

Dental Dispatch

News and information for network providers



UniCare is becoming Wellpoint

In 2024, you have seen Wellpoint as we gradually phase out the UniCare name. For you and your patients, our priority is to make a seamless transition, so patients can continue to use the same dentist they do today. In addition:

- Your *Dentist Provider Agreement* will remain in force.
- If you are currently contracted as in-network provider under UniCare, there is no immediate change to the way you care for our members or bill for your services.
- All provider communications will be represented as Wellpoint, including welcome letters and newsletters.
- Your patients' plan, coverage, and ID card numbers are not changing.



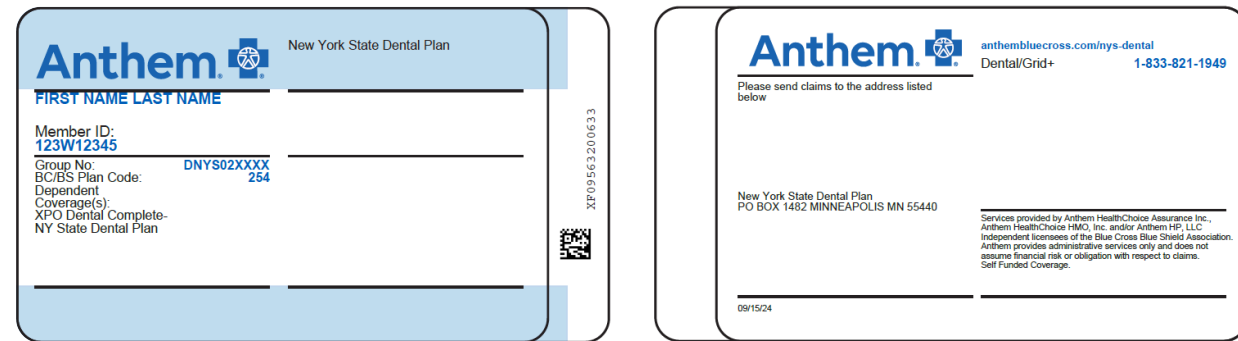
We will still offer the same high-quality, affordable health benefits you are accustomed to. We will continue to offer the same programs and services to help your patients take care of their overall health and well-being.

Update to New York State Dental Plan member ID cards

Thank you for your participation in the XPO Dental Complete Network. We are delighted to announce that effective October 1, 2024, members of the New York State (NYS) Dental Plan have access to our XPO Dental Complete Network.

On August 30, 2024, we mailed Member ID cards to NYS Dental Plan members. However, we found that the claims mailing address ZIP code on the back of the ID card is missing a digit. We sincerely apologize for any confusion this may have caused.

Below, you will find a copy of the corrected member ID card with the complete ZIP code.



If you have any questions regarding member benefits, contact Customer Service at **833-821-1949** from 8 a.m. to 5 p.m. ET, Monday through Friday. For any questions related to your dental network, call the Dental Networks Team at **866-947-9398** between 8 a.m. and 7:30 p.m. ET, Monday through Friday.

Thank you for your understanding and continued support.

Quick reference guide

Please see the below chart for the most accurate contact information.

Wellpoint	Prime and complete	All others dental products
Paper claims address	Review the back of the member's ID card to determine the appropriate dental claims mailing address (address varies by group). In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim.	Review the back of the member's ID card to determine the appropriate dental claims mailing address (address varies by group). In the absence of an address, call the number on back of the ID card for instructions on where to submit the claim.
Electronic claims	Follow current process or contact your clearinghouse.	Follow current process or contact your clearinghouse.
Customer service numbers	See the back of patient's ID card.	800-627-0004
Grievances and appeals	Attention: Dental Claims Appeals and Grievances P.O. Box 1122 Minneapolis, MN 55440	Appeals: First Level Appeals Review P.O. Box 659471 San Antonio, TX 78265
Professional services	866-947-9398	866-947-9398
Language Assistance Program	See the back of patient's ID card.	800-627-0004

Stay up to date with our communications

We send care providers electronic communications, including updates to claims, benefits, provider manuals, newsletters, and more.

We send only educational communications and important marketing materials. To avoid missing crucial updates, ensure you do not mark us as spam or send us to your junk folder. To guarantee your staff receives all notifications from us, mark our email address as a safe sender.

CDT dental code updates for 2025

This communication serves as notification by Wellpoint that the 2025 *Code on Dental Procedures and Nomenclature* updates have been posted to our website. To view the 2025 Current Dental Terminology (CDT) updates, and continued annual updates, visit [wellpoint.com/provider/individual-commercial/dental](https://www.wellpoint.com/provider/individual-commercial/dental). Under Communications, select CDT Updates.

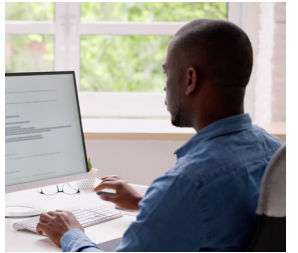
The new CDT dental codes are effective January 1, 2025. The new CDT 2025 code book includes dental procedure codes and revisions to procedure code nomenclatures or descriptors.

To order the new 2025 CDT code book, contact the American Dental Association Member Services Center at **800-947-4746**.

If you have questions or need a full listing of the claims processing guidelines, call Dental Network Professional Services at **866-947-9398**.

Misrouted PHI

Dental providers and facilities are required to review all member information received from Wellpoint to ensure no misrouted PHI is included. Misrouted PHI includes information about members a provider or facility is not currently treating. PHI can be misrouted to providers and facilities by mail, fax, email, or electronic remittance.



Dental providers and facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are providers or facilities permitted to misuse or re-disclose misrouted PHI. If providers or facilities cannot destroy or safeguard misrouted PHI, providers and facilities must contact Customer Service or call the number listed on the documentation received to report receipt of misrouted PHI.

Dental providers and facilities should review claims and documents carefully before submitting for payment to ensure that the member ID and name listed on the claim are accurate. Taking these additional steps will help eliminate explanation of benefits being sent to the wrong member and prevent *HIPAA* violations.

What is new in dental

This article applies to all states except Illinois, Pennsylvania, West Virginia, and Texas.

The following updates and revisions have been made:

- The Participating Dentist Agreement has been updated with the addition of the following new section:
 - 33. *Method of Payment*: The standard method of payment of claims to dentist is a check via mail or Electronic Fund Transfer (EFT). Dentist may choose to receive payment of claims by Electronic Fund Transfer (EFT) through enrollment. Both options are available to dentist at no cost.
- In the *State/Program Specific Regulatory Exhibit* to the *Wellpoint Participating Dentist Agreement* section has been revised by the addition of the following for Florida and Minnesota only:
 - Florida specific provisions:
 - Dentist is required to post consumer assistance notice prominently displayed in the reception area of the Dentist office and clearly noticeable by all patients. The consumer assistance notice must state the addresses and toll-free telephone numbers of the Agency for Health Care Administration and the Department of Financial Services. The consumer assistance notice must also clearly state that the address and toll-free telephone number of the organization's grievance department shall be provided upon request.
 - Minnesota specific provisions:
 - The following provisions are required terms and conditions for Agreements entered into with Dentists located in the State of Minnesota. The contract provisions set forth below replace any inconsistent provisions in the Agreement or are in addition to the provisions of the Agreement. All other provisions of the Agreement are not affected by this Regulatory Exhibit.
- In addition to *Section 1. Preliminary Provisions*, of this *Agreement*:
 - (i) Network Leasing: In accordance with state law, Wellpoint is informing Dentist that we do lease our ("Network(s)"). This contract grants third-party access to the provider network. The provider network contracting entity has entered into an agreement with other dental plans or third parties that allows the third party to obtain the contracting entity's rights and responsibilities as if the third party were the contracting entity. The list of all third parties with access to this provider network can be found at [wellpoint.com/provider/individual-commercial/dental](https://www.wellpoint.com/provider/individual-commercial/dental). You have the right to choose not to participate in third-party access. To exercise your right to not participate in the third-party access, submit your written or electronic request to Wellpoint. Dentist agrees to notify each Covered Person who seeks Dentist's services that he/she is not participating in third party access, which may affect Covered Person's coverage and cost share.
- WELLPOINT DENTAL SERVICES – PPO 10 *Participating Dentist Agreement* has been updated to include the following new section:
 - *I. General Provisions, Section Q*: The standard method of payment of claims to Dentist is a check via mail or Electronic Fund Transfer (EFT). Dentist may choose to receive payment of claims by Electronic Fund Transfer (EFT) through enrollment. Both options are available to Dentist at no cost.



- Additionally, the following had been added to the State Specific Provisions for Minnesota:
 - In addition to Section I, *General Provisions*, part D of this *Agreement*:
 - Network Leasing: In accordance with state law, Wellpoint is informing Dentist that we do lease our ("Network(s)"). This contract grants third-party access to the provider network. The provider network contracting entity has entered into an agreement with other dental plans or third parties that allows the third party to obtain the contracting entity's rights and responsibilities as if the third party were the contracting entity. The list of all third parties with access to this provider network can be found at [wellpoint.com/provider/individual-commercial/dental](https://www.wellpoint.com/provider/individual-commercial/dental). You have the right to choose not to participate in third-party access. To exercise your right to not participate in the third-party access, submit your written or electronic request to Wellpoint. Dentist agrees to notify each Covered Person who seeks Dentist's services that he/she is not participating in third party access, which may affect Covered Person's coverage and cost share.



***Consolidated Appropriations Act* provider directory federal mandate**

As required by the *Consolidated Appropriations Act* (CAA) and several state laws, we must ensure our provider directories are accurate. Your patients — our members — need the most up-to-date information to reach you. As a contracted provider, you must respond to this notification by providing updated contact information.

We appreciate your due diligence in keeping us informed of any changes impacting you or your office. Working together, we ensure your patients — our members — can reach you quickly while we meet our compliance obligations.

We are excited to announce our partnership with HealthLink Dimensions to simplify the verification process with your practice. Be on the lookout for an email from Healthlink Dimensions, which will provide steps to complete your verification of your practice. Ensure that you add Healthlink Dimensions to your trusted sender list to make sure vital information from Healthlink Dimension is received. Working together, we ensure your patients — our members — can reach you quickly while we meet our compliance obligations.