

dental bulletin

Spring 2013

Using old member ID numbers may delay payment

Our new dental claims administrator is receiving large numbers of claims with old, invalid member ID numbers. Instead of denying these claims, our dental claims administrator is trying to catch these before they make it all the way thru the claims system. New ID cards were generated in January 2012 to all members with the exception of those members that were scheduled to move

to a stand alone plan but many providers are not using the **new** ID number on the **new** card.

Our customer service and claims administrator continues to run reports to identify members with the incorrect ID numbers prior to the claim being processed incorrectly. This manual process requires additional work and time and does not guarantee that all

numbers will be identified. Please remind your staff to make a copy of the new ID card and use that number on all claims to ensure they are processed correctly.

If you question whether or not you have the correct ID card, you should call Customer Service at 1-888-224-5213.

At the Arkansas State Dental Association meeting



Thanks for stopping by the Arkansas Blue Cross and Blue Shield booth at the recent Arkansas State Dental Association meeting. We are happy to announce that Dr. Steven Kilpatrick of Fort Smith was our lucky winner of the gift certificate to the restaurant Savoy 1620.



**Arkansas
BlueCross BlueShield**
An Independent Licensee of the Blue Cross and Blue Shield Association

A healthy mouth makes a happy body

Make sure your patients know the connection

At Arkansas Blue Cross and Blue Shield, we recognize that a healthy mouth can improve overall health. Growing research continues to support a direct link between chronic oral infections and medical conditions such as diabetes, coronary artery disease and babies with a low birth weight. Be sure and talk with your patients if you learn they have one of the following conditions.

Pregnancy

Pregnant women with periodontal disease may be seven times more likely to deliver pre-term, low-birth-

weight babies.

Regular dental treatment may cut the risk of delivering a pre-term, low-birth-weight baby by 70 percent.

Diabetes

Treatment of periodontal disease has been shown to improve the control of blood sugar levels in diabetics.

A two-year study by the Columbia University College of Dental Medicine found that early periodontal treatment reduced overall medical care costs by 9

percent for patients living with diabetes.

Coronary Artery Disease

Periodontal disease has been associated with a higher overall rate of heart disease and may also exacerbate existing heart conditions.

Those with untreated periodontal disease have twice the risk of developing heart disease.

Make the most of your visits with your patients and discuss these health issues with them when appropriate. We are all part of the health care team!

Welcome new dentists

The following dental providers have recently joined the Arkansas Blue Cross and Blue Shield network. Thanks for being part of the Blue team!

General Dentistry

Dr. Jamie M. Signorino, Bentonville
 Dr. Thomas M. Holman, Bentonville
 Dr. Mecca A. Abdullah, Blytheville
 Dr. Hunter Thomas, Bull Shoals
 Dr. Ronnie J. Holland, Cabot
 Dr. Taylor D. Everett, Camden
 Dr. Austin M. Hoang, Conway
 Dr. Charles N. Alston III, De Queen
 Dr. Lori L. Weaver, Dumas
 Dr. Brenda D. Donato Quintana, Fayetteville
 Dr. Brook A. Derenzy, Fayetteville
 Dr. Fredisha L. Manning, Fayetteville
 Dr. Valerie Q. Rockacy, Fayetteville
 Dr. Emily K. Grizzle, Fort Smith
 Dr. William J. Arnett II, Heber Springs
 Dr. Douglas D. Rinehart, Jacksonville
 Dr. David K. Jones, Jonesboro
 Dr. Garrett H. Webb, Jonesboro

Dr. Kylie L. Lewis, Jonesboro
 Dr. Nathaniel D. Denson, Jonesboro
 Dr. Paul D. McAllister, Jonesboro
 Dr. Steven D. White, Jonesboro
 Dr. John A. Cheek, Little Rock
 Dr. Kathryn M. Morrison, Little Rock
 Dr. Richard C. Keech, Little Rock
 Dr. Michael R. Wainscott, Murfreesboro
 Dr. Jennifer H. Hill, North Little Rock
 Dr. Joe C. Thomas, Osceola
 Dr. Emily M. Kimes, Ratcliff
 Dr. Andrew J. Duck, Rogers
 Dr. Ashley M. Altazin, Rogers
 Dr. Steven N. Stringfellow, Rogers
 Dr. Michael G. Kitchens, Russellville
 Dr. Stacey E. Swilling, Sheridan
 Dr. Johnny C. Pearce, Springdale
 Dr. William K. Dixon, Springdale
 Dr. Catriona C. Oltmann, Stuttgart

Dr. Christie M. Jaquess, Texarkana
 Dr. Christopher Potts, Texarkana
 Dr. William T. Hegmann, Texarkana

Specialists

Dr. Hugh F. Burnett III, Oral Surgery, Little Rock
 Dr. Forrest G. Bale, Oral Surgery, Russellville
 Dr. William T. Webster, Orthodontist, Hot Springs
 Dr. Jonathan R. Hopkins, Orthodontist, Searcy
 Dr. Sarah N. Farmer, Pediatric Dentist, Bryant
 Dr. Karen A. Green, Pediatric Dentist, Fayetteville
 Dr. Jared A. Acosta, Pediatric Dentist, Fort Smith

Refer to in-network specialists

When you refer a patient to a dental specialist you want to choose someone who is not only an expert at what they do but one who is covered by your patient's insurance. To help you be the hero when things are a bit down in the mouth we've included a list of dental specialists in the Arkansas Blue Cross and Blue Shield network. Please advise your patients that if they choose a doctor not in our network it will cost them an additional 25 percent plus the difference in their fee schedule. To see a more updated list please refer to the online directory at arkansasbluecross.com. Your patients will appreciate the referral to an in-network dentist and so will their pocketbooks!

Endodontists

Dr. Katherine Toole Behrents — Fayetteville
 Dr. Nathaniel Behrents — Fayetteville
 Dr. Michael L. Blanscet — North Little Rock
 Dr. Stephen W. Boatright — Little Rock
 Dr. Coy M. Boyd Jr. — Jonesboro
 Dr. Paul Curtis Jr. — Jonesboro
 Dr. Bruce A. Gaston — Hot Springs

Dr. James L. Hiatt — Fort Smith, Springdale
 Dr. Luke Barnes Kauffman — Hot Springs
 Dr. Christopher Arron Olson — Fort Smith, Springdale
 Dr. James P. Orahood — North Little Rock
 Dr. James A. Penney III — Little Rock
 Dr. Sandra Lynn Shambarger — Texarkana

Oral Pathology

Dr. Kay Amin Cashman — Fayetteville

Oral Surgery

Dr. Robert E. Anderson — Little Rock
 Dr. Robbie Atkinson — Pine Bluff
 Dr. Mark Andrew Baber — Rogers, Springdale
 Dr. David Scott Baker — Rogers
 Dr. Forrest G. Bale — Russellville
 Dr. Kirby L. Bunel Jr. — Texarkana
 Dr. Hugh Franklin Burnett III — Little Rock
 Dr. Monte L. Butler — Fort Smith
 Dr. Jeff H Byram — Searcy
 Dr. Brent R Carmony — Texarkana
 Dr. Joshua R. Cross — Fayetteville
 Dr. Rocky D. Cullens — Fort Smith
 Dr. William E. Curry — Fort Smith

Dr. Bryan Darling — Jonesboro
 Dr. Jacob C. Duke — Texarkana
 Dr. Richard G. Elimon — Conway, North Little Rock
 Dr. Daniel G. Fields — Springdale, Fayetteville, Fort Smith
 Dr. Frank Grammer — Fayetteville
 Dr. James B. Hays — Springdale, Fayetteville, Fort Smith
 Dr. Joseph D. James — Texarkana
 Dr. Robert L. Jolly Jr. — North Little Rock
 Dr. Robert D. Keene — North Little Rock
 Dr. Charles Edwin Knight — Little Rock, Benton

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Oral Surgery (continued)

Dr. Joshua L. Leal — Cabot, Little Rock
 Dr. Robert Lewis Jr. — Rogers
 Dr. Mickey W. Lindsey — Arkadelphia,
 Hot Springs, Camden
 Dr. Bruce H. McCullar — Memphis
 Dr. Philip E. Milam — Harrison,
 Mountain Home
 Dr. James R. Minish — Van Buren
 Dr. Stephen A. Modelevsky — Jonesboro
 Dr. Dan W. Moore — Texarkana
 Dr. James B. Phillips — Jonesboro

Dr. Daron C. Praetzel — Hot Springs
 Dr. Donny L. Quick — Conway
 Dr. James A. Remerscheid — Fort Smith
 Dr. Jeffrey W. Rockacy — Rogers
 Dr. Aneet K. Sharma — Springdale
 Dr. Steven A. Skoch — Fayetteville, Fort Smith
 Dr. Stephen C. Smart — El Dorado
 Dr. Frank Stephen Sutherland —
 North Little Rock
 Dr. Ernest Stanley Woodard III — Little Rock

Orthodontists

Dr. T. Scott Allen — Jonesboro
 Dr. Kurt Anderson — Texarkana
 Dr. Michael B. Ashcraft — Little Rock,
 Jacksonville
 Dr. J. Spencer Boley — Siloam Springs
 Dr. Derek J. Brown — Rogers, Bentonville
 Dr. Benjamin G. Burris — Blytheville,
 Forrest City, Jonesboro, Paragould,
 West Memphis
 Dr. Mel T. Collazo — Little Rock, Arkadelphia
 Dr. Kelly Gwynne Fergus — Jonesboro
 Dr. John N. Fox — Poplar Bluff, Mo.
 Dr. Jesse Ryan Gray — Fayetteville
 Dr. F. Marlin Grimes — Blytheville, Forrest City,
 Jonesboro, Paragould, West Memphis
 Dr. James A. Hall — Hot Springs
 Dr. Bryan C. Hiller — Batesville, Bryant,
 El Dorado, Hot Springs, Jonesboro,
 Pine Bluff, West Memphis
 Dr. Jonathan R. Hopkins — Heber Springs,
 Searcy
 Dr. Alexander S. Kita — North Little Rock
 Dr. Harold J. Koppel — Hot Springs
 Dr. Jason M. Landers — Fayetteville
 Dr. Richard C. Meyer — Benton, Little Rock
 Dr. Carmella J. Montez Knoernschild —
 Russellville

Dr. W. J. Moore Jr. — Monticello, Pine Bluff
 Dr. David J. Myers — Conway
 Dr. Robert J. Parker — Conway
 Dr. James T. Phelan — Little Rock
 Dr. Richard T. Phelan — Little Rock
 Dr. William A. Pickard — Bentonville,
 Fort Smith
 Dr. Barry D. Quick — Conway,
 North Little Rock
 Dr. Michael L. Quick — Conway,
 North Little Rock
 Dr. Jonathan Kenneth Rakstang —
 Fort Smith, Van Buren
 Dr. Stephen A. Scott — El Dorado
 Dr. James Higdon Shambarger — Texarkana
 Dr. Kirt E. Simmons — Little Rock
 Dr. Jeremy Smith — Bentonville, Rogers
 Dr. Buford J. Suffridge — Batesville, Bryant,
 El Dorado, Hot Springs, Jonesboro,
 Pine Bluff, West Memphis
 Dr. Ajay Suri — Texarkana, Stuttgart, Morrilton,
 Little Rock, Hot Springs
 Dr. AnnaKate Milburn Tatum — Harrison
 Dr. Jason E. Timmons — Pine Bluff, Little Rock
 Dr. Charles A. Vondran Jr. — Sheridan,
 Little Rock

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Orthodontists (continued)

Dr. Michael Ward — Texarkana
 Dr. Samuel L. Watts — Memphis, Tenn.,
 West Memphis
 Dr. William T. Webster — Bryant, Hot Springs

Pediatric Dentists

Dr. Jared Arthur Acosta — Fort Smith	Dr. Michael A. Kitchens — Little Rock
Dr. Bryan K. Angel — Cabot, Little Rock	Dr. James D. Koonce — Little Rock
Dr. Stephanie J. Baldwin — Hot Springs	Dr. Timothy W. Lawrence — Fort Smith
Dr. James L. Bevans — Bryant, Hot Springs, Little Rock	Dr. James L. Lee Jr. — Fort Smith
Dr. Matthew C. Bittle — Fort Smith	Dr. Derek T. Marks — Benton
Dr. John M. Burrows — Marion	Dr. Joseph M. Mazurek — Little Rock
Dr. Djuana L. Cartillar — Forrest City, West Memphis	Dr. Vent S. Murphy V — Fort Smith
Dr. Martin E. Donaldson — West Memphis	Dr. Michael D. Oliver Jr. — Jonesboro
Dr. Sarah Norris Farmer — Bryant	Dr. Michael W. Palmer — Texarkana
Dr. Ashley L. Fields — Cabot	Dr. A. Elizabeth Patterson — Searcy
Dr. Gerald Friend — North Little Rock, Conway	Dr. Thomas B. Richardson — Russellville
Dr. David Mitchell Glass — Little Rock, Texarkana	Dr. Jerry L. Sanders — Fayetteville
Dr. Karen Anne Green — Fayetteville	Dr. Blayne Hillyard Tipton — Hot Springs
Dr. Ryan Warner Hanry — El Dorado	Dr. William P. Tompkins — Fayetteville
Dr. Jason S. Havard — Conway	Dr. Tonya R. Triplett — Fayetteville
Dr. James Hunt — Springdale	Dr. Summer Barker Tyson — Jonesboro
Dr. Michael B. Johnston — Russellville	Dr. Candace H. Veneberg — Hot Springs
Dr. Cara J. Jones — Bryant, Hot Springs, Little Rock	Dr. Jeffrey M. Ward — Fayetteville
Dr. Clovis A. Kitchens — Little Rock	Dr. James C. Wilkins — Little Rock
	Dr. Mark A. Willis — Fort Smith
	Dr. Mark E. Wilson — North Little Rock
	Dr. Kenneth I. Wood — Jonesboro

Periodontists

Dr. Matthew David Carlisle — Little Rock	Dr. Gary E. Renegar — Fort Smith
Dr. Peder Jensen DMD — Benton, Conway, North Little Rock, Pine Bluff	Dr. Tacy M. Sundell — Little Rock
Dr. Marny L. Lemons Prince — Benton, Conway, North Little Rock, Pine Bluff	

Did you know ... ?

We have brought this to the attention of our providers before, but share this with the person in your office who files claims in your behalf: **If a member meets the maximum dollar of their plan, the provider is allowed to balance bill the member their fees.** We send this information out to let you know you may collect more from the member and not take a write-off when the benefit maximum has been surpassed.

Welcome to our new groups!

Arkansas Blue Cross and Blue Shield is pleased to share the following list of employer groups with new dental plans. We realize that as we add new groups to our plans, you have the potential for new business. We hope you take the opportunity to welcome these new groups, and if you already have patients from these groups, please be aware that you may need to ask them for new ID cards.

Highway 71 Water District — Alma
 Finley Pharmacy — Benton
 City of Bull Shoals — Bull Shoals
 Des Arc School District — Des Arc
 El Dorado & Wesson — El Dorado
 C & C Services LLC — Fayetteville
 Fayetteville Housing Authority — Fayetteville
 Givington's Inc. — Fayetteville
 Woodruff Electric Co. — Forrest City
 Fort Smith Medical Center LLC — Fort Smith
 Fort Smith Rheumatology PC — Fort Smith
 Stein Ancillary Services — Fort Smith
 Southern Steel & Wire — Fort Smith
 Fouke School District — Fouke
 Greenwood School District — Greenwood
 Arkansas Renal Group PA — Hot Springs
 Benjamin Franklin Plumbing — Hot Springs
 Grant Garrett Excavating — Hot Springs
 Riser Motors Inc. — Hot Springs
 Thinkbus LLC — Hot Springs
 David M. Quinn PC — Jonesboro
 Dyson Psychiatric Care — Jonesboro

Millenium 3 Inc. — Jonesboro
 St. Bernards — Jonesboro
 Sleep Cheap — Jonesboro
 Dale Capital Partners LLC — Little Rock
 Pulmonary Associates PA — Little Rock
 Larco Manufacturing — Mabelvale
 S & L Recycling LLC — Mountain Home
 UP (Union Pacific) Employees Federal Credit Union —
 North Little Rock
 Wendy's Fourjay Active — North Little Rock
 Howard County — Nashville
 First Paragould Bankshares, Inc. — Paragould
 Paris School District — Paris
 Boozman Hof Regional Eye Clinic — Rogers
 Northwest Arkansas Head Start Inc. — Rogers
 Riverview School District — Searcy
 ABC Financial Services — Sherwood
 Allied Therapy — Sherwood
 Tyson Foods Inc. — Springdale
 Southwest Arkansas Counseling — Texarkana
 Truman Arnold Co. — Texarkana
 Pepper Source Inc. — Van Buren

Dental Provider Relations

MPI #1330

Customer Service 1-888-224-5213

Dental Provider Representatives
 Linda Duelmer, MHP
 Phone: 1-501-378-2195
 Fax: 1-501-378-2465

Debbie Jines, RDH, BS
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