

WORD OF MOUTH

From Delta Dental of Arkansas

Winter 2020



Delta Dental Smiles Enrollment Update

Thank you for your continued participation and support of the Delta Dental Smiles Network and our members! As a provider for Medicaid, you must comply with CMS requirements:

- All Arkansas Medicaid Providers must have individual enrollment.
- Providers can choose **one of two** methods to receive claims payments:

1. INDIVIDUAL SSN: Claim payments can be made under your individual SSN (Social Security Number). This option only requires an individual enrollment with DHS. This choice may have tax implications so you may need to consult with your tax advisor or accountant, **OR**

2. BUSINESS TIN: Claim payments can be made to your business TIN (Tax Identification Number). This option requires a group enrollment in addition to your individual enrollment. It is a CMS requirement for businesses paid under their TINs to have group enrollment status with DHS. Group enrollment requires

News

Recruitment: Empty chairtime? Seeking new patients? Dental Dental's PPO, Delta Dental Smiles, and Medicare Advantage networks might be for you.

Contact the [Professional Relations Department](#) for more details on how these additional networks may bring more revenue into your practice.

Attention Medicare Advantage Providers - New 2021

Benefits: New for our 2021 plans, Delta Dental has added EBD for heart disease, diabetes and periodontics. For more information click [here](#).

If you are not currently a

obtaining a Type 2 NPI number.

More information on the group enrollment process, including the application, can be found [here](#). If you need to obtain a Type 2 NPI number, you can apply for one at [NPPES](#).

You also have the option to complete your application online via the [DXC portal](#).

Please reach out to the DDAR credentialing team or your provider network coordinator for assistance or for any questions you may have regarding group enrollment. Our Professional Relations team is happy to receive and then submit your completed application on your behalf.

Failure to properly enroll in Medicaid will disrupt your reimbursement and result in a pended status for any claims submitted.

Friendly Reminder

Please remember that a claim **must** be submitted for all covered services, even if you feel there will be no benefits paid. The Uniform Requirements agreed to and signed by all Delta Dental of Arkansas providers states in section 2.1: “In order to ensure that charges are appropriate, Dentist will submit claims to Delta Dental or the applicable Delta Dental Member Company for Covered Services provided to an Enrollee even after the Enrollee’s Contract Year Maximum has been reached.” Also, in section 2.6 it states: “Dentist agrees to submit an American Dental Association claim form (or another form as prescribed and as may be modified by Delta Dental, from time to time) for all Covered Services rendered to Enrollees for which a charge is made.”

Medicare Advantage provider, contact us to join the network today. Take advantage of our more than 24,000 Medicare members who are motivated to use their benefits! Contact the Professional Relations Department at [501-992-1710](tel:501-992-1710) or by [email](#).

Provider Satisfaction

Survey: According to our 2020 Provider Satisfaction Survey, 94% of our providers are satisfied with Delta Dental of Arkansas.

The following providers are winners in our 2020 Provider Satisfaction Survey giveaway. Each one receives a \$150 gift card!

Dr. Lindsay English

Restore Dental in Bentonville

Dr. Adam Hall

Hall and Koppel Hot Springs
Orthodontics in Hot Springs

Dr. Glenn Lance

Nashville Family Dental in
Nashville