

Dental Office Update



Get your patients' information faster with our enhanced IVR!

Check out our enhanced IVR with fax-back to verify eligibility and benefits for your Delta Dental of Alaska and Oregon patients!

Our IVR with fax-back has options to obtain the following information:

- Full breakdown of benefits
- Code-specific benefits, including verification of primary teeth
- Orthodontic benefits
- Claim or predetermination status

To use IVR with fax-back:

- Call the dental customer service phone number on the back of the member's ID card
- Reference the member ID number and their birth date
- Have your provider's tax ID number and fax number available

You can use IVR with fax-back 24 hours a day, seven days a week, including holidays.

Billing tips for quicker payments

In order to prevent electronic claim delays please ensure:

- Box 48 indicates the billing/remit address
- Box 49 includes your organizational, Type II NPI number, if applicable
- Box 53 displays the correct treating provider
- Box 54 has the provider's individual, Type I NPI number listed
- Box 55 includes the correct treating provider's license number
- Box 56 indicates the physical service address

When submitting claims via mail, **please do not staple sheets together**. This one simple fix will expedite the uploading of your submitted documents for processing.

And please notify the Dental Professional Relations team of any new associates, change in ownership, address updates, etc., **prior** to submitting claims to ensure timely payments. Many of these documents can be found on Delta Dental of Alaska's website under the Resources tab and then Forms and Docs. Also check with your software vendor to ensure that your claims are being submitted with the correct information.

If you have any questions about updating your office profile, please reach out to us by email at dprak@deltadentalak.com or call us at 888-374-5905 for assistance

Save the Date!

**The Alaska Dental Society Annual Meeting
will be held May 9th & 10th**
Drop by our table and say "Hello!"



Representatives from the Dental Professional Relations team will be there to answer your questions and share useful information about everything we have to offer. Get the latest news about our different networks, discover extra benefits through our Oral Health, Total Health program, and meet your Delta Dental team members.

A Practical Guide for Prescribing Opioids

With pain continuing to be one of the most common reasons for medical care, opioids remain a highly utilized therapy for pain management.

Healthcare providers play a key role in safe opioid prescribing and helping patients understand how to safely use these medications.

Consider some of the following recommendations to help patients use their opioids safely for acute (pain present <1 month), subacute (1-3 months), and chronic (≥ 3 months) pain:

1. **Encourage the patient to fill all medications at one pharmacy.** It's important for pharmacists to understand the entire scope of a patient's medication list to evaluate the safety of their entire medication profile, including drug interactions and allergies. Filling all medications, including those for acute use, allows the pharmacist to monitor for safe use of all medications.
2. **Review your state's prescription drug monitoring program (PDMP) regularly.** The CDC guidelines cite that ideally, the PDMP should be reviewed before every opioid prescription. The PDMP can help identify safety concerns, such as if patients are receiving high opioid doses or other controlled medications that increase the risk of severe adverse events (e.g., benzodiazepines). If you need help registering for a PDMP account, please visit alaska.pmpaware.net.
3. **Prescribe the lowest effective dose for the shortest duration necessary.** The CDC guidelines cite lower risks for adverse events when opioid therapy is initiated at the lowest effective dose. Limiting use to the shortest duration necessary for acute pain can prevent unintentional continuation of opioids long-term.
4. **Prescribe non-opioid medications and interventions to augment pain management.** Use of non-opioid therapies (i.e., NSAIDs, pregabalin, gabapentin, etc.) have shown similar efficacy to opioids in the pain relief for many acute pain conditions (i.e., musculoskeletal injuries, low back pain, etc.) and should be maximized for all pain types.
5. **Follow-up often and consistently.** Patients using opioids for acute indications should be seen at least every 2 weeks and no longer than every 3 months for chronic indications. Try to have the same healthcare professional see the patient at each follow-up appointment, when possible, to provide consistency of care for the patient throughout their health journey.
6. **Offer naloxone for high-risk individuals.** Naloxone can be a lifesaving agent. Consider co-prescribing naloxone with opioids, especially for patients at high risk for overdose, including those with a history of overdose or substance use disorder and patients taking benzodiazepines and/or high doses of opioids (≥ 50 MME/day). Naloxone may also be offered to anyone who cares for patients that take opioid medications.

Questions? We're here to help. Learn more about opioid prescribing guidelines at the CDC's website or call our Moda Health Pharmacy Customer Service team at 888-361-1610.

As always, we appreciate your support in helping our members better their health and wellness.

Reference

1. *Dowell D, Ragan KR, Jones CM, Baldwin GT, ChouR. CDC Clinical Practice Guidelines for Prescribing Opioids for Pain - United States, 2022. MMWR Recomm Rep. 2022; 71(3):1-95. Published 2022 Nov 4. doi:10.15585/mmwr.rr7103a1*

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