

Dental Update

Bringing you all the latest news on
PDP and Dental HMO/Managed Care



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View the Provider Newsletter Online

Please visit www.MetLifeDentalProviderUpdate.com to view an electronic version of this issue. If you’d like to continue accessing this newsletter online, go to metlife.com/dentalprovidernewsletter or scan the QR code here to express interest.



DID YOU KNOW?

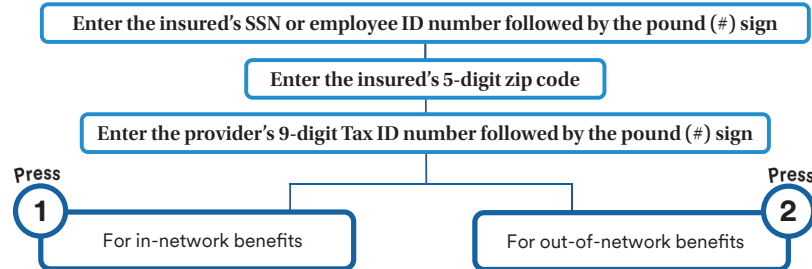


For any claims that require additional information, do not submit a new claim. Simply submit the EOB with the information requested. This will expedite the claim processing. To ensure timely processing, please verify that your clearinghouse has your office’s most recently updated information, and if necessary, X-rays are included with initial claim submissions.

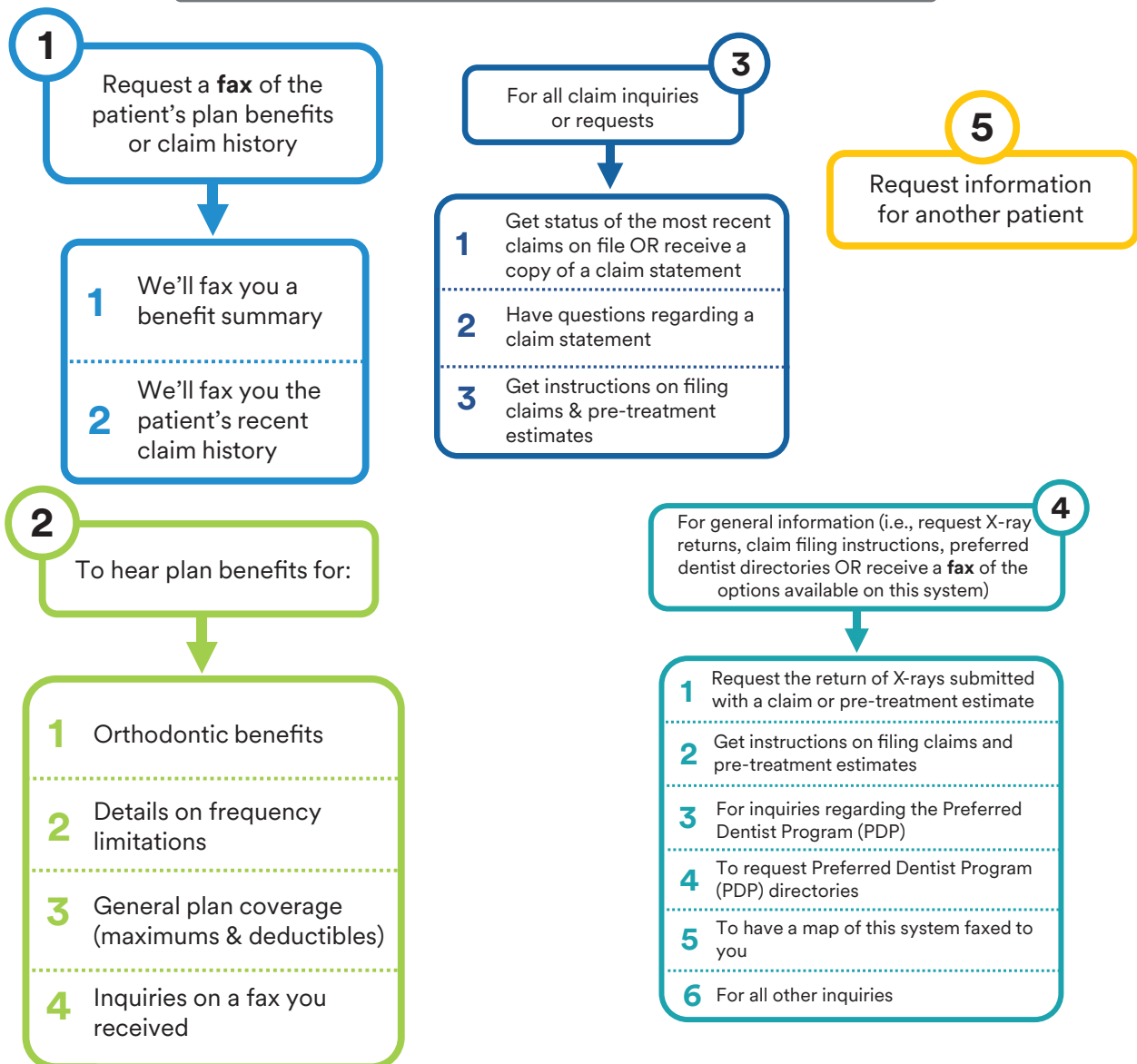
MetLife Dental Provider Self-Service Line

1-877-638-DDS9 (3379) – Option 2

Fast Fax



Once eligibility is confirmed, choose from the following options:





Important Reminders

- MetLife's PDP network contracted fees include all applicable lab fees related to the service rendered, so a patient cannot be billed separately for lab fees, including upgraded materials and expedited processing.
- When a service is denied as "integral to another dental service," the participating dentist agrees to the negotiated fee and cannot charge the patient for the denied integral service. Examples of integral services:
 - > PPE > Infection Control > Local Anesthesia > Irrigation
- **FEDVIP patients for covered and non-covered services:**
 Maximum Allowable Charge: The MetLife PDP contractual schedule amount will be considered the maximum allowable charge accepted for FEDVIP plan participants when dental benefits are coordinated with other "First Payor" Federal Employee Health Benefit (FEHB) plans.
- MetLife PDP network dentists should continue to honor the negotiated PDP fee schedule and charge FEDVIP plan participants the PDP fee for non-covered services.

CA DHMO Providers:

SafeGuard Health Plans, Inc. is obligated under California law to provide or arrange for timely access to care. The standards for urgent, non-urgent and preventative appointments are as follows:

- Urgent appointments within the dental plan network shall be offered within 72 hours of the time of request for appointment, when consistent with the enrollee's individual needs and as required by professionally recognized standards of dental practice.
- Non-urgent appointments shall be offered within 36 business days of the request for appointment (for both primary and specialty care); and
- Preventative dental care appointments shall be offered within 40 business days of the request for appointment.

If you or an enrollee needs assistance with obtaining a timely referral to an appropriate provider you can contact SafeGuard's Customer Service Department at **1-800-880-1800**. Additionally, you, as a contracted provider, or the enrollee themselves may contact the California Department of Managed Health Care at **1-888-466-2219** should you wish to file a complaint if you are unable to obtain a timely referral to an appropriate provider.

MetLife ProActive Oral Health & Wellness Solutions®

MetLife understands that having a healthy smile can be a mood booster, reduce stress and play a significant role in holistic well-being. To support healthy smiles, we have introduced MetLife's ProActive Oral Health and Wellness Solutions going beyond basic dental plan support.

We bring education tools, data analysis, insights and communications directly to our clients to help improve benefits usage. Driving preventive dental care to our participating network providers is a key component of the program. Helping covered persons understand the importance of a healthy smile and encouraging them to obtain care helps us deliver a better experience for our clients, our covered persons and you, the providers, in our network. MetLife continues to innovate plan

designs as well – in collaboration with group clients we offer enhancements like increased maximums, increased co-insurance percentages and decreased deductibles for good oral health behaviors by covered persons. We also offer clients the ability to offer enhanced preventive and perio benefits to covered persons with qualifying medical conditions, helping improve overall health.

We will continue to encourage preventive care and help our covered populations make the most of their dental benefits, helping reduce out-of-pocket costs, and promoting whole-person health. MetLife's ProActive Oral Health and Wellness Solutions® is helping create a healthier future for all.

New Feature on the Horizon for MetLife's Find a Dentist Tool

MetLife's Find a Dentist tool – available to patients and the public is accessed more than 11 million times each year. The tool helps people find MetLife PDP and PDP Plus providers in their selected location. Currently, the tool leverages YELP through a web-enabled interface. YELP is a tool which aims to measure someone's experience. However, it does not accurately measure the quality of care delivered in the dental office. Rather, reviews tend to voice patients' dissatisfaction about scheduling, parking, and interactions with support staff. Negative reviews can influence a patient's decision in selecting a dental provider. And that does not seem like a fair assessment to us.

In December 2023, MetLife plans to retire YELP as a field on the Find a Dentist tool. To help plan participants select the right provider, we are launching the MetLife SpotLite on Oral HealthSM designation program in 2024. MetLife SpotLite on Oral HealthSM is a multi-phased, multi-faceted program for you – our PDP participating

dentists. The SpotLite designation is determined through equitable, fair, and proprietary claims data analysis – leveraging industry gold standards such as CAMBRA and DQA measures. In the future, the MetLife SpotLite on Oral HealthSM program will focus on enhancing the provider experience for those awarded the special designation for two consecutive years.

Will you be a MetLife SpotLite on Oral HealthSM provider? Be sure to check your status as a SpotLite provider come January 2024 at providers.online.metlife.com. For questions, please refer to our FAQ at www.MetLifeDentalSpotLiteProgram.com.



**MetLife SpotLite
on Oral HealthSM**

SafeGuard DHMO Providers

The Plan encourages SafeGuard contracted providers to use evidence-based non-pharmacological therapies for pain management when appropriate and applicable. The use of evidence-based non-pharmacological therapies has been proven effective for treatment of chronic pain. These pain management treatments could include behavioral therapy, instrument-based therapy, or immersive therapeutics approved by the federal Food and Drug Administration indicated for the use of managing or treating pain. For more information pertaining to pain management, please review the available Quality Resource Guides at www.metdental.com.

Continuing Education

MetLife's ADA CERP¹ recognized Continuing Education (CE) program has a variety of Quality Resource Guides on all of these important topics:

New Guides:

- **Aligner-Based and "Mail-in" Orthodontic Therapy (1st Edition)**
by Maria Karakousoglou, PhD
- **Managing Non-Carious Cervical Lesions (NCCLs) (1st Edition)**
by Asra Sabir Hussain, DDS
- **A Primer for "Bioactive" Dental Materials (1st Edition)**
by Jack L. Ferracane, PhD

Updated Guides:

- **Antibiotic Use in Dentistry (4th Edition)**
by Arthur H. Jeske, DMD, PhD
- **Bisphosphonate and Other Medication-Related Jaw Necrosis Part 1 (6th Edition)** by James J. Sciubba, D.M.D., PhD
- **Bisphosphonate and Other Medication-Related Jaw Necrosis Part 2: Clinical Management (6th Edition)**
by James J. Sciubba, D.M.D., PhD
- **Intraoral Appliance Therapy in the Management of Temporomandibular Disorders (2nd Edition)**
by Gary Klasser, DMD, Cert. Orofacial Pain
- **Managing the Patient with a Worn Dentition (4th Edition)**
by Paul A. Hansen, DDS
- **Oral Complications of Cannabis Use (2nd Edition)**
by Ira B. Lamster, DDS, MMSc
- **Tooth Root Resorption (4th Edition)**
by Karl Keiser, DDS, MS

The entire dental team can review the guides and take the post-tests for FREE continuing education credits.

- Go to metdental.com
- Click on "Continuing Education"
- Review a Quality Resource Guide (QRG)
- Register and complete the guide's online test

You'll have access to your online certificate instantly and be able to print out as needed. MetLife will also keep your certificates on file electronically until you need them. If you have topic suggestions or comments, please send us an email at dentalquality@metlife.com.

¹ MetLife's Continuing Education program is an American Dental Association (ADA) Continuing Education Recognition Program (CERP) recognized provider. ADA CERP is a service of the American Dental

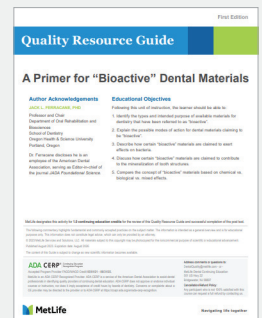
Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

Highlighted Guide

A Primer for "Bioactive" Dental Materials by

Jack L. Ferracane, PhD

Course description: Dentistry is moving toward a time when restorative materials exhibit properties beyond being inert or biocompatible. Choices are appearing that are designed to create positive effects within the oral environment. Materials have components that are antimicrobial, mineralizing, regenerating or some combination of those outcomes. These materials are often termed "bioactive." The purpose of this evidence-based Quality Resource Guide (QRG) is to provide clarity for the dental provider around the concept of "bioactive" materials used for restorative dentistry by describing and discussing the types of available materials, their intended uses, and their modes of action. The QRG will identify the types of materials that have been referred to as "bioactive" and their modes of action. It will describe how certain "bioactive" materials claim to exert effects on bacteria or contribute to the mineralization of tooth structures. The QRG will serve as an essential resource for practitioners as they assess new restorative materials coming on the market with their suppliers and colleagues, striving to maximize the success of restorative outcomes and the oral health of their patients.



About the author:

Jack Ferracane, PhD is Professor and Chair of the Department of Oral Rehabilitation and Biosciences at Oregon Health & Science University, Portland, Oregon.

Test your knowledge:

For which application are "bioactive" dental materials NOT currently available or being developed?

- Adhesives
- Crowns
- Restorative Materials
- Cements

(correct answer b)

What Type of Supporting Information is Needed?

In an effort to help increase “once and done” with claim submissions, the below information can be referenced to assist you with additional information that is required for certain procedures.

Crown, onlay, veneers and code D4249	Recent dated pre-op X-rays
Prosthetic services and implants	Recent dated pre-op X-rays of entire arch(es) and date of extraction(s)
	For initial fixed bridges, implants, implant prosthetics and dentures, indicate extraction dates on the submitted claim
	For replacement fixed bridges, implants, implant prosthetics and dentures, indicate the date of placement for the original fixed bridge, implants, implant prosthetics or dentures
	Code D6080: Submit a detailed clinical narrative
Code D3331	Treatment of Root Canal Obstruction; non-surgical: Submit pre- and post-operative X-rays showing the obstruction
Codes D4270, D4273, D4275, D4276, D4277, D4278, D4283 and D4285	Soft Tissue Grafts: Submit a narrative indicating location, nature and extent of the mucogingival problem. Include dated periodontal charting and a narrative report indicating the amount of recession, the remaining amount of attached gingiva, and any history of progression for the tooth or teeth involved. Pretreatment radiographs are not required.

Coordination of Benefits

Other Insurance	EOB showing amount paid by primary carrier
Dual Insurance	EOB showing amount paid by primary carrier

Language Assistance Program

Don't forget that we're here to help! We offer language assistance services to our providers and members and it's always free of charge. You can reach us for most of your translation and interpretation needs at:

- PPO — (800) 942-0854
- DHMO — (800) 880-1800



Quick Reference Contact List

Dental Office Service Line	1-877-MET-DDS9 (638-3379)	Customer service consultants are available Monday through Friday 8:00 AM to 11:00 PM ET (5:00 AM to 8:00 PM PT)
Internet	www.metdental.com	Designated provider website; registered users can access most MetLife dental benefits and plan questions
EFT/ERA Enrollment Solution	Epayment Center 1-844-815-9763 (Enrollhub)	Representatives are available Monday through Thursday 7:00 AM to 9:00 PM ET; Friday 7:00 AM to 7:00 PM ET
Dental HMO/Managed Care Provider Service Department	1-800-635-4238	Rosters, capitation, administrative questions
PDP (PPO) Dental Provider Service Line	1-866-438-5472	Our designated provider service phone line with access to multiple service areas, including patient eligibility and claim services

Verify network participation at www.metdental.com

PPO

1. Under Quick Links, select 'Find a Dentist'
2. Select Network Type – PDP/PDP Plus
3. Enter ZIP code, Dentist Last Name and Specialty
4. Click on the SEARCH button

DHMO

1. Under Quick Links, select 'Find a Dentist'
2. Select Network Type – Dental HMO/Managed Care
3. Select a Plan Name
4. Enter ZIP code, Dentist Last Name and Specialty
5. Click on the SEARCH button

For more information regarding MetLife's PDP and DHMO/managed care networks — including access to your PDP Office Resource Guide and/or DHMO Facility Reference Guides — visit www.metdental.com.

To register as a MetDental user, go to www.metdental.com, select 'Register' and follow the four easy steps.



Updating your Dental Office Information

Promptly report ALL changes to your participating facility or associated dentists to avoid delays in payment—including retirement, sale or acquisition of a practice and status of accepting new patients.

- Practice and/or Legal name
- Address
- Phone number
- Tax Identification Number (TIN) W9 is required
- National Provider Identifier (NPI)
- Additions and deletions of dentists associated with your practice
- No longer accepting new patients

Changes noted on a claim form MAY NOT update MetLife's provider directory or claims payment system.

Dental PPO Updates — Let us know at least 60 days before any changes go into effect to avoid payment delays or patient disruption. You can submit a formal request to update information pertaining to your participating locations and/or associated dentists by fax at **1-859-389-6505** or email to ProviderUpdateForm@metlifeservice.com; with the subject line reading: Provider Update.

Dental HMO/Managed Care Updates — Most provider update scenarios will require a completed Facility Application, along with the applicable contract, fee schedule (for specialists only), W9 and current Malpractice Insurance Certificate to be emailed to MetLifeDHMO@conduent.com with the subject line reading: Provider Update.

To ensure the proper administration of your practice update, please contact our Dental HMO/Managed Care Provider Service department at **1-800-635-4238** for assistance in contacting your state-level Network Development Specialist regarding your changes.

Looking to contract dentists affiliated with your practice? Visit the Resource Center at www.metdental.com for multiple request methods and delivery options for obtaining MetLife's PDP and/or Dental HMO application materials.

California Providers: Requirements for Directory Accuracy/Outreach Process — Dental providers located in California will receive bi-annual notifications from MetLife requesting verification of their provider directory contact information in accordance with state law. Provider must respond to each notification. If the provider participates in both MetLife's PDP and DHMO networks, a response is required for each network notification received.

metlife.com

Like most group benefits programs, benefit programs offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. Ask your MetLife group representative for costs and complete details.

Group dental plans featuring the MetLife Preferred Dentist Program are provided by Metropolitan Life Insurance Company, New York, NY.

Dental Managed Care plan benefits are provided by Metropolitan Life Insurance Company, a New York corporation, in NY. Dental HMO plan benefits are provided by: SafeGuard Health Plans, Inc., a California corporation, in CA; SafeGuard Health Plans, Inc., a Florida corporation, in FL; SafeGuard Health Plans, Inc., a Texas corporation, in TX; and MetLife Health Plans, Inc., a Delaware corporation, and Metropolitan Life Insurance Company, a New York corporation, in NJ. The Dental HMO/Managed Care companies are part of the MetLife family of companies. "DHMO" is used to refer to product designs that may differ by state of residence of the enrollee, including but not limited to: "Specialized Health Care Service Plans" in California; "Prepaid Limited Health Service Organizations" as described in Chapter 636 of the Florida statutes in Florida; "Single Service Health Maintenance Organizations" in Texas; and "Dental Plan Organizations" as described in the Dental Plan Organization Act in New Jersey.

Dental HMO/Managed Care Networks are available in California, Florida, Texas, New Jersey and select counties in New York, Connecticut and Pennsylvania.



Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166

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