

Dental Office Update

Spring 2006

THE **ODS** COMPANIES



Notes from ODS' Claims Department

Thanks for the Feedback

Thanks to all of you who completed our satisfaction survey last year. We really appreciate the detailed responses letting us know what we are doing well and where we can focus our improvement efforts. This year's survey will be sent in April. We look forward to your responses.

Prompt Payment Tips

Please make sure all claims list the subscriber ID (recipient ID for OHP) and the patient's date of birth. We frequently see those items missing on paper claims, and missing information often causes claim delays or denials. For fastest payment, we recommend electronic claim submission. Almost 60 percent of our claims are now

received electronically.

Coordination of Benefits (COB) Claims

Even with double coverage, patients can have responsibility for non-covered and optional services. Provider discounts may be available on many COB claims. Please do not rebill because the claim did not pay in full; call if you have a payment question.

Coordination of Benefit (COB) claims can take longer to process if additional information is needed. On the first COB claim for a dependent, ODS may need to contact the member to get information to determine which insurance is primary. When ODS is secondary, we need the primary insurance amount to make a

correct payment. To expedite claim processing when the other carrier is primary, please provide the primary insurance payment or attach a payment disbursement register (PDR) when submitting your claim to ODS.

If ODS does not receive needed member or payment information, claims will be denied or given an estimated benefit, which may differ from the correct amount. We cannot adjust these claims until all necessary information is received.

If both insurance plans are with ODS, please include both ID numbers and we will automatically process for both plans from one claim form. You do not need to submit two claims.

Information confirmation

The ODS Dental Professional Relations department recently sent a mailing to all participating providers. It is very important that we have the most current information on your practice. Thank you for taking the time to complete this form. If you did not receive a form or need a new one, please contact dental professional relations at 503-265-5720 or toll-free at 888-374-8905 or via e-mail dpr@odscompanies.com.

New ODS PR Specialist joins our team



The dental professional relations department is pleased to introduce Audry Lane, our new dental professional relations service representative. Prior to her work at ODS, Lane worked for 19 years in various dental offices.

Audry Lane continued on back

Dental Office Update

ODS website is useful tool

The ODS website is useful and informative for providers as well as members.

As a provider, you can access and download forms and register for dental benefit tracker.

ODS members can use myODS to access information about their account and insurance plan information. Visit the website at www.odscompanies.com.



ODS Online Dental Benefits and Eligibility.

www.odscompanies.com

Audry Lane

continued

“I’m really looking forward to learning a lot about the insurance business from this side,” Lane said. “My previous experience was from a provider standpoint. I’m also looking forward to the interaction with the dental providers.”

Outside of ODS, Lane, an Oregon State graduate, enjoys running, reading and spending time with her family.

If you have questions, please feel free to contact Audry or any member of the dental professional relations department at 503-265-5720 or toll-free at 888-374-8905. We can also be reached at dpr@odscompanies.com.

Filed Fees

The ODS dental professional relations department has received many questions in the past weeks regarding filed fees. We are committed to working with you to maximize the benefit of filed fees. The following information should help answer some frequently asked questions.

- Dentists should bill their market fees to ODS on all claims. ODS will apply the appropriate provider discount based on the dentist’s filed fees when the claim is processed.
- When updating your ODS filed fees, submit your market fees for all codes as your first fee filing attempt, even if that first attempt is not accepted. It is useful information to ODS to ensure that our reimbursement to our participating dentists is fair and competitive.
- Remember that you are only held to your ODS accepted filed fees when treating ODS or Delta Dental patients.

If you have additional questions regarding filed fees, please contact the ODS professional relations department at 503-265-5720 or toll-free at 888-374-8905 or via e-mail dpr@odscompanies.com.

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