

Dental OfficeLink Updates™



Welcome to the latest edition of Dental OfficeLink Updates (OLU). As always, we provide you with relevant news for your office.



HIGHLIGHTS IN THIS ISSUE

[How to recognize when patients have eating disorders](#)

About 10% of Americans will experience an eating disorder in their lifetime.

Your ability to identify signs and symptoms, effectively raise concerns with your patients and connect patients to resources can have a significant impact on your patients' oral and overall health and well-being.

However, many oral health care providers lack the training and experience to do this in practice.

[Use our newly enhanced Dental Provider Portal](#)

The updates went live on August 10 and will help you manage patient eligibility and benefits.

We've expanded our search function for easier member identification, and we made substantial upgrades to our benefits search and display functions.

The Benefits display page now highlights plan-level benefits and key details.

[Changes to 2025 Individual Medicare dental plans](#)

Dental benefits are embedded in medical plans. For many members, the medical plan may not change, but the dental benefits will.

Read about:

- New guidelines (medical necessity, claims edits and pre-determinations)
- Potential changes to existing plans
- New plans effective in 2025.

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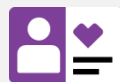
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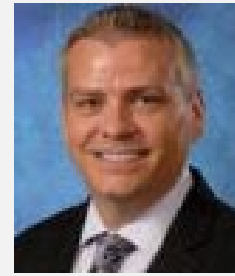
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Welcome to the fall/winter edition of Dental OLU

We know that you are busier than ever as you close the current year and prepare for the next, all while managing day-to-day business. We're here to help. This edition is filled with news articles and important updates designed to help keep you poised for success in 2025.



The business side of dental education

On the topic of the future, I believe that one of our most vital investments in the future of dental care is in the next generation of dental professionals. Early this year, we began visiting dental schools throughout the country to host student Lunch & Learns, which are designed to address topics that are typically not part of a dental school curriculum.

Topics include:

- The dental benefits industry and what it means to participate in a dental network
- Types of dental insurance plans
- Clinical aspects of dental claim submissions
- The claims review process and how insurance claims data can be used to create programs that identify gaps in dental care and improve patient outcomes

I've personally participated in these sessions and find them to be extremely rewarding. I look forward to continuing these sessions into 2025 and meeting more of our industry's finest at a dental school near you.

If you are a provider with a dental school and are interested in learning more, please [email us](#).

Changes to Aetna Medicare Advantage (MA)

One of our largest areas of growth has been in MA. Aetna Medicare now has over three million members with dental coverage. As this segment of our membership continues to grow, we remain committed to keeping you well-informed of changes that affect your Aetna MA patients. In this issue, you will learn more about the new plans, the new guidelines and the changes to existing plans that may apply to your patients in the coming year. For more

information, such as a full list of covered dental services, exclusions and/or limitations, see the 2025 dental quick reference guide via [Aetna Dental](#).

Oral health equity

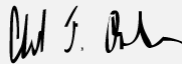
In July, the Aetna dental network participated as a vendor and sponsor of the 111th annual [National Dental Association](#) convention in Las Vegas. Chief Dental Officer Mary Lee Conicella and other leaders from Aetna® joined me for three days of education and collaboration at this unique event.

We are proud to align with their mission of advancing oral health equity within our communities and improving the educational opportunities of minorities underrepresented in the oral health field.

Thank you

We appreciate your partnership and the trust you place in us. We are committed to supporting you with the resources and tools needed to continue thriving in your practice. Together, we can ensure that our communities receive the highest standard of dental care.

May you and yours enjoy a safe, happy and healthy holiday season!



— Chad Cressler
AVP, Network Management, Dental



Notices and important reminders

Dental and oral surgery claim documentation guidelines

You can find a list of services that require diagnostic documentation and the list of the documentation required to expedite claim review and payment.

Refer to [Aetna Dental](#) (Claims and Electronic Solutions > Claim Tips and Guidelines) for a full list.



News for you

How to recognize patients who have eating disorders

Take a continuing education course to learn how to identify signs and symptoms.

About 10% of Americans will experience an eating disorder in their lifetime.¹ Your ability to identify signs and symptoms, effectively raise concerns with your patients, and connect patients to resources can have a significant impact on your patients' oral and overall health and well-being. However, many oral health care providers lack the training and experience to do this in practice.²

A continuing education (CE) course can help you get skilled

Our upcoming CE course developed with Columbia University College of Dental Medicine will give you the knowledge and skills necessary to navigate interactions with patients who may have an eating disorder. From supporting your ability to recognize potential signs and symptoms to guiding you through assessment questions via clinical scenario videos, this CE course will enable you to provide high-quality, whole-body health care.

How to get started

Visit [Aetna Dental](#) (Resources > Continuing Education Courses) and log in to start taking our new eating disorders CE course.

¹Pater JA, Reining LE, Miller AD, et al. [“Notjustgirls”: exploring male-related eating disordered content across social media platforms](#). Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems. May 2, 2019; 651: 1–13.

²Presskreischer R, Prado MA, Kuraner SE, et al. [Eating disorders and oral health: a scoping review](#). Journal of Eating Disorders. 2023; 11(55).

Changes coming to 2025 Individual Medicare dental plans

Read about new guidelines, new plans and changes to existing plans.

Dental benefits are embedded in medical plans. For many members, the medical plan may not change but the dental benefits will. Keep in mind that members may report no change to benefits despite having received a notice of changes.

New guidelines

- Medical necessity: We will require clinical review. For certain services, you will need to submit documentation such as X-rays and periodontal charting. You can find the requirements in our [Claim Documentation Guidelines](#). *We highly suggest that you submit these services prior to treatment.*
- Claims edits: We will apply our standard claim handling, including alternate benefits where applicable.
- Pre-determinations: You can submit a pre-service claim to get an estimate of benefits prior to treatment. Submit the proposed treatment plan along with any required documentation We strongly recommend getting an estimate for any treatment plan that will cost more than \$350.

Changes to existing plans

As we noted, members may be in the same plan, but their benefits could change. Some potential changes include the following:

- Implants and related services are excluded on all plans; any services done in 2025, even if started in 2024, will not be covered.
- Orthodontia is excluded on all plans.
- We will no longer offer the Direct Member Reimbursement (or allowance) plans.

New plans

Two new plans will be effective in 2025:

- Essential Plan: This plan is similar to Choice plans but with additional review requirements.
- Enhanced Plan: This plan is similar to the Essential Plan but with additional frequency limitations. It is offered only on special needs population (SNP) plans.

More information

For more information, such as a full list of covered dental services, exclusions and limitations, see the 2025 dental quick reference guide via [Aetna Dental](#) or call us at [1-800-624-0756](tel:1-800-624-0756) (TTY: [711](tel:711)).

Help promote better oral health between visits

Aetna® is committed to keeping you informed of beneficial oral health options for your patients.

The most advanced Clinical Solutions mouthwash formulas from Listerine® — Gum Health, Enamel Strength and Breath Defense — take the efficacy of Listerine to a new level without affecting salivary flow or oral pH.¹ They're supported by clinical studies¹⁻³ and designed and tested by dentists and dental hygienists. They have also received the American Dental Association Seal of Acceptance. All three products are formulated with four essential oils — eucalyptol, menthol, methyl salicylate and thymol — to help achieve best results.²⁻⁴

- Listerine Clinical Solutions Gum Health is clinically proven to reduce bleeding gums by 64% and reduce gingivitis by 39% in one week, versus brushing alone.² This unique formula contains 67% more zinc than other Listerine zinc-containing products. The zinc is believed to destabilize the extracellular matrix of biofilm (the structure that allows bacteria to form colonies), which helps decrease regrowth.⁵
- Listerine Clinical Solutions Enamel Strength provides 3x stronger teeth (when combined with brushing) and helps facilitate the release of additional calcium and phosphate ions from saliva, which combine with fluoride.⁴ The fluoride ions in this formula are charged to help increase fluoride uptake, which helps aid in remineralization and is an ideal choice for patients who continually present with cavities.
- Listerine Clinical Solutions Breath Defense provides 24-hour bad-breath protection when used twice daily. Its advanced formula contains essential oils and zinc, and its odor-neutralizing technology helps reduce volatile sulfur compounds, immediately killing odor-causing bacteria.

Find out more about [LISTERINE Clinical Solutions](#).

¹Bosma ML, DelSasso A, McGuire JA, et al. Two-week safety, salivary pH and flow – alcohol/non-alcohol mouthrinses. Presented at the 2023 IADR/LAR General Session & Exhibition with WCPD. June 21–24, 2023, Bogotá, Colombia.

²Milleman KR, Bosma ML, DelSasso A, et al. Safety and efficacy of essential oil and zinc containing mouthrinses. Presented at the 2023 IADR/LAR General Session & Exhibition with WCPD. June 21–24, 2023, Bogotá, Colombia.

³Min K, Bosma ML, DelSasso A, et al. Efficacious plaque control by mouthrinsing vs flossing: quantitative microbiome analysis. Presented at the 2023 IADR/LAR General Session & Exhibition with WCPD. June 21–24, 2023, Bogotá, Colombia.

⁴Internal data, Johnson & Johnson Consumer Inc.

⁵Milleman KR, Milleman J, et al. Efficacy of essential oil and zinc-containing mouthrinse on plaque microbiome. Presented at the 2024 IADR/AADOCR/CADR General Session & Exhibition. June 21–24, 2023, Louisiana, USA.

Changes to California member ID cards

Beginning January 1, 2025, member identification cards will include the words “State Regulated” if the member’s coverage is regulated by the State of California. You can also call the National Dentist Line if you need assistance in determining if a member’s coverage is regulated by the State of California.

Use our newly enhanced Dental Provider Portal

The updates went live on August 10 and will help you manage patient eligibility and benefits.

Expanded member-eligibility search capabilities

One of the key improvements we've implemented is the expansion of our search function. You can now search by:

- Member ID and date of birth
- First name, last name and date of birth

This added functionality allows for easier and quicker identification of members, especially in cases where the member ID may not be immediately available.

Comprehensive benefits search and simplified display

In addition to improved search capabilities, we have made substantial upgrades to the benefits search and display functions. Recognizing the need for more extensive coverage, we have:

- Expanded the General Benefits Search to include the 55 most common ADA codes
- Maximized the Category Search for up to 55 ADA codes
- Allowed up to 55 ADA codes of your choosing using the Procedure Code Search

We’ve also simplified the Benefits page display, which now highlights plan-level benefits and key details such as:

- Missing tooth clause
- Waiting period with the applicable date range
- Shared frequency

You can now tailor your searches and quickly get coverage details.

Learn more

We now offer monthly training webinars. We encourage you to take advantage of these training opportunities to ensure that you and your team are equipped to navigate the dental portal with confidence. For more information on these webinars and to register, visit [Aetna Dental](#).

Also see our comprehensive [Eligibility and Benefits User Guide \(PDF\)](#) to help you navigate the recent changes.

Thank you for participating with Aetna® and providing exceptional care to our members.



Medicare

Changes coming to 2025 Individual Medicare dental plans

[Read about new guidelines, new plans and changes to existing plans.](#)

Dental benefits are embedded in medical plans. For many members, the medical plan may not change but the dental benefits will. Keep in mind that members may report no change to benefits despite having received a notice of changes.

New guidelines

- Medical necessity: We will require clinical review. For certain services, you will need to submit documentation such as X-rays and periodontal charting. You can find the requirements in our [Claim Documentation Guidelines \(PDF\)](#). *We highly suggest that you submit these services prior to treatment.*
- Claims edits: We will apply our standard claim handling, including alternate benefits where applicable.
- Pre-determinations: You can submit a pre-service claim to get an estimate of benefits prior to treatment. Submit the proposed treatment plan along with any required documentation. We strongly recommend getting an estimate for any treatment plan that will cost more than \$350.

Changes to existing plans

As we noted, members may be in the same plan, but their benefits could change. Some potential changes include the following:

- Implants are excluded on plans.
- Orthodontia is excluded on plans.

- We will no longer offer the Direct Member Reimbursement (DMR) plan.

New plans

Two new plans will be effective in 2025:

- **Essential Plan:** This plan is similar to Choice plans but with additional review requirements.
- **Enhanced Plan:** This plan is similar to the Essential Plan but with additional review requirements. It is offered only on special needs population (SNP) plans.

More information

For more information, such as a full list of covered dental services, exclusions and limitations, see the 2025 dental quick reference guide via [Aetna Dental](#) or call us at [1-800-624-0756](tel:1-800-624-0756) (TTY: [711](tel:711)).

Aetna® PPO dentists and Aetna Medicare Advantage

[Read on to understand coverage, networks and how to submit claims and confirm eligibility.](#)

Aetna Medicare now has over 3 million members with dental coverage.¹

What you need to know

- You can treat all Aetna Dental Medicare Advantage members who are in plans that use the Aetna Dental PPO Network as long as you have not opted out of seeing Aetna Medicare contractually.
- Medicare members have a combined dental/medical ID card. So, you may see references to HMO, DSNP, HMO-POS, or PPO.
- You can identify the member's plan by contract and Plan Benefit Package (PBP) number, which is located in the lower-right-hand corner of the ID card. You can find a list of these numbers in our [Medicare Quick Reference Guide](#).



- Regardless of the medical plan, if the ID card says “Aetna Medicare Dental” in the upper-right-hand corner (see examples above), then the member has a network dental plan. And you’ll be reimbursed in accordance with the PPO fee schedule you have with us.

¹All statistics are from an August 2024 internal Medicare reporting table.

Claims, eligibility and support — we’re here for you

Claims

Submit claims to the address on the member ID card.

By mail

Aetna Medicare
 PO Box 981106
 El Paso, TX 79998-1106

Electronically

EDI Payer ID#60054

Medicare Advantage claims and eligibility

To confirm eligibility for Aetna members with a Medicare Advantage plan, log in to [Aetna Dental](#), select Access Electronic Services, and follow the prompts or call us at **1-800-624 0756 (TTY: 711)**. Our dedicated Medicare Provider Services team offers personalized customer service and can help you with questions about Medicare dental plan eligibility, benefits and claims.

You can also log into [Aetna Dental](#) to view our 2025 Medicare Quick Reference Guide, which contains plan benefits and claims submission information. Just look for Dental Medicare under the Resources tab.

Skip the phone line

You can now save time by skipping the phone line and instead receive a fax back with member eligibility. Call us at **1-800-624-0756 (TTY: 711)** and select Coverage and Benefits and follow the prompts. In addition to receiving the member's plan status, effective date, original effective date with Aetna and group information; you will now see the annual maximum benefit and remaining balance of the allowance. Additionally, you will have the opportunity to enter any ADA procedure codes and receive benefit information specific to the members plan, including the INN & ONN coverage.

Improvements on the way

Check back soon for additional enhancements, our teams are constantly working to enhance the provider experience.

Thank you for participating with us as a dental provider in our portfolio of products. We truly value your participation in our network.

Aetna Dental® Medicare Advantage providers — stay in compliance

[CMS requires you to have a compliance program. Read on to understand the requirements and how to comply with them.](#)

Do you know that dentists are considered First Tier, Downstream, and Related entities (FDRs) based on your contract with Aetna®? The Centers for Medicare & Medicaid Services (CMS) requires all FDRs to have an effective compliance program.

What are the requirements?

- Distribute either the [CVS Health Code of Conduct \(PDF\)](#) or your own conduct standards or compliance policies to employees/subcontractors.
- Perform exclusion screenings on employees/subcontractors both prior to hiring or contracting and monthly thereafter to ensure that they are not excluded from participating in federal programs. You must enter the names of your employees/subcontractors into both the [Office of Inspector General](#) site and the [Exclusions page of SAM.gov](#) to determine if any of them are excluded. If any of them are, you must remove them from work related to Aetna Medicare, and you must notify Aetna of the exclusion.

- Have a process in place for employees/subcontractors to report compliance and fraud, waste and abuse issues. If any of those issues affect Aetna, you must report the problem to Aetna. To meet this requirement, you may, for example, display our [reporting poster \(PDF\)](#).
- Do you conduct offshore business? Submit this [Offshore Services Attestation form \(PDF\)](#) to our compliance team. Oversee any subcontractor that performs services for Aetna to ensure that the subcontractor complies with the CMS compliance program.

How to comply

More details about CMS compliance requirements and how to meet them are outlined in the [FDR Guidebook \(PDF\)](#), which includes helpful tools such as a checklist you can use to determine whether you are meeting requirements. If you are not meeting any of these requirements, we encourage you to make corrections to your processes.

Ask questions

[Send us an email](#) and we can work with you to develop a Corrective Action Plan.

The new Aetna Medicare Dual Complete plan (PPO D-SNP)

The new product, which includes a dental plan through Liberty Dental, begins on January 1, 2025, for our Oklahoma D-SNP members.

Yearly maximum

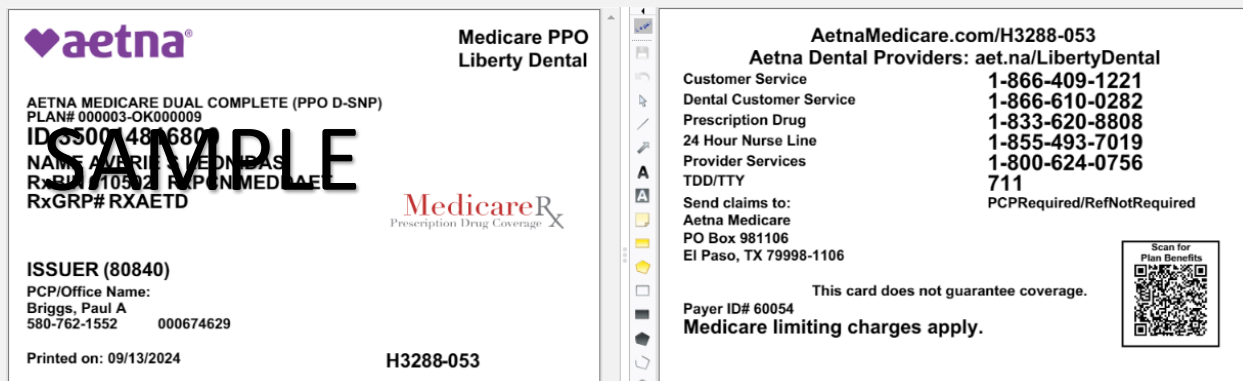
The annual allowance is \$2,000, and the contract/PBP number is H3288.

Benefits and eligibility

To confirm the member's eligibility, please call Liberty Dental at **1-888-352-7924**, Monday through Friday, from 5 AM to 5 PM PT.

ID cards

See the sample card below (for illustrative purposes only).



Claims submission

Mail claims to:

Liberty Dental
PO Box 15149
Tampa, FL 33684

You can also send claims electronically to Liberty Dental via the [Liberty Dental plan provider portal](#).

How to join the Liberty Dental network

If you would like to treat Oklahoma D-SNP members, just complete the [provider enrollment form](#).

How to reach Liberty Dental

Call **1-888-352-7924** (Monday through Friday, 5 AM to 5 PM PT) or visit [the provider page](#).

New Medicare partnerships with LIBERTY Dental Plan

This article applies to Oklahoma and New York.

Our new partnerships with LIBERTY Dental Plan demonstrate that we recognize the link between a person's oral health and their overall health. We look forward to this partnership to ensure that our members have access to quality dental services.

The following benefits become effective on January 1, 2025:

- Oklahoma: LIBERTY will help administer our PPO DSNP Medicare Advantage dental benefits.
- New York state: LIBERTY will help administer our HMO DSNP FIDE Medicare Advantage dental benefits.

We're here to help

If you have any questions, please contact LIBERTY at **1-866-610-0282**. They're available Monday through Friday, 8 AM to 8 PM ET. Contracted LIBERTY providers can verify eligibility, view utilization history and submit claims at **LibertyDentalPlan.com**. Contracted LIBERTY providers may also submit claims via electronic data interchange (EDI). Use Payor ID CX063 or submit paper claims to the following address:

ATTN: Claims Department
LIBERTY Dental Plan
PO Box 15149
Tampa, FL 33684-5149

You may have questions about an Aetna® member who is not appearing as eligible through our partnership with LIBERTY. If so, just go to the [Contact Aetna](#) page. In the "Call us" column, choose Aetna Service Centers from the drop-down menu and dial the Medicare medical and dental plans number. Or visit [Aetna Dental](#).

You may also continue submitting Aetna claims that aren't associated with members whose coverage isn't administered by LIBERTY electronically via EDI. Use Payor ID 60054 or submit paper claims to the following address:

Aetna Medicare
PO Box 981106
El Paso, TX 79998-1106



How to reach us

Phone numbers

National Dentist Hotline

Have a question about the PPO or DMO network, claim status or member eligibility? Call the National Dentist Hotline at [1-800-451-7715](tel:1-800-451-7715) (TTY: [711](tel:711)).

Dentist Contracting Hotline

For PPO contract information or DMO® supplies, call the Dentist Contracting Hotline at [1-800-776-0537](tel:1-800-776-0537) (TTY: [711](tel:711)).

Medicare Dentist Hotline

Have a question or need help with our Medicare plans? Please reach out to our dedicated Medicare Provider Services team. They offer personalized customer service and can help you with Medicare eligibility, claims or dental plan benefits questions. Call [1-800-624-0756](tel:1-800-624-0756) (TTY: [711](tel:711)).

Web and mailing addresses

On [Aetna Dental](#), you can:

- Update your personal information, including your National Provider Identifier (NPI) and email address
- View dental office guides
- Take continuing education courses, and more

Claims address:

Aetna Dental
PO Box 14094
Lexington, KY 40512

Aetna PPO grievances and appeals

Call the National Dentist Hotline at [1-800-451-7715](tel:1-800-451-7715) (TTY: [711](tel:711)).

California Language Assistance Program

For free interpretation services, call [1-800-525-3148](tel:1-800-525-3148) (TTY: [711](tel:711)).

Grievance forms and procedures are available in Spanish on [Aetna Dental](#). You can find additional information about our Language Assistance Program on [Aetna Dental](#).

Comments and suggestions

Please [send us an email](#) if you have comments or suggestions. We welcome them.

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Aetna® does not assume any liability in connection with the use or implementation of any techniques, policies or procedures discussed in this newsletter.

While this information is believed to be accurate as of the print date, it is subject to change. Refer to [AetnaDental.com](https://www.aetnadental.com) for more information about Aetna® networks.

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