

Provider Customer Service Numbers

Asuris Northwest Health

Toll-free 1 (888) 344-5587

Toll-free, out-of-state 1 (800) 544-4246

CHECKUP Fraud Hotline

Toll-free 1 (800) WA-CHECK

Asuris Northwest Health Web site

www.asuris.com

DENTAL REPRESENTATIVE

Alan Hong (206) 332-3937

Adams, Asotin, Douglas, Ferry, Lincoln, Pend Oreille, Spokane, Stevens

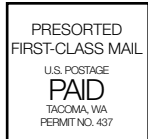
Dental News is published by the Communications Division of Asuris Northwest Health, located at 1800 Ninth Avenue, MS S224, Seattle, Washington 98101. It is written with the purpose of keeping our participating dentists aware of our programs, guidelines and policies. The Customer Service numbers listed here are for claims and benefit inquiries only. For information not related to claims or benefits, please contact your dental relations representative or other departments.

Dental News is published by the Regence Provider Communications department. It contains information for Regence BlueShield of Washington physicians, other health care professionals and facilities.



P.O. Box 21267
Seattle, WA 98111-3267

Address Service Requested



Consumerism in health care reaches tipping point

By Jeff Robertson, MD
Executive Medical Director, Asuris Northwest Health

It wasn't long ago that the Internet was a new frontier—a cyber-world of information previously undiscovered. Today, the Internet is part of nearly every aspect of our lives. We socialize, get news, shop, pay bills and bank online. In this new era, the ease of access to information has spurred a movement of consumerism touching nearly every industry.

Until recently, health care had been one of the few exceptions in this movement of online consumerism. But it doesn't take more than a few mouse clicks to realize this is changing; we are at a tipping point. Quality and cost information are becoming more readily available online and, in the era of Zagat, Yelp and Angie's List, conversations about health care experiences that used to occur over the backyard fence are taking place online. Social networks created on the Web inform our personal health care decisions more than ever before.

Well-informed patients are more likely to be engaged in their own health care. This involvement is key to transforming the health care system. Our goal is to provide our members with online tools that bring information to them quickly, easily and efficiently, so they can use it to weigh the value of health care choices.

continued on page 2

Contents	Consumerism in health care reaches tipping point 1-2	Important Notice for Dental Professionals. 6
	Asuris Northwest Health Online Services for Providers can save you time.....3	Important Websites 6
	May 23, 2008 - National Provider Identifier (NPI) is here!.....4	Developing a healthier community at myAsuris.com..... 7
	Personal Health Records (PHRs) now available to all members.....5	REMINDERS 7

Consumerism in health care reaches tipping point

continued from page 1



Jeff Robertson, MD

This spring, we will launch the first of these tools—the Member Feedback feature—giving Asuris members the opportunity to provide feedback on their experiences with individual providers, including physicians, dentists, other health care professionals and facilities.

In evaluating whether Asuris would pursue member feedback as part of our information transparency efforts, the primary drivers were our members' demand for this information and the reality that member-to-member dialogue is not only where the market is moving, it is already here. Regence is certainly not the first entity or insurer giving members the ability to share information with one another online. Health insurers including Wellpoint, Aetna and UnitedHealthcare have announced their own programs, as have Internet giants such as Microsoft, Yahoo and Google. Thousands of patients are already using and submitting feedback on provider office visits through consumer Web sites like RateMDs.com and Revolution Health.

Our goal in sharing member feedback information is to create a venue for our more than three million members to support, engage and dialogue with one another. This feature is not intended to be a substitute for the important dialogue that occurs between doctors and patients. This is simply about members and their experiences, or as I like to say, “by the people, for the people.”

As with any change, the more you know, the better prepared you are. We have chosen to embrace this shift in Web culture and health care consumerism and look forward to the positive impacts shared patient satisfaction information can have for our members and the health care system as a whole.

Should you have questions or comments about the launch of the Member Feedback feature, please contact your provider relations representative.

Asuris Northwest Health Online Services for Providers can save you time

Asuris Northwest Health Online Services for Providers is a free and secure Web-based tool that allows dentists and other health care professionals to access and input information for most Asuris members. It is easy to learn and use.

This online tool allows your office to:

- Verify Asuris patient benefits and eligibility
- Create new referrals or verify existing referrals
- Review the status of submitted claims and payment information
- Obtain copies of payment vouchers
- Search for providers

The following additional features are available for only your Enhance, Aspire and Achieve patients:

- View limited benefit information, including some benefit limitations and accumulation amounts
- Search for claims by claim number
- Search for payment vouchers

Access to Asuris Online Services for Providers is provided by OneHealthPort™, which allows access to multiple health plans and hospitals using one account, eliminating the need for multiple accounts, passwords and user agreements. Registration is quick, easy and free. Simply determine who at your office or organization will act as your administrator and register with OneHealthPort at www.onehealthport.com/register/index.php.

OneHealthPort will notify your administrator that the account has been created. Your administrator can then give other users in your office access to Asuris Online Services for Providers.

Asuris Online Services from Providers is available Monday through Saturday (except from midnight to 12:30 a.m.) and Sunday (except from 7 a.m. to noon). The referrals add feature is available Monday through Thursday (except from 7 p.m. to 1 a.m.) and Saturday (except from 1 p.m. to 11 p.m.).

Asuris Online Services for Providers offers information and resources that support you in doing what you do best—caring for your patients. For more information, visit <http://www.asurisnorthwesthealth.com/provider/onlineServices>.



May 23, 2008 – National Provider Identifier (NPI) is here!

Asuris Northwest Health has been requiring the submission of your National Provider Identifier on all electronically submitted claims since March 1, 2008. Through May 22, 2008, as part of the dual-use period, you can also continue to submit your Regence BlueShield provider identification number with your NPI. Effective May 23, 2008, the dual-use period ends and only an NPI can be used to identify the provider or facility on an electronically submitted claim, along with your tax identification number.

If you are submitting your claims on paper, we strongly urge you to obtain and use an NPI on your paper claim submissions. You can, however, continue to submit with both your NPI and Asuris provider identification number, with an NPI only or a Regence BlueShield provider identification number only after May 23, 2008.

Some important reminders:

- A tax identification number is a required data element before and after May 23, 2008 for both electronic and paper claim submissions.
- Check the NPI listed on your payment voucher. You can avoid payment delays on the May 23rd NPI implementation date if you take the time now to verify that the NPI appearing on your voucher is the NPI you will be billing with after implementation. If you do not see the NPI number or it is different from the one you are using please contact your provider relations representative.

Need more information?

Providers can apply for an NPI online at <https://nppes.cms.hhs.gov> or call the NPI enumerator to request a paper application at 1 (800) 465-3203. More information and education on the NPI can be found through the CMS NPI page at www.cms.hhs.gov/NationalProviderStand or by viewing Asuris NPI information on our *Provider Web Site*.

Personal Health Records (PHRs) now available to all members

Asuris Northwest Health is dedicated to providing our members with resources and tools to enhance their health care experience. In the April 2007 issue of Dental News, we notified you that Personal Health Records (PHRs) were available to Regence BlueShield employees and members of select employer groups. At the end of 2007, PHRs became available to all Asuris members on our secure member Web site, myAsuris.com.

We define PHRs as “any secure application that enables members to create, review, annotate or maintain a record of any aspect of their health.” This includes immunizations, medications, known allergies, health conditions, and provider and emergency contact lists. PHRs are secure files, created and maintained by the member. In addition to creating their own PHR, members can create a PHR for any child under the age of 13 who is covered on a Asuris policy. Due to HIPAA regulations, children 13 and over can create their own PHR or give permission to a parent or guardian to create one on their behalf. Relevant information can be printed and shared with the child’s physicians, schools, coaches or caregivers.

PHRs allow a comprehensive view of your patients’ health information. This tool can improve overall management of multiple diseases or health concerns. The information the patient shares may contain health history and diagnoses, health assessments, orders for tests and current medications—information that can help reduce redundancies or complications in treatments and diagnostic tests.

We will keep you informed about enhancements to this member tool in upcoming issues of Dental News.



Important Notice for Dental Professionals

Beginning July 1, 2008, all dental assistants working in Washington State must register with the Washington State Department of Health (DOH). Proposed rules require a dental assistant to submit an application, pay a fee, and complete seven hours of AIDS education and training. Applicants are subject to a criminal background check.

The state legislature created a new profession this year. This profession is named expanded function dental auxiliaries (EFDAs). EFDA licensure is required as of December 1, 2008. State law sets the education, training and examination requirements for licensure. Proposed rules are available on the dental web site at **Dental Quality Assurance Commission - WA State Dept. of Health.**

The Dental Quality Assurance Commission (DQAC) will oversee both dental assistants and EFDAs. Please visit the web site above to find commission information and frequently asked questions (FAQs) on the new professions.

You can easily receive electronic updates on registration and licensing requirements. Simply join our interested parties list at <http://listserv.wa.gov/cgi-bin/wa?SUBED1=dental-qac&A=1>. We will send you updates on all rules related to the dental professions. We are now revising rules on administration of anesthesia, licensure without exam, and dental resident licensure.

AIDS education and training – Proposed rules require all dental assistants and EFDAs to complete seven hours of AIDS education and training before applying for registration or licensure. You may already have the necessary training through previous education or other licenses. A list of course providers is available at http://www.doh.wa.gov/cfh/HIV_AIDS/Prev_Edu/training.htm.

Important Websites

Department of Health - <http://www.doh.wa.gov/>

Dental Quality Assurance Commission (DQAC) - <https://fortress.wa.gov/doh/hpqa1/hps3/Dental/default.htm>

DQAC Listserv/interested parties list - <http://listserv.wa.gov/cgi-bin/wa?SUBED1=dental-qac&A=1>

Dental Hygiene Examining Committee (DHEC) - https://fortress.wa.gov/doh/hpqa1/hps3/Dental_Hygiene/default.htm

DHEC Listserv/interested parties list - <http://listserv.wa.gov/cgi-bin/wa?SUBED1=dental-hygiene&A=1>

AIDS/HIV Curriculum - http://www.doh.wa.gov/cfh/hiv_aids/Prev_Edu/training_curriculum.htm

AIDS/HIV Courses - http://www.doh.wa.gov/cfh/hiv_aids/Prev_Edu/training.htm

Department of Health, Health Professions Quality Assurance Customer Service Center

360-236-4700

hpqu.csc@doh.wa.gov



Developing a healthier community at myAsuris.com

When it comes to exercising, eating healthier, parenting and navigating the health care system—we, as a community, can use all the help we can get. Now Asuris members can find even more ways to connect with other members of our community through our member online environment at **myAsuris.com**, powered by the Asuris Engine.

Using the message boards in the new My Community section, members can reach out and speak with other members online about many compelling health-related topics. Members may also chat with experts on subjects that include healthy cooking, weight training, health benefits and motivational goal-setting.

All message board posts are screened by My Community moderators. Moderators are not only active members of My Community—keeping conversations lively and on topic—they point members to other areas of the site, provide a professional opinion and answer customer service questions.

In addition to growing the community, **myAsuris.com** continues to evolve into a more robust health information resource for members with even more articles, videos and podcasts on a variety of health related topics. Members can stay connected with **myAsuris.com** Message Center and newsletter.

Message Center

Asuris recently launched a Message Center section on **myAsuris.com**, allowing members secure e-mail access to our Customer Service and Health Care Services departments. Message Center allows members to communicate directly with Regence to get answers to questions about coverage, advice about their health and find resources to better understand and navigate the health care system. All questions and correspondence through the Message Center are addressed within two business days.

Newsletter

Members registered on **myAsuris.com** can now receive an online newsletter. This HTML semimonthly newsletter has up-to-date information about health related topics, as well as information on any new programs or tools available on **myAsuris.com**.

REMINDERS

Keep your demographic information current.

Maintaining correct demographic information on our dental professionals is imperative in successfully serving both you and our members. We ask that you update your information via the Provider Information Update Form on our provider Web site when your office experiences changes to such information as address, additional location(s), phone number(s) or contact information. Doing so will help ensure that we are providing you with important information in a timely and efficient manner. You can submit the form via fax to (206) 287-5415 or electronically via the provider Web site at **www.asuris.com/provider**. Your dental services representative may also be of assistance if you have any questions regarding these updates.

Please send duplicate radiographs only.

Asuris Northwest Health no longer returns supporting documentation, including X-rays, that have been submitted for claims processing. **Effective January 1, 2008 Asuris no longer requires X-rays to be submitted for any dental services.** Needless submission of X-rays can increase claim process time resulting in possible delay of payment.

Please do not submit an X-ray for claims processing unless it has been specifically requested.

When submitting X-rays for claims processing, please submit duplicate X-rays only. They should be of diagnostic quality and properly identified, dated and labeled “left” or “right”.