

Blue Shield Report

A Newsletter for
Professional Providers and
their Staff Members

March 4, 2010
D-1-10

The *Blue Shield Report* is
published by your
Professional Relations
Department.

OUR WEB ADDRESS:
<http://www.bcbsks.com>

Ann Dunn
Communications Coordinator

Questions:

Contact your professional
relations representative, or the
professional relations hotline
in Topeka at 785-291-4135 or
1-800-432-3587.

Inside This Issue:

Reminders

- X-rays Required for Proper Claim AdjudicationPage 1

Updates

- Dental Implants.....Page 2
- Virtual HoldPage 2

Reminders

X-rays Required for Proper Claim Adjudication

When submitting films/x-rays, please send originals, making sure they are dated and contain the patient and provider names. This will aid in making accurate decisions on claim determinations. This request was originally communicated in the December 30, 2008 *Blue Shield Report* D-2-08.

If you have the capability to submit the x-ray electronically (JPG file or TIF file), please include member and provider names and the member's identification number with the submission to csc@bcbsks.com.

Panoramic films do not show decay or structural defects and therefore, are not adequate documentation to allow for a restoration. However, periapical or bitewing film is accepted. It is suggested that you include additional documentation of defects or decay not clearly demonstrated in the film to support the necessity for restoration.

Updates

Dental Implants

NOTE: All dental implant claims are reviewed by Medical Review.

This change enhances benefits for dental implants to cover a single tooth implant vs. a 3-tooth bridge. Additionally, to the Oral Surgical Services and Services for Accidental Injuries to natural teeth under the health benefits the following is added:

- Cylindrical endosseous dental implants, mandibular staple implants, subperiosteal implants and the associated fixed and/or removable prosthetic appliance when provided because of an accidental injury.
- Cylindrical endosseous dental implants, mandibular staple implants, subperiosteal implants and the associated fixed and/or removable prosthetic appliances following surgical resection of either benign or malignant lesions (NOT including inflammatory lesions such as cysts or granulomas).

This change will be applied upon member contract anniversary date.

Virtual Hold

Providers' offices with a telephone menu system can now take advantage of the BCBSKS Customer Service Center (CSC) Virtual Hold system. To utilize this system simply follow the prompts as they are presented. This system allows a caller to select to wait on hold, or elect to receive a callback; Virtual Hold will keep your place in line and your call will be placed as soon as the next available customer service representative is available. In the initial implementation the system did not work when re-connecting to an office with a menu system. We hope if you weren't able to use the feature before you will give it another try now.