

GET ENVOLVED

THE ENVOLVE DENTAL PROVIDER NEWSLETTER

Envolve Dental is a leader in superior, tailored dental benefits and services for Medicaid, Medicare, and Marketplace member products. Every quarter we give you key information you can use to best serve your patients.

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

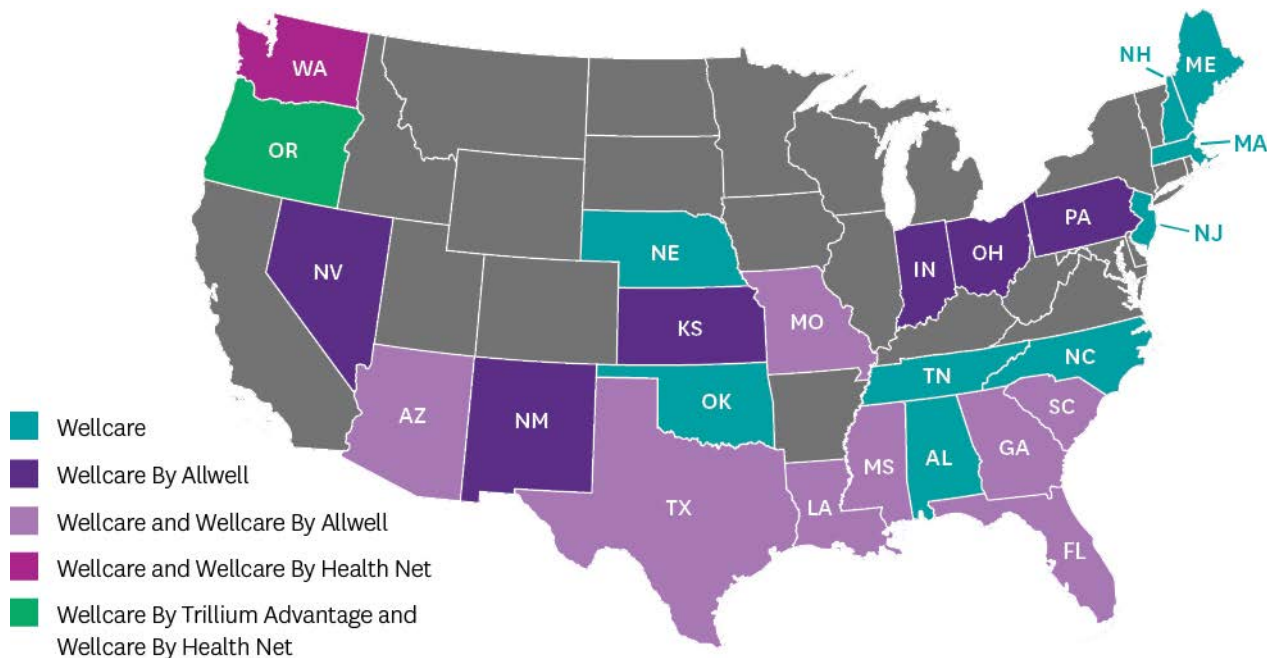
Here We Grow Again!

Jan. 1, 2022, marks a significant day for Envolve and its health plans. The Allwell Medicare brand has joined with Wellcare, becoming one unified national brand, but Ascension Complete and Ambetter Health Insurance Marketplace also have significant changes.

Before we review those changes, we want to thank you for being our partner in quality. The care you provide throughout the year is the most important component in our success.

OUR CHANGES

On Jan. 1, Centene's Allwell, Health Net, Trillium Advantage and WellCare will become Wellcare. As a unified national brand, Wellcare's focus is giving Medicare members of today and tomorrow the coverage they need, the simplicity they want, and the high-quality care they deserve. Envolve will administer the dental benefit under Wellcare, which offers supplemental benefits beyond traditional Medicare coverage.



Ascension Complete expands into Texas in January 2022. Envolve administers the dental benefit for Ascension Complete, a plan offering affordable and quality Medicare coverage to help members get the care they need and to feel their best. In addition to Texas, Ascension Complete serves Alabama, Florida, Illinois, Indiana, Kansas, Michigan, and Tennessee.

Ascension Complete

2022 Medicare Dental Benefits

No prior authorization is needed for any of our Medicare dental benefits through Wellcare or Ascension Complete:

- No cost routine oral exams, cleanings, and x-rays
- Coinsurance and copays may vary for comprehensive services
- Annual benefit maximum may vary

Comprehensive dental services on some plans include specific:

- Diagnostic services
- Restorative services
- Prosthodontics, including dentures
- Periodontics
- Endodontics
- Extractions

Annual benefit maximum and member cost share varies by plan.

Also on Jan. 1, 2022, Envolve becomes the dental administrator for the Ambetter Health Insurance Marketplace plan in **Kentucky, Louisiana, Nebraska,** and **Oklahoma**, joining Arkansas, Arizona, Florida, Georgia, Illinois, Indiana, Kansas, Michigan, Missouri, Mississippi, Nevada, New Hampshire, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, and Texas.

Ambetter plans are designed for individuals and families who may not qualify for Medicaid or other government coverage and include preventive and comprehensive dental benefits for adults ages 19 and older (age 21 and older in Kentucky). More than 90% of Ambetter members are eligible for subsidies. Envolve offers quality, comprehensive, and affordable Exchange plans for any budget.

No matter the plan, member eligibility for the health plans working with Envolve can be verified in three easy ways:

- Use the Provider Web Portal: envolvedental.com/logon
- Call our automated member eligibility IVR system
- Call Provider Customer Service

PPO vs HMO

Envolve does not contract with providers differently based on the HMO or PPO status of the medical plan. Envolve administers dental benefits under a single fee-for-service without additional mandates or administrative burdens. The only exception is for members with an HMO medical benefit who do not receive dental benefits when receiving care from out-of-network providers.

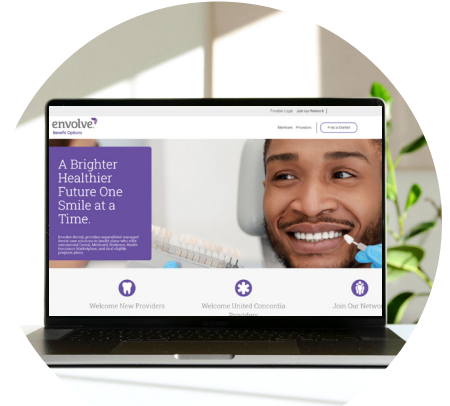


Introducing Our Revamped Website

We've been working for months to make envolvedental.com even easier for you to quickly find the information and features you need!

Just click on *Providers*, then *Select Your State* to show the 30 states we currently serve. Once you pick a state, here are four helpful features:

- A list of participating plans and a description of their membership
- Member ID card examples
- Provider Services phone numbers and website links for health plans
- Resources, including links to join our provider network and/or register for our Provider Web Portal



At envolvedental.com, you can also find a link to the members' section. Please be sure to check the Find a Dentist link to make sure your contact and office information is up to date.

Timely Access to Care

As part of Medicaid qualification, Medicaid providers are obligated to meet their state's established wait times. Our Quality Improvement Committee has established the following access to care standards for appointment wait times for eye doctors:

Type of Care	Texas	All Other States
Routine Eye Exam	Within 14 days	Within two (2) weeks
Sub-Acute Problem	Within 14 days	Within two (2) weeks
Chronic Problem	Within 21 days	Within four (4) weeks
Urgent (not life-threatening)	Within the same office day	Within the same office day

The Dangers of Overprescribing Opioids in Dental Care



The over-prescription of opioids unnecessarily exposes patients – adults and children – to addiction, overdose and even death. Research points to dentists as the most likely health care providers to prescribe opioids to adolescents.

These statements lead to a couple of difficult questions that must be asked: How much knowledge does the average dentist really have about the addictive nature and dangers of prescribing opioids? Is the average dentist aware of the addictive risk opioids has on teenagers?

A Georgetown University survey published Oct. 21 in the Journal of the American Dental Association pointed to a disconnect between what dentists say about prescribing opioids versus what they practice.

As always, Envolve recognizes the dental provider is in the best position to determine the correct treatment protocols for patients.

In general, however, dental providers should limit opioid exposure when possible, especially when:

- Prescribing pain medications for children
- Equally effective treatments offer similar pain relief
- The patient's medical records indicate a higher-than-likely risk of addiction

If a provider decides to prescribe an opioid, Envolve encourages communicating the risks to the patient or parent/guardian; checking any available database to determine if other providers have prescribed opioids recently; and closely monitor the patient's usage and progress.

David J. DePorter, DDS, MS, MPH
National Dental Director, Envolve Benefit Options



As summarized on drbicuspid.com, of 269 survey responses from dentists in the U.S.:

84% of respondents reported believing that nonsteroidal anti-inflammatory drug (NSAID)-acetaminophen combinations are equally as effective or more effective than opioid. **43%** of those surveyed also reported regularly prescribing opioid medications. Numerous studies have found that NSAIDs are superior to opioids for dental pain.

Provider Accessibility Initiative Improves Disability Access

Centene, Envolve's parent company, has launched a Provider Accessibility Initiative (PAI) to increase the number of providers who meet minimum federal and state disability access standards.

One goal of the PAI is to improve the accuracy, completeness and transparency of provider self-reported disability access data in provider directories so members with disabilities have the most up-to-date information related to a provider's disability access.

The detailed accessibility information you attest to will display online and in print directories. Using the online Find a Provider tool, members with disabilities can filter providers based on their disability access needs and/or the service location's disability access status. Everyone deserves equal access to quality healthcare and services. Thank you for your participation!

[Click here to take the survey](#)

Sign Up Today for EFT Payments

Direct deposits set up through Electronic Funds Transfer is the quickest and most secure way to receive your monthly claim payments. Timelier than paper check payments, you receive direct deposits directly into your verified bank account. It's easy to enroll today. All you need to do is complete an EFT form on the PWP and submit it with a voided check to providerrelations@envolvehealth.com or fax it to **844-847-9807**. Activation begins upon bank verification, with direct deposits typically posting after four to five bank runs.

Preventing Fraud, Waste, and Abuse Is A Priority for All of Us

Envolve Dental takes the detection, investigation, and prosecution of fraud, waste, and abuse very seriously and performs ongoing claims audits, which in some cases may result in taking actions against those providers who, individually or as a practice, commit fraud, waste, or abuse. These actions include but are not limited to:

- Remedial education and/or training to prevent the billing irregularity
- More stringent utilization review
- Recoupment of previously paid monies
- Termination of provider agreement or other contractual arrangement
- Civil and/or criminal prosecution
- Any other remedies available to rectify

Envolve Dental instructs and expects all its contractors and subcontractors to comply with applicable laws and regulations, including but not limited to the following:

- Federal and State False Claims Act
- Qui Tam Provisions (Whistleblower)
- Anti-Kickback Statute
- Physician Self-Referral Law (Stark Law)
- HIPAA
- Social Security Act
- U.S. Criminal Codes



Fraud, Waste, and Abuse Hotline

- Envolve Dental Hotline:
800-345-1642
- Medicare Fraud Hotline of the HHS office Inspector General:
800-447-8477

Clinical Policies Posted Online

Envolve Dental takes individual circumstances and the local delivery system into account when determining medical appropriateness of dental services.

As a dental benefits administrator, we founded our objective clinical policy guidelines upon evidence-based dentistry to determine medical necessity when making utilization decisions. Our Utilization Management Committee, which is composed of our dental directors and consultants, follows a formal process to develop and evaluate all clinical policy guidelines and procedures for applying criteria.

Current policies are available on our Provider Web Portal at envolvedental.com/logon. To request paper or electronic copies, please contact our Customer Service team.

[Click here to visit the Provider Web Portal](https://envolvedental.com/logon)

Provider Forms

Please visit envolvedental.com/logon or call Provider Customer Service for copies of applicable provider forms.

DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves



23 STATES



81,000+
PROVIDERS



4.6M MEDICAID
LIVES



25 HEALTH
PLANS



146,000
MEDICARE LIVES



246,000
HEALTH INSURANCE
MARKETPLACE LIVES

About Us

Envolve Dental, Inc., is a wholly-owned subsidiary of Envolve Benefit Options, Inc., and 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 email us at providerrelations@envolvehealth.com.

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