

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 will share key news that you can use to best serve your patients.

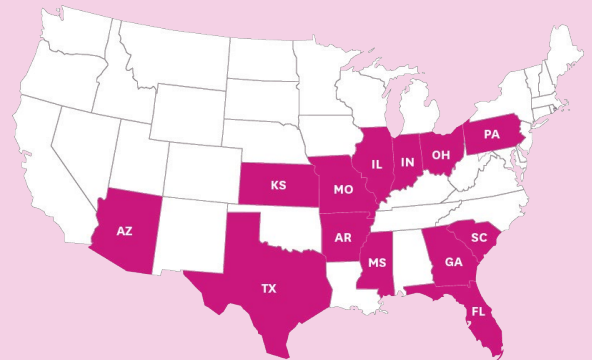
A BRIGHTER, HEALTHIER FUTURE. ONE SMILE AT A TIME.

Not Just Medicaid: We Cover Medicare and Exchange Members in Many States

While you may be more familiar with our partner Medicaid plans, did you know we also cover members who access dental care through these Medicare and Affordable Care Act health plans?



Affordable, comprehensive exchange plans for individuals and families who may not qualify for Medicaid or other government coverage. Over 90 percent of Ambetter members are eligible for subsidies.



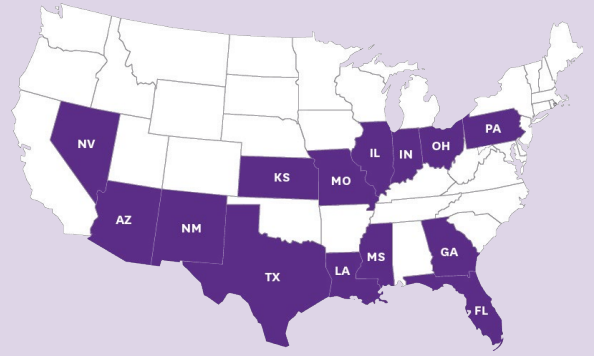
2020 Ambetter Health Insurance Marketplace Dental Benefits*

Dental benefits include routine exams, cleanings, and X-rays at no cost to the member. Restorative services are covered with 50-percent coinsurance, up to \$1,000 annual benefit maximum. **No prior authorization required.** Benefits include:

- Fillings
- Endodontic therapy
- Periodontal maintenance
- Crowns
- Dentures



A Medicare Advantage plan that debuted in 2018 for seniors and those with disabilities, offering the quality healthcare you'd expect from a big company, but delivered on a local level.



2020 Allwell Medicare Dental Benefits*

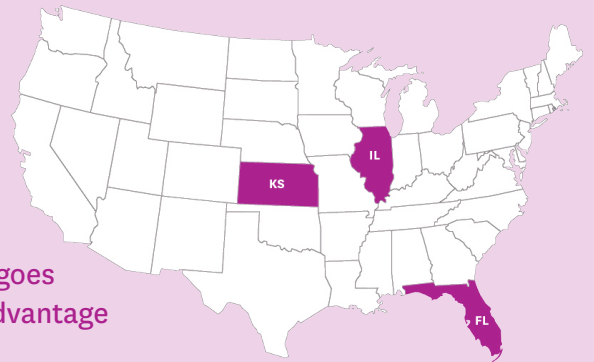
Allwell members receive oral exams, cleanings, and dental X-rays. Some plans also offer additional coverage that includes certain comprehensive services:

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

Annual benefit maximum and member cost share varies by plan. **No prior authorization required.**

Ascension Complete

Launched in 2020, this Medicare Advantage plan is shaped by Ascension doctors, who work for one of the country's largest non-profit Catholic health systems. Ascension Complete provides Medicare recipients with a more personalized care experience. With a legacy of providing compassionate care that goes back centuries, Ascension Complete isn't just a new Medicare Advantage plan — it's the only one of its kind.



2020 Ascension Complete Medicare Dental Benefits*

All Ascension Complete members receive oral exams, cleanings, and dental X-rays as well as certain comprehensive services:

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

\$1,000 annual benefit maximum. **No prior authorization required.**

**Note: For all plans, please see each state's dental benefit grids posted on the Provider Web Portal for specific services covered.*

Do Dental Specialists Need Referrals?

Envolve Dental does not require general or pediatric dentists to obtain an authorization or referral to dental specialists. If a specialist is needed, providers should recommend to members a specialist in our network. Participating network specialists can be found on the health plan's "Find a Provider" page.

Note: Some specialists may have an office policy requiring a referral before scheduling an appointment for a member. Please consult directly with the specialist for office specific referral requirements.

When a Member Misses an Appointment

Each health plan member manual includes instructions for members to keep, cancel, or reschedule their appointments. We recommend that providers contact members by phone 48 hours prior to scheduled appointments to confirm the time and location at which services will be rendered. Please note:

- Providers can discontinue providing services to a member if they repeatedly miss appointments. Be sure to keep a record of occurrences in the member's file, and refer the member to the health plan to identify a new dental provider.
- Your office's missed appointment and dismissal policies for health plan members cannot be stricter than your private or commercial patient policies.
- Providers are not allowed to charge health plan members for missed appointments.

Be Sure to Review Clinical Policies Before Completing Services

Envolve Dental's clinical criteria, provider manuals, policies, and procedures are available by logging into Provider Web Portal. Once logged in, the updated clinical policies are located atop of the portal homepage.

Important reminders, notices, benefit grids, and provider manuals are located in the Documents tab and communicated to providers via fax, mail, or email. See the most recent dental clinical policies by visiting our Clinical Policy page at: pwp.envolvedental.com/.

Billing for PPE

Medicaid and Medicare members should not be billed for services including fees to cover the costs of Personal Protection Equipment (PPE) such as infection control fee, biohazard fee, miscellaneous fee, etc.



Have a Fraud, Waste, or Abuse Concern?

Just like you, Envolve Dental takes the detection, investigation, and prosecution of Fraud, Waste, and Abuse (FWA) seriously. We perform ongoing claims audits that may result in taking actions against those providers who, individually or as a practice, commit fraud, waste, or abuse.

We make it easier for you to report any fraud-related concerns with a new email address that connects you directly with our Special Investigation Unit (SIU). This new mailbox will be used for fraud-related referrals, SIU inquiries, and provider correspondence.

Please use EBOSIU@envolvehealth.com going forward to make sure your concerns are handled as quickly as possible.

DENTAL CARE BY THE NUMBERS

Envolve Dental Proudly Serves



18 STATES



15,000+
PROVIDERS



2.6M MEDICAID LIVES



45 PRODUCT SOLUTIONS



46,000
MEDICARE LIVES



200,000
HEALTH INSURANCE MARKETPLACE LIVES

Helping Members Improve Oral Health

We are committed to disease prevention and improved oral health for our members. In support of this commitment, here are some ways our providers can help:



Reach out to members who have not had an annual visit.



Provide preventive services such as fluoride varnish application where appropriate.



Help members schedule an appointment to see a dentist.



Educate parents/legal guardians on the importance of routine dental care for their children. Ideally, a child's first dental visit occurs before 12 months of age.



Make reminder calls or mail reminder postcards to members who have appointments to decrease no-show rates.

Envolve Dental is also committed to ensuring and improving member safety. As a reminder, we monitor opioid-prescribing to ensure clinical best practices are in place within our **Opioid Quality Improvement Program**. You can request a copy of the opioid awareness quality improvement program by emailing providerrelations@envolvehealth.com.

Thank you for your continued high quality of care and services for our members.

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.

envolve
Benefit Options