

biting edge

biting edge is a quarterly publication produced by Ameritas Group, a division of Ameritas Life Insurance Corp., for dental professionals who take part in our Participating Provider Organization network.

Ameritas Group Home Office ■ Provider Relations ■ 800.755.8844

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INSIDE ■ First Quarter 2007

- VIP showcase ■ get the best fees for your area
- certificate holder for malpractice insurance
- we're ready for NPI ■ e-claims = quick payment
- FastAttach™ offer good through April 30
- complete, legible claims get paid quickest

Ameritas Group / 475 Fallbrook Blvd. / Lincoln, NE 68521

complete, legible claims get paid quickest

To expedite processing, we scan paper claims into our computer imaging system. This provides enhanced customer service by allowing instantaneous claim retrieval, and increases our ability to identify and correct submission or processing discrepancies. So it's important that paper claims scan in clearly.

The fastest way to get paid on paper claims:

- Submit clear, legible claim forms.
- Include the treating dentist's name, address and TIN or SSN.
- Include the dentist's NPI (National Provider Identifier).
- Identify the relationship of the patient to the member, along with both the patient's and member's dates of birth.
- Submit complete member info including full street address and ZIP code.
- Use fresh ribbon/ink in your printer.
- Use a black ink or black felt-tip pen.
- Use original claim forms or superbills.

Avoid the following to prevent delays:

- Dark copies or claims on color paper. They scan in dark and unreadable.
- Highlighting. Highlighted areas scan in dark and unreadable.
- Poor-quality, dot-matrix printed claims.
- Color ink, fine-point pens or pencils.
- Photocopied claims or superbill carbons.

Supporting Documentation — For a list of Current Dental Terminology ©American Dental Association procedure codes that we request supporting documentation for, please visit ameritasgroup.com and look under Provider, Resource Center. These procedures include radiographs, surgical notes or periodontal charting to determine benefits. All documents should be dated and legible. All original radiographs will be returned. Please label duplicate films left and right.

Prosthesis (Initial or Replacement) — If the crown, bridge or partial/complete denture is a replacement, please note the prior placement date. If it is initial and an extraction is not listed on the claim, please include the date the tooth was extracted.

Tooth Numbers/Letters — Site-specific information is required such as tooth number, letter, quadrant or arch using the Universal/National Tooth Numbering System.

VIP showcase

Congratulations to our fourth-quarter 2006 VIP Award winners! This quarterly VIP Award (Very Important Provider) recognizes our PPO dentists and specialists for providing outstanding service to their patients.

Ameritas or First Ameritas PPO dental plan members cast votes for their favorite provider. The PPO doctors who receive the most nomination points win, and there are new winners each quarter. Nomination ballots are mailed monthly, along with a customer feedback survey, to plan members who submitted a claim that month.

As a winner, you would receive a custom VIP plaque and a beautiful gift basket. Be recognized for a job well done by the people who matter most — your patients.

Dr. Blanca Martinez Esparza ■ First Place



Dr. Blanca Martinez Esparza's office includes (from left) Julio Martinez, Maria Baltazar, Anabel Moreno, and Blanca's husband Dr. Oscar Esparza

Ameritas VIP Award Winner

In Dr. Esparza's dental office in Ontario, Calif., the patient is always No. 1. As part of her service philosophy, she and her dental office associates interact with patients and listen to what they have to say. This

provides patients with a friendly, comfortable atmosphere, which also helps increase repeat business and patient referrals. Involved in her community, Dr. Esparza volunteers for the city's schools to help students who need emergency dental care — and it's all free of charge. Dr. Esparza and her husband, Oscar, who is also a DDS, work together in the same dental office.

get the best fees for your area

When submitting dental claims to Ameritas and First Ameritas, please submit your usual & customary fees, instead of your contracted Maximum Allowable Charge (MAC). This is important because we take this fee information and calculate an area's average charges, along with other industry data, to determine what an area's MAC should be. If you submit your contracted MAC fee, then that's the amount we use to help calculate your area's average fees, which could result in lower MAC fees for your area.

certificate holder for malpractice insurance

There is some type of paperwork associated with almost everything we do — especially when it comes to credentialing and recredentialing our network providers. Some of our providers find that by making us a certificate holder for their malpractice insurance, they do not need to submit current certificates. That's because your malpractice insurance certificate holder will automatically do that for you. This will eliminate certificate requests being sent to your office, and your staff having to locate the certificate, photocopy and submit it. By making us your malpractice insurance certificate holder, you'll have less to worry about, so you can spend more time doing what you do best — caring for your patients. For more information, call our provider relations team at 800.755.8844.

we're ready for NPI

We are ready to accept your National Provider Identifier. So when you submit electronic or paper claims, please be sure to include it. We realize your NPI is not officially required until May 23 of this year, but why wait? After all, it is a federal requirement. And to those providers who have already submitted their NPI to us, a big thank you! If you have not yet applied for your NPI, we ask that you visit nppes.cms.hhs.gov or call 800.465.3203 as soon as possible. The Centers for Medicare and Medicaid Services website estimates that once you obtain your NPI, it will take about 120 days to update your billing system, coordinate with vendors and clearinghouses, test with payers, etc. Ameritas and First Ameritas dental claim forms will follow the ADA 2007 claim form format and include an entry for NPI. The new claim forms will be available on our websites soon. Thank you!

e-claims = quick payment

With electronic claims, we can process the same day received and send a check within seven business days. And we pay a portion of the clearinghouse transaction fee for our providers who use Emdeon's Business Services. Please visit emdeon.com/business_services.php and, for more information, visit ez2000dental.com, ndedic.org, and/or ameritasgroup.com, in New York firstameritasgroup.com. For e-claims, the Ameritas payer ID is 47009, the First Ameritas payer ID is 72630.

FastAttach™ offer good through April 30

Submitting electronic attachments is surprisingly easy and affordable thanks to National Electronic Attachment, Inc. (NEA). Their goal is to make insurance claim submission as easy as possible, and that's why they offer FastAttach. It enables healthcare offices to securely transmit x-rays, operative reports, charting, photographs, proof of primary payment, narratives and other attachments to insurance companies for electronic claims and predeterminations.

Attachments are connected to e-claims either manually or automatically with a simple tracking number in the remarks section. FastAttach even lets you know which procedures need attachments. You will have unlimited access to all images that you transmit for insurance. Additionally, you can choose the FastAttach Plus Service, which allows you to store all of your images in an offsite repository to free up your computer storage. You also can allow specialists or other dentists to view specific attachments that you assign to their peer name (user id).

FastAttach and FastAttach Plus usually require a one-time \$200 registration fee that includes software, installation and training. However, as an Ameritas or First Ameritas provider, registration is only \$70, plus one free month. **Visit nea-fast.com and enter AMERITAS71M in the blue promotion box and click Find My Promotion.** From there, you can register online, and view the list of current payers, frequently asked questions and scanner information.

Enter your promotion code here to find the best deal on NEA's services!

Find My Promotion

FastAttach is \$20 a month and includes unlimited usage, unlimited telephone support and software upgrades. FastAttach Plus is \$25 a month and includes all that FastAttach does, plus it offers unlimited storage of attachments for viewing by peers.

Benefits of electronic submission

- Eliminates lost or damaged attachments
- Speeds claim and predetermination processing
- Eliminates film duplication
- Reduces follow-up time on claims with attachments
- Offers unlimited customer service, support and training
- Provides HIPAA-compliant transmission service

System requirements

- Pentium Processor Computer or equivalent
- Monitor with 24-bit color at 800x600
- Windows 98, Windows NT or higher
- Internet service
- Electronic claims service
- 300 megabytes of disk space
- Source to make attachments digital

Make digital attachments

- Scanner with a transparency adapter (most common)
- Digital radiography (common and fastest growing)
- Digital camera (less common but functional)

You are invited to submit dental-related articles to the editor at lmcpersonlouch@ameritas.com.