicious activities to report them to the FBI Internet Crime Complaint Center at [ic3.gov](https://ic3.gov). Additional information regarding risk management can be found at [ADA.org/RiskManagement](https://ADA.org/RiskManagement).



## Medicaid Redetermination Reminders

As Medicaid enrollment continues to change and members are gaining/losing coverage, please remember:

- An ID card does not guarantee coverage.
- Always check benefits before providing services.
- You may see an influx of new Ambetter members.

Reach out to Customer Service if you have any questions.

## Provider Web Portal Makes Working With Us Easy

As a provider that is contracted with Centene Dental Services, you have access to many resources to make working with us more convenient.

Our Provider Web Portal (PWP) gives you the ability to:

- Verify member eligibility and benefits
- File claims
- Review claim status
- Download, research, and reprint Explanation of Benefits (EOB)/Explanation of Payments (EOP)
- Request/submit secure, HIPAA-compliant pre-authorizations

You also have access to the Provider Manual, Plan Specifics and our Policies and Procedures.

# Provider Rights and Responsibilities

As a valued provider in our network, you should know what your rights and responsibilities are to better protect yourself and your patients. Please refer to our Dental Provider Manual located on the secure [Provider Web Portal](#) for more information on important provisions regarding network participation, claims processing, dispute resolution and more.

## Fraud, Waste and Abuse

Centene Dental Services conducts regular audits to identify possible Fraud, Waste and Abuse (FWA). Providers that commit fraud, waste or abuse may have action taken against them. Action may include but is not limited to:

- Provider education
- More rigorous Utilization Review requirements
- Recovery of monies previously paid
- Report findings to appropriate payor and/or regulatory agencies
- Termination from the Centene Dental Network

### Examples of FWA:

- Unbundling of codes
- Upcoding
- Diagnosis and/or procedure codes not consistent with member's age/gender or condition
- Claims for services not rendered

If you suspect another provider is inappropriately billing Centene Dental or if a member is receiving unnecessary services, please contact Centene Dental Fraud, Waste and Abuse hotline as indicated. We take all reports of potential FWA seriously and investigate all reported issues.



### Reporting Fraud, Waste and Abuse

- Centene Dental Special Investigation Unit Email: [EBOSIU@Centene.com](mailto:EBOSIU@Centene.com)
- Centene Dental FWA Hotline: **866-685-8664**

## Provider Satisfaction Survey

Centene Dental Services sends a Provider Satisfaction Survey yearly to receive input on how we are doing and how we can better serve you. Providers are encouraged to give feedback regarding credentialing, customer service, utilization management, claims, coordination and quality of care, and general experience.

Surveys were sent to providers in May via the email we have on file for the offices. Please check your spam/junk folders as the email will be sent from an external source (Qualtrics). We look forward to hearing from you!

# Improve Oral Health Through HEDIS® Measures

Centene Dental Services is committed to improving the health of our community by helping members live healthier lives. Oral health is an important part of a child's tooth and gum development and overall well-being.

Because of your vital role in our members' health, we ask for your help to ensure our pediatric and adolescent members schedule the following services yearly:



## Oral Evaluation, Dental Services (OED)

- Medicaid members under 21 years of age who received a comprehensive or periodic oral evaluation with a dental provider
- Applicable CDT Codes: D0120, D0145, D0150

## Topical Fluoride for Children (TFC)

- Medicaid members 1-4 years of age who received at least two fluoride varnish applications
- Applicable CDT Code: D1206

In support of our commitment to disease prevention and the oral health of our members, here are a few ways our providers can help:

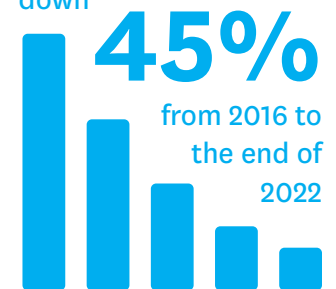
- Educate parents/caregivers on the importance of routine dental care and regular fluoride treatments and sealants for children
- Reach out to patients who have not had an oral evaluation and help schedule an appointment
- Schedule this next appointment while your patient is on site and make reminder calls to reduce no-show rates

## Are Dental Opioid Prescriptions Down?

According to new findings from the University of Michigan, overall prescribing of opioids to dental patients is down 45% from 2016 to the end of 2022. However, even though prescribing is still in decline, the rate of decline has slowed since the start of the pandemic in 2020. 7.4 million dental patients received a prescription for opioids in 2022.

As a reminder, opioid prescribing should be reduced for all ages, but it is especially important for adolescents. 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. Consider nonsteroidal anti-inflammatory analgesics as the first-line therapy for acute pain management.

Prescribing of opioids to dental patients is down



**Source:** [Medicalexpress.com](https://www.medicalexpress.com) - Good news, bad news on dental pain care seen in new study



# Centene Recognized as Top Company for Diversity, Equity and Inclusion



As Walé Soluade, Head of DEI Integration, has stated, “DEI is in our DNA.”

Centene, parent company of Centene Dental Services and Envolve Dental, has been named one of the Top 50 Companies for Diversity by Fair360 (formerly DiversityInc) for the fifth year in a row, ranking No. 26, up from No. 37. The list evaluates large employers on diversity and inclusion metrics in areas such as leadership accountability and talent programs.

Centene’s CEO, Sarah M. London, expressed pride in this recognition: “We know that we best serve our diverse customers when our workforce reflects and is part of the communities we serve. I’m so proud that Centene is once again one of Fair360’s Top 50 Companies for Diversity, because it shows our continued dedication to cultivating an employee population that deeply understands the needs and experiences of our members.”

Additionally, Centene ranked No. 7 for Top Companies for Talent Acquisition for Women of Color, No. 9 for Top Companies for Executive Women, and No. 18 for Top Companies for People with Disabilities in Fair360’s specialty lists.

*Centene’s Sustainability & DEI Report: Healthy Futures, Diverse Horizons*, details the company’s ongoing efforts to integrate diversity, equity, and inclusion (DEI) to better serve its over 28 million members nationwide. The company has also received recent accolades from Forbes and Newsweek for diversity and inclusion, been listed on the 2023 Bloomberg Gender-Equality Index, and named one of Fortune’s World’s Most Admired Companies for 2024. For more details on Centene’s awards, visit [www.centene.com/who-we-are/accreditations-awards.html](http://www.centene.com/who-we-are/accreditations-awards.html).

## Centene Dental Quality Improvement Activities and Outcomes – 2023 Annual Summary

Our Quality Improvement (QI) Department maintains a written QI Program that describes the QI processes as they relate to the coordination, safe delivery, and evaluation of the high quality and cost-effective routine and medical/dental care required by payors for their covered members. The functions of the QI Program will serve to assure the timely identification, assessment, and resolution of known or suspected deficiencies in the quality of care or services received by members and to prevent their reoccurrence by continuous monitoring, evaluation, and improvement of the routine and medical/dental care services provided.

The QI Department prepares the Quality Program Description and Quality Program Evaluation annually. In addition, the QI Work Plan is prepared annually and updated quarterly. These documents and the documentation of all QI committees or sub-committees, once approved and finalized by the appropriate committee(s), serve as a record of the activities and results of the QI Program.

In 2023, the QI Work Plan highlighted interventions to address the Quality Program Structure, Safety of Clinical Care, Quality of Clinical Care, and Member and Provider Satisfaction. The QI Work Plan was utilized to monitor these

activities and progress. This work plan was approved by the Quality Improvement Committee (QIC) and reported to the respective health plans with updates quarterly following the approval from the QIC meetings.

## Goals of the QI Program

- Provide and build quality into all aspects of the Centene Dental Services organizational structure and processes
- Provide a formal process for the continuous and systematic monitoring, evaluation, intervention for improvement, and reassessment of the adequacy and appropriateness of clinical and administrative services provided by Centene Dental Services to members, practitioners, and other internal and external customers
- Develop appropriate quality guidelines and standards for implementation by the QI Committee and subcommittees, departments, and personnel involved in quality issues, including providers and their staff
- Plan services will meet industry-accepted standards of performance
- Fragmentation and/or duplications of services will be minimized through integration of quality improvement activities across the organization's functional areas
- Continuous assessment of the overall effectiveness of the guidelines and standards in all levels of service and care with appropriate measurements (see QI Work Plan for measured guidelines and QI Committee Minutes for assessments)
- Take corrective action when quality guidelines and standards are not followed or met
- Make best efforts to adapt and modify guidelines and standards, at least annually, in accordance with the most recent state and federal regulations [including Health Insurance Portability and Accountability Act (HIPAA)] and the most up-to-date clinical/medical studies and practice guidelines
- Continuously strive for improvement in the delivery of care and patient safety to all members

Goals of the Centene Dental Services QI program were met in 2023.

## Scope of the Quality Program

Centene Dental Services systematically monitors and evaluates the Quality Program throughout the year by analyzing and reporting key indicators of clinical and non-clinical outcomes. These indicators include:

- Claims Statistics
- Call Statistics
- Utilization Management
- Access/Availability of Network and Staff
- Clinical Practice Guideline Adherence
- Member and Provider Satisfaction
- Credentialing and Recredentialing
- Reporting Timeliness
- Internal Audits

Centene Dental Services is committed to ensuring patient safety is a top priority and has the following methods in place to monitor for patient safety issues, trends, and other concerns:

- Identification and escalation of significant Quality of Care events
- Tracking of Member/Provider Complaints
- Tracking of Member/Provider Appeals
- Monitoring of Peer Review Activities
- Analysis of the Dental Opioid QI program
- Review of Member Satisfaction Surveys for any safety issues

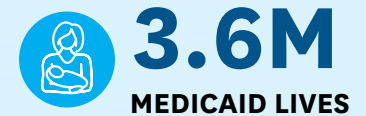
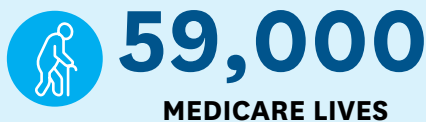
## 2023 QI Program Highlights

- The Quality Department identified a higher quality of responses and an increased response rate for the provider satisfaction surveys and will continue to identify internal quality improvement opportunities to best serve our providers and members.
- The Quality Department continuously delivered reports to health plans timely and accurately, exceeding the benchmark routinely.
- The Network Management team worked diligently to close notable gaps in various markets and improve network adequacy.
- The QI Letters Team continued to assist with the accuracy, adherence, and streamlining of Centene Dental Services member and provider letters in an effort to improve the quality and efficiency of communications.

If you are interested in learning more about the Centene Dental Services QI Program or to request copies of program documents, please contact [Quality@Centene.com](mailto:Quality@Centene.com).

# DENTAL CARE BY THE NUMBERS

## Centene Dental Services Proudly Serves



## About Us

Envolve Dental, doing business as **Centene Dental Services**, is a wholly owned 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 our clients' members. Questions? Please contact our Customer Service team.

# CENTENE™

DENTAL SERVICES