

Dental News

National Provider Identifier (NPI) update

Continue to submit your electronic claims using only your Regence provider number or your Regence provider number and your National Provider Identifier (NPI). **Do not submit electronic claims with only an NPI at this time. We will update you when this option is available.** We need to have 100% of our electronic submitters' NPIs received and loaded into our claims system before we can accept only an NPI.

If you haven't already done so, share your NPI with us as soon as possible so we may enter it into our systems. You can submit your NPI using one of the four submission methods below:

- **Online** submission is available in the *Forms* section under *Provider Library* on our *Provider Web Site* at www.id.regence.com/physician. Complete the electronic *Provider Information/Provider Directory Update Form* and submit it electronically.
- **Print** the Provider Information Update Form, located in the *Forms* section under *Provider Library* on our *Provider Web Site*. Fax the completed form to (208) 798-2046.
- **Call** your provider services representative.
- **Mail** your NPI to:
 - Regence BlueShield of Idaho
 - Attn: Provider Operations
 - P.O. Box 1106 MS/LBIW
 - Lewiston, ID 83501

The latest NPI information, including frequently asked questions and an online workshop, is available on our *Provider Web Site* at www.id.regence.com/physician. If you have any questions please call your provider services representative.

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Developing a healthier community at myRegence.com

When it comes to exercising, eating healthier, parenting and navigating the health care system we, as a community, can use all the help we can get. Now Regence members can find even more ways to connect with other members of our community through our member online environment at **myRegence.com**, powered by the Regence Engine.

Using the message boards in the new My Community section, members can reach out and speak with other members online about many compelling health-related topics. Members may also chat with experts on subjects that include healthy cooking, weight training, health benefits and motivational goal-setting.

All message board posts are screened by My Community moderators. Moderators are not only active members of My Community—keeping conversations lively and on topic—they also point members to other areas of the site, provide a professional opinion and answer customer service questions.

In addition to growing the community, **myRegence.com** continues to evolve into a more robust health information resource for members with even more articles, videos and podcasts on a variety of health related topics. Members can stay connected with **myRegence.com** Message Center and the **myRegence.com** newsletter.

Message Center

Regence recently launched a Message Center section on myRegence.com, allowing members secure email access to our Customer Service and Health Care Services departments. Message Center allows members to communicate directly with Regence to get answers to questions about coverage, advice about their health and resources that can help them better understand and navigate the health care system. All questions and correspondence through the Message Center are addressed within two business days.

Newsletter

Members registered on **myRegence.com** can now receive an online newsletter. This semimonthly, HTML newsletter has up-to-date information about health-related topics, as well as information on any new programs or tools available on **myRegence.com**.

A demonstration of **myRegence.com** is available on our *Provider Web Site* at www.id.regence.com/physician.

Holiday office closure schedule

The following holidays will be observed by the closure of all Regence BlueShield of Idaho offices:

Christmas

Monday and Tuesday,
Dec. 24-25, 2007

New Year's Day

Tuesday, Jan. 1, 2008

President's Day

Monday, Feb. 18, 2008

Memorial Day

Monday, May 26, 2008

Independence Day

Friday, July 4, 2008

Labor Day

Monday, Sept. 1, 2008

Thanksgiving

Thursday and Friday,
Nov. 27-28, 2008

Christmas

Thursday and Friday,
Dec. 25-26, 2008

New Year's Day

Thursday, Jan. 1, 2009

Regence MedAdvantage service area expanded

Regence is pleased to announce that the service area for Regence MedAdvantage is expanding to the following counties: Bannock, Boise, Bonner, Elmore, Jefferson, Latah, Minidoka, Owyhee, Payette, Power, Shoshone, and Asotin, WA. The product will be effective in the new areas on Jan. 1, 2008.

Regence MedAdvantage is our Medicare Advantage preferred provider organization plan. MedAdvantage includes a preventive dental benefit of \$500 per year.

Members can go to any dentist and are covered up to \$500 annually for preventive dental services such as cleanings, X-rays and exams. Dentists will be reimbursed at billed charges up to the benefit maximum. This preventive benefit is an excellent way for your senior patients to maintain their oral health.

The Regence MedAdvantage information on our *Provider Web Site*, www.id.regence.com/physician, will be updated in January to reflect these changes.

Introducing A.D.A.M. QuickSheets

Regence is pleased to introduce a new online tool available on Regence Online Services for Providers. This new tool, A.D.A.M. QuickSheets, is designed to improve communication between dental professionals or health care providers and their patients. A.D.A.M. Quicksheets are illustrated patient education handouts available in English and Spanish. The handouts may be printed and handed to patients during a visit, mailed with lab results or emailed.

Articles used in the handouts are excerpts from A.D.A.M.'s award-winning *Health Illustrated Encyclopedia*, which covers diseases, conditions, surgeries, tests and wellness. Handouts may be searched by keyword or added to a list of favorites. Dental professionals and other health care providers may also add their own patient-specific notes to each handout, tailoring the information to each patient. The provider's name and contact information, once entered into the system, is automatically included on every handout.

More information on Regence Online Services for Providers is available on our *Provider Web site* at www.id.regence.com/physician.

Regence Caring Foundation fundraiser set record

The Regence Caring Foundation, a dental charity sponsored and administered by Regence BlueShield of Idaho to benefit uninsured children, raised \$45,000 at its recent charity golf tournament. The amount raised was an all-time record for the event.

Hall of Fame golfer Johnny Miller was the featured guest at the annual golf tournament and clinic, which was held Aug. 17 at BanBury Golf Club in Eagle, Idaho.

A total of 96 golfers participated in the tournament, and Miller hosted a clinic just prior to tee off. The event raised a record \$45,000, which will provide more than 100 Idaho children with free dental care.

Idaho coordinator Kathy Ellis would like to thank the many sponsors, including Willamette Dental, Patterson Dental, and Henry Schein Dental. Special thanks to Dr. Skip Pierce and Dr. Carson Mooney for their volunteer efforts and support.

For more information on the Regence Caring Foundation please call 1 (866) 938-0084.

Meet our new products for smaller employer groups

An upgraded claims system

This fall, Regence BlueShield of Idaho began processing claims on an upgraded system. The claims system will be implemented in phases. Initially, only claims for members enrolled on new small-employer group products and BlueCard® will be processed on this system. While this robust claims system will allow us to improve efficiencies, it is much more than a technological upgrade. Strengthening our processes and systems will improve our ability to respond to your needs, as well as those of your patients.

Three new small-group products

We will use our new system to administer three new dental products as alternatives for smaller businesses with 2 to 99 employees. These three new products, EncoreSM, ExpressionsSM and RadianceSM, focus on personal freedom and cost accountability. We launched them on Nov. 1, 2007.

Encore*

- Annual maximum may be \$500 or \$750.
- Deductible may apply for all benefits.
- Reimbursement levels are 80% for preventive, 50% for restorative and 0% for major services.

Expressions*

- Annual maximum may be \$1,000, \$1,500 or \$2,000.
- Reimbursement levels are 100% for preventive (deductible is waived), 80% for restorative and 50% for major services.
- An orthodontia option is available with this plan. It has a lifetime maximum of \$1,000 or \$1,500, is limited to age 23 and under and has a 50% benefit after a 12-month waiting period.

*Expressions and Encore are network products, and reimbursement is established based on the provider's network participation. Radiance is not a network product, and there is no hold harmless for this plan.

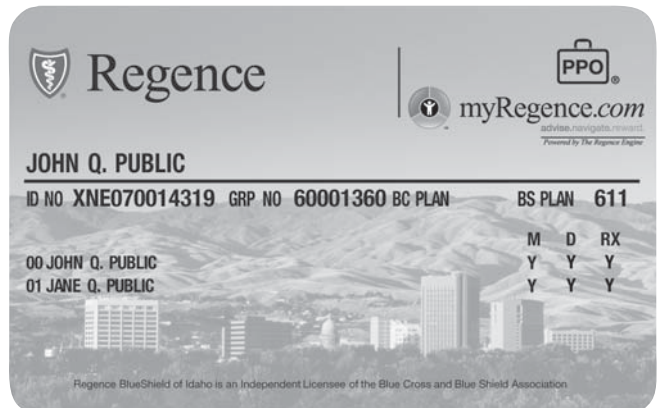
Radiance

- Annual maximum may be \$1,000 or \$1,500.
- Deductible may apply for all benefits.
- Reimbursement levels are 100% for preventive, 80% for restorative and 50% for major services.
- An orthodontia option is available with this plan. It has a lifetime maximum of \$1,000 or \$1,500, is limited to age 23 and under and has a 50% benefit after a 12-month waiting period.

New member cards for Encore, Expressions and Radiance members

Expressions, Radiance and Encore are options only to those employer groups that have decided on one of our two new medical products, InnovaSM and EngageSM, **or to those groups seeking only dental coverage.** You can identify Encore, Expressions and Radiance members by their member cards, which are different from our other Regence member cards:

- They are in color.
- They feature one of seven background designs: four cityscapes (Boise, Idaho; Portland, Ore.; Salt Lake City, Utah; or Seattle, Wash.), two graphic designs (diamonds or circles), or a snowboarder image.
- They list one member name per card or the entire family on each card.
- The subscriber suffix is '0.'





Provider: Please submit medical claims to your local Blue Cross and/or Blue Shield Plan. For Blue Card Processing call your local plan for questions on claims. Send all other claims to



PO Box 31603, Salt Lake City, UT 84131-0603



Members: To locate a preferred or participating Blue provider outside your service area, please call **1-800-810-BLUE (2583)**

Regence Rx BIN 610648 PCN 01820000

For Pharmacy questions please call **1 (888) 437-1508**

For all other questions please call **1 (888) 367-2117**

Regence BlueShield of Idaho is an Independent Licensee of the Blue Cross and Blue Shield Association

This card is not an authorization for service or a guarantee of payment.

Icons on the back of the card indicate various types of benefits available: medical (stethoscope), dental (toothbrush) and pharmacy (Rx) benefit information. Vision is not identified on the member card.

The medical product alpha prefixes for Regence BlueShield of Idaho are:

- **XNE** for Innova
- **XNV** for Engage

Dental-only plans will not contain an alpha prefix.

Copay, coinsurance and deductible information will not be included on the member cards. To obtain this information, use Regence Online Services for Providers, available on our *Provider Web Site* at www.id.regence.com/physician, or contact Regence Provider Customer Service for these patients at 1 (800) 475-1149.

Members previously covered on a Regence medical plan will receive new member numbers once enrolled in a new medical plan.

Verifying eligibility and benefits

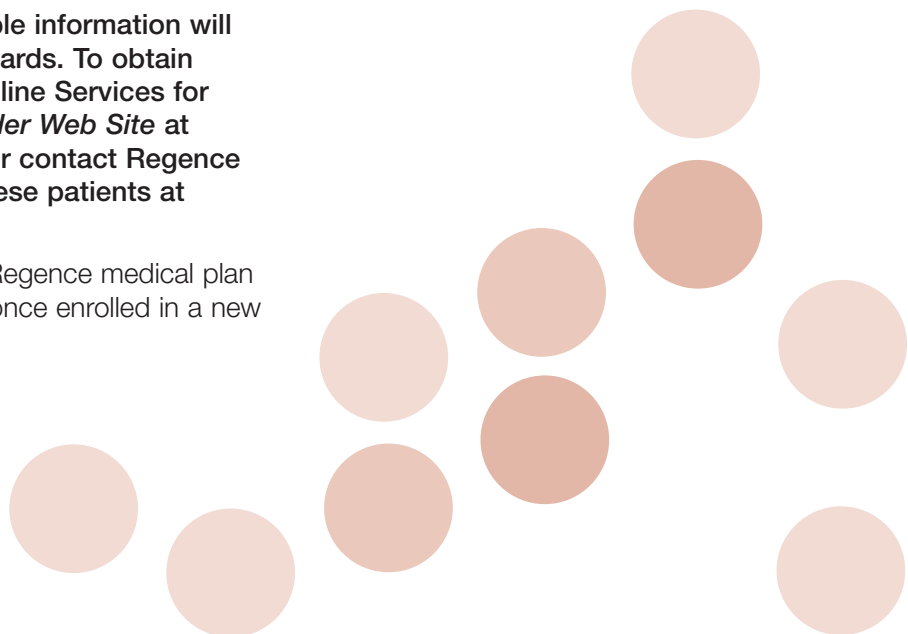
Use Regence Online Services for Providers, available on our *Provider Web Site* at www.id.regence.com/physician, or contact Regence Provider Customer Service for Encore, Expressions and Radiance members at 1 (800) 475-1149.

Filing claims

Submit claims for Encore, Expressions and Radiance patients electronically along with other Regence BlueShield of Idaho claims or send paper claims to:

Regence BlueShield of Idaho
Attention: Claims Services
P.O. Box 31603
Salt Lake City, UT 84131-0603

We will continue to share information about these products in *Dental News* and on our *Provider Web Site*. Look for more detailed information in the first quarter of 2008. If you have any questions, contact Regence Provider Customer Service at the dedicated number for these products, 1 (800) 475-1149, or your provider services representative.



Reminder

Have you returned your revised Dental Provider Agreement?

Regence mailed updated provider agreements to all participating dental providers at the end of September. The updated agreements clarify and standardize the language used by all Regence affiliates in Oregon, Idaho, Utah and Washington. The updated agreement needs to be signed by the provider who owns the tax ID number (TIN). If you have not done so already, please be sure to return your signed agreement to our office.



Contact Us

We're here for you.

Don't hesitate to contact Customer Service or any of our service teams with your questions. Our Provider Services team is also dedicated to helping you. Contact information for your provider services representative is in the *Dental Professionals* sections of our *Provider Web Site*.

Regence Customer Service

Expressions, Radiance and Encore Products

Regence Provider Customer Service
1 (800) 475-1149

Other (non-Expressions, non-Radiance and non-Encore) Products

Regence BlueShield of Idaho Customer Service
1 (800) 632-2022

Provider Relations

1 (866) 731-1330

Provider Web Site

www.id.regence.com/physician

Return Service Requested

P.O. Box 1106
Lewiston, ID 83501

Regence BlueShield of Idaho is an independent
Licensee of the Blue Cross and Blue Shield Association



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